

**EA02-031**

**GM**

**10-27-03 LETTER  
TO ODI FROM GM**

**ATTACHMENT**

**4F**

**BOOK 8 OF 22**

**PART 1 OF 3**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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Case No:	6447274	VIN Number:	1G1YY22G125134404
Date Opened:	5/6/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B11016	Mileage:	3770
Address:	ARROW CHEVROLET INC MIDLOTHIAN	State:	IL
Dealer Phone:			

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SYMPTOM ABSTRACT— COLUMN LOCK STEERING VEHICLE COLUMN IS LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/06/2003 09:18:30 SBD TEMPLATE - GEMUS

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_N\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DAN PLOWMAN TECH

CUSTOMER CONCERN - STEERING COLUMN IS LOCKED AND WILL NOT RELEASE....

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR CAN DUPLICATE THE CONCERN BUT CANNOT ROOT CAUSE IT ..THE BCM IS RECIEVING THE SIGNAL WHEN THE KEY IS INSERTED AND REMOVED IN THE IGN LOCK.....

TAG RECOMMENDATION -

SUGG DLR REPLACE THE RELAY FIRST AND IF THE CONCERN IS STILL PRESENT THEN REPLACE THE LOCK ACTUATOR AS IT IS NOT GETTING A GOOD FEEDBACK SIGNAL.....43584

05/06/2003 09:18:30 HISTORY - GEMUS

05/06/2003 11:10:16 ERMAN -

CALLER'S NAME (FIRST, LAST, AND POSITION) DAN PLOWMAN

EA02-031 / GM22C

\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL  
DETAILS OF THE CONCERN)

DAN SAID HE DID CHECK THE G201 AND G202 GROUNDS. DAN SAID THEY WERE  
GOOD. DAN WANTED TO KNOW IF HE SHOULD REPLACE THE STEERING COLUMN LOCK.  
DAN SAID HE HAS DTC B2587 AND A B2592. DAN SAID BOTH OF THE FLOW CHARTS  
LEAD TO REPLACE THE BCM. DAN HAS NOT DONE THIS YET.

NEW RECOMMENDATIONS

ADVISED IF THE FLOW CHART LEADS TO REPLACE THE BCM THEN REPLACE THE BCM.

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CASE NUMBER: 01037358 VIN: 1G1YY22G1V5100077  
 DATE OPENED: 07/27/00 MODEL YEAR: 97  
 DATE CLOSED: 10/23/00 SERIES: CORVETTE COUPE  
 SOURCE: MILEAGE: 17000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NJ  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 01037358 VIN: 1G1YY22G1V5100077  
 MODEL YEAR: 1997  
 DATE OPENED: 2000-07-27 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2000-10-23 MILEAGE: 17000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: DEALER NAME: MULTI CHEVROLET INC  
 BRC PARENT: DEALER ADDRESS: 2675 RTE 22 W, UNION, NJ, 07083, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

S55 Warranty Clarification	Customer Satisfaction
0 REPAIR ATTEMPT(S)	Warranty Dispute.
M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	Steering column locked up.
S13 Reimbursement Requested	Other
1 REPAIR ATTEMPT(S)	\$459.43 for repairs to steering column.

warranty

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Chevrolet that his vehicle that he purchased privately from the first owner was never put in service. Customer states he was told by the salesperson that he would put the vehicle in service on the date the customer inquired about the warranty in July of 1999. Customer states he had some warranty work done after that until his steering column locked up in April. Customer states he was then advised he would have to pay the \$623.35 because his warranty expired on 3/27/00. Customer states had he known that his warranty would be expiring so soon he would have purchased a GMPP. Customer seeks some type of relief.

Jason Covert/Exec: 0; 338746985  
 2000-09-25

G M R E S T R I C T E D

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Exec spoke with denver who verified in service date on 3/23/97. Warranty start date not available in any of our systems. Exec attempted to contact customer regarding low mileage repair but he was unavailable. Exec left message for customer to contact regarding his concern.

Jason Covert/Exec; 0; 338747213  
2000-09-25

Exec spoke with customer and advised him that I was able to verify his in service date for the vehicle and due to the fact that it is outside of warranty, I can not provide him with an extended service contract. Exec advised customer to send in required documents and he will be reimbursed for the steering lock replacement.

Jason Covert/Exec; 0; 338758836  
2000-10-05

CORR RECEIVED PROOF OF PAYMENT, OWNERSHIP AND R.O. CRM WILL ATTACH DOCS AND FORWARD TO EXEC TO SUBMIT FOR REIM. CRM ANGIN PEREZ/APP/AUSTIN; 0; 339625721  
2000-10-05

Exec receives required documents for reimbursement. VI Document includes original two page repair order in the amount of \$632.55. Repair to the locked steering column was \$434.82. Exec found that state sales tax was 5.66 which amounts to \$24.61 in tax on the repair to the column. Total amount of reimbursement is \$459.43.; 0; 339627334  
2000-10-05

Document also includes proof of payment in the form of monthly credit card statement, and two forms of proof of ownership. A: New Jersey Motor Vehicle Registration, B: Insurance identification card. VIN on all documents matches VIN on file. Exec approving reimbursement in the amount of \$459.43 for steering column lock up repair. Sending to TL for approval.

Jason Covert/Exec; 0; 339627465  
2000-10-05

I HAVE REVIEWED AND APPROVE REIMBURSEMENT \$459.43 FOR COLUMN LOCK ACTUATOR REPAIR OUTSIDE WARRANTY FOR CUST SATISFACTION./ANNA SPICOLA-TM-EXEC 10-05-00 4:08PM; 0; 339630835  
2000-10-05

Pre-approved by goodwill approver Lara Dubose/TPA; 0; 339712322  
2000-10-10

Final approval by Denver Moya/Tampa. Reim ck amt is \$459.43; 0; 340054996  
2000-10-16

CHECK #900470993 FOR \$459.43 MAILED ON 10/12/00  
340550510  
2000-10-20

PAMELA MOREAU/TPA AUDITOR; 0;

Exec receives a call from customer who states that the check that he received does not cover the full amount of the repair. Customer states check is for \$459.43 but the total for the repair was \$632.35. Exec reviewed repair order with customer and it appears that the charge for \$156.06 was not reimbursed because it appears to be a part on an unrelated repair. Customer states the charge in line 2 was for the part to repair the steering column lock and the repair in line 2 was covered under warranty. Customer states the total on the bill is for only the repair to the steering column lock.

Jason Covert/Exec; 0; 340920880  
2000-10-20

G M R E S T R I C T E D

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Exec advised will speak with svc mgr and contact him back.  
Jason Covert/Exec; 0; 340920923  
2000-10-20

Exec spoke with Svc mgr who states all repairs that war enot related to the steering column lock up were done free of charge. Svc Mgr states the total bill was for the repair to the steering column lock. Exec to create separte file to reimburse customerfor the remaining balance.

Jason Covert/Exec; 0; 340921428  
2000-10-23

CORRESPONDENCE ASSIGN ONLY  
DOCUMENT NO 0029700396  
SONIA RIOS/TAMPA; 0; 341191692

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

## ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:  
POLICE REPORT: BODY INJURY:  
NUMBER OF PEOPLE: 0  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:

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## PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:

DATE:  
  
% BUSINESS: 0  
DATE OF ACCIDENT:

G M R E S T R I C T E D

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PURCHASE/LEASE: 0                      DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                  PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE;  
RESOLUTION SOUGHT:

## \*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

NAME:                                      CONTACT NUMBER:        1  
COMPANY:                                  CONTACT TYPE:  
ADDRESS:                                  CONTACT PHONE:



October 5, 2000

[REDACTED]  
Union, NJ [REDACTED]

Request: C01037358

Dear [REDACTED]

We sincerely regret that you experienced a problem with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$459.43. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have further questions, please feel free to contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time. I can also be contacted at 313-667-7153, weekdays during normal business hours.

Sincerely,

Jason Covert  
Executive Office

R805B-T/lkd

[REDACTED]  
Union, NJ [REDACTED]  
September 20, 2000

Mr. Richard Wagoner  
President & Chief Executive Officer  
General Motors  
P.O. Box 33170  
Detroit, Michigan 48232

09-22-00P01:14 RCVD

Dear Mr. Wagoner:

Enclosed please find a letter I wrote on August 16, 2000. I sent this via certified mail, return receipt requested. I received back from the post office my receipt but your office has no knowledge of receiving this letter.

Would you please give this matter immediate consideration since it has been over a month since I have received any response.

Very truly yours,  
[REDACTED]

JK:GX  
Enc.

Sent via FAX only

Union, NJ  
August 16, 2000

Mr. Richard Wagoner  
President & Chief Executive Officer  
General Motors  
P.O. Box 33170  
Detroit, Michigan 48232

Dear Chief Executive Officer:

Last year, on July 2, 1999, I finally purchased my dream car, albeit, a previously owned one. I purchased a 1997 Corvette Coupe with very, very low mileage from a private source.

Realizing that the car at the time was at least two years old, and before I picked up the vehicle, I wanted to find out how much time was left on the original warranty or if I needed to purchase an extended warranty. Armed with the VIN # 1G1YV22G1V5100077 and before I actually picked up the vehicle, I went to the local Chevrolet dealer, Multi Chevy on Rt. 22 in Union, N.J., because I had been told that their Service Department was excellent.

I spoke to the Service Consultant who checked the computer and told me this vehicle had never been put into service. When I purchased the vehicle on 7/2/99, I went straight to Multi Chevy where they again ran the VIN number and confirmed it produced the same results. They then sent me to the Sales Department who told me the in-service date was 7-2-99 and that I would have a 3 year or 36,000 mile factory warranty from that date. They then asked me if I wanted to purchase an extended warranty. I questioned if I still had 3 years before the expiration to make a decision and they confirmed that was the case, so I did not purchase the extended warranty.

Imagine my joy, how lucky could I get. I got my dream car and it was covered for 3 years. Fortune and good luck had finally come my way.

During the past year I had my routine service and some minor warranty work on 5 occasions and I was told that the car was under warranty. On August 5 I had an appointment for an oil change and some minor warranty work. That morning I started my car but could not turn the steering wheel. My DIC read steering column lock. Multi Chevy was kind enough to send someone to my home so I could drive the vehicle to their Service Department.

Page -2-  
August 16, 2000

When I got there I was informed that after my last service in April for warranty work which was covered, that my warranty had expired on March 27, 2000. The dealership informed me that they were kind enough to cover the April work to satisfy a customer. I was not informed of the fact that I no longer had a warranty on my Corvette as of March, nor in April, and therefore I no longer had a warranty on my car.

I was told by the dealership that the sales people who had told me that I had the 3 year-36,000 mile warranty were no longer employed and therefore I had no proof of same.

Not only did I have to pay the \$632.35 for the steering column lock that should have been covered under the warranty, which I believed I still had, but I now was without a warranty and could not purchase a GM warranty because it was past the expired date. If at the time I was told my warranty had expired, I probably would have been able to purchase a GM warranty thus avoiding a \$632.35 charge plus having the peace of mind that an extended warranty gives. Some how or other, my warranty fell through the cracks and I was never informed.

The dealership went to bat for me and said they would try to obtain a GM warranty. I was told because my vehicle had only 17,000 miles on it that the District Manager said that this should not be a problem, but that it was up to the local rep. I was informed that I was refused a contract by the local rep, Chris McCarthy, because I did not purchase the vehicle from a Chevy dealer. Had I bought the vehicle from a Chevy dealer or not, I now considered myself a Chevy customer. My service consultant said he would write a letter stating that two people had checked the VIN number last year (7/99) and found the vehicle had not been put into service. Unfortunately, he was told that this was not a good idea.

I then called the Chevy service line and spoke to Frank Bartlett who told me that when he tried to bring up the service date on the vehicle, on his computer, the date was "blocked". He informed me that this was a very unusual occurrence.

He also told me if I called GMPP I would be able to purchase a GM factory warranty. When I called they informed me that once a date is expired, I could not purchase a warranty. I am now at a dead end.

What started off as a dream has become a nightmare. I was willing at the get-go to purchase an extended warranty but I was told, time and time again, that I had 3 years or 36,000 miles before I needed to worry about purchasing an extended warranty. The way I see it, is if I had known my warranty period was about to expire, I would have purchased the extended plan from GM thus

Page -3-  
August 16, 2000

avoiding all of these problems, i.e. steering column lock and not being able to purchase a GM warranty.

Knowing that Multi Chevy had a wonderful reputation, I took the word of the salesman who supposedly first put the vehicle in service on 7-2-99 and didn't request anything in writing because I felt that this was not necessary since it was in the computer and everyone confirmed that this was so.

I am writing to you in hope that GM can bring this matter to a fair and equitable solution in obtaining relief for me.

Very truly yours,



JK:GK

Sent via certified mail

## North American Operations

General Motors Corporation  
Disbursements (2013)  
18 E Judson  
Farmington, MI 48342-2290



ENCL No. 900470993

**總**

DATE  
10/12/00

459 DOLLAR

	AMOUNT
₩ 45 CENTS	₩ 459.43

North American Operations  
General Motors Corporation  
Pontiac, Michigan 48106

**PAY  
TO THE  
ORDER OF**

UNION NJ

**T.1.1.5.1**

10-18-00P03:23 RCVD

**The Grand Masterpiece Mark, N.A.  
Bryant, New York**

213

REF ID: A66047

## North American Operations

General Motors Corporation  
Disbursements (2013)  
10 E. Judd  
Pontiac, MI 48342-2230

DETACH BEFORE OPENING CASE:

**SECRET** **AD 00000000**

**CHECK NO.**      **44470738**

**REPORT NAME** [REDACTED]

PAGE 001  
DATE 10/12/70

REGISTER NO. DESCRIPTION	INVOICE DATE	SOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YY2201VBL00077	10/10/80 01027300	VN 0000000000000000 0000000000000000	00.0000	489.45	.00	489.45
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT FOR QUESTIONS CALL 800-462-8700				100		
TOTAL				489.45	.00	489.45

General Motors Corporation  
Disbursements (2013)  
18 E Jackson  
Pontiac, MI 48342-2230



**Doc. No. 900470993**

答

DATE  
10/12/00

美國證券交易所註冊公司 股票代號: DOLLAR

**5248 CMT3**

**AMOUNT**  
陸拾壹萬零陸百四拾肆元正459,43

**PAY  
TO THE  
ORDER OF**

UNION NJ

North American Operations  
General Motors Corporation  
Birmingham, Alabama

**5.2.1.1**

**The Chase Manhattan Bank, N.A.  
New York**

10-18-00P03:23 RCVD

#900470993# 15021309379# 601-2-62520#

General Motors Corporation  
Disclosures (2013)  
10 E. Jackson  
Pontiac, MI 48342-2230

DETACH (SEPARATE) DISPOSITIONS CHECK:

02-0124, 1001 1-800-457-8773

PAYMENT DATE 12/12/00

**WINDPAC**

**JUNIOR NAME** \_\_\_\_\_

[illegible]

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REINVESTMENT. FOR QUESTIONS CALL 800-452-8782

DIV: CHEVROLET CASE 970481831 TYPE: G-GENERAL  
NAME: JACK MAXTON CHEVROLET, INC.  
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: COLUMBUS  
VIN: 1G1YY22G1V5100547  
RESP DEALER: 00000  
MILEAGE: 5600  
YEAR/MODEL: 1997/CORVETTE

STATE: OH ZIP: [REDACTED]  
DELIVERY DATE: 03/10/1997

CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 08/11/1997 ORIG OPEN DATE: 07/31/1997  
REOPENED: N  
LAST ACTIVITY DATE: 09/09/1997 BY: DONALD M SCHULTE  
CLOSE DATE: 09/09/1997 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
CHECK OR REIMBURSEMENT  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
OPEN TAX YEAR  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER  
CONTACT METHOD: T-TELEPHONE  
ORIGIN CODE:  
TARGET AREA: SERV-SERVICE  
SOURCE CODE:  
LOCATION:  
WARRANTY: I (IN/OUT)  
REPAIR ORDER:  
SAFETY CASE: Y  
LEGAL FILE: (Y/N)  
REIMBURSED OWNER:  
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:  
CUSTOMER SATISFACTION: D  
ARBITRATION LETTER: (Y/N)  
ARBITRATION OFFERED: TRADEOUT:  
VEHICLE BUYBACK: Y

DEALER CONTACTED: N  
CONTACTED DATE: 07/31/1997  
DEALER CLOSED: 08/27/1997

DEALER NUMBER: 09401  
NAME: JACK MAXTON CHEVROLET, INC.  
CITY: WORTHINGTON ST: OH

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
A01	0		97030, 97031, 97040
M40	0		STEERING WHEEL LOCKED UP



# Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/31/1997 13:19:27  
\*\*\*\*\*  
OWNERSHIP FILE STEPHANIE RICHMOND  
EXTENSION 8234  
FOR DLR USE ONLY 1-800-CHEV-007  
\*\*\*\*\*  
7-31-97\*\*\*\*\*  
O/STS LISTED CONCERNS...O/STS 1ST O/...O/STS VEH WAS TOWED INTO DLR LA  
ST NIGHT FOR THE STEERING WHEEL LOCKING UP...O/STS WANTS THE VEH REPUR  
CHASED DUE TO ALL THE PROB THAT HAVE OCCURRED W/VEH...O/STS NO PREV  
HISTORY W/THE STEERING WHEEL IN THE PAST...CO DCC W/SMGR, TIM, WHO ADV  
THAT THERE ARE 6 R.O. FOR VEH, THIS R.O. WILL BE 7, ABOUT 16 DAYS DOWN  
, & THERE HAVE BEEN NO MAJOR SAFETY RPRS...TIM ADV VEH IS AT DLR NOW F  
OR STEERING WHEEL, NOT DONE YET...CO ACK & THANKED, REV W/MGR, LEIGH  
WARNER...CO ADV O/FILE # & PURPOSE, ADV DCC, ADV WARR, ADV WILL WORK U  
NDER TERMS OF THE WARR TO RPR VEH, NOT IN A POSITION TO T/A OR >>>>>  
>>>>> REPURCHASE VEH AT THIS X...O/STS VERY DISSAT...CO ACK...O/STS  
THIS STEERING WHEEL LOCKING UP IF A MAJOR SAFETY CONCERN...CO ACK & AP  
OLOGIZED FOR SIT, ADV THIS IS CHEV POSITION...O/ACK...CO THANKED.....  
.....STEPHANIE RICHMOND

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/07/1997 14:26:07  
08-07-97\*\*\*\*\*  
O/C/B/STS SAME LISTED CONCERN & REQ TO DOC HIS DISSAT...O/STS VEH IS  
STILL @ DLRSHIP & THAT TECH FROM PLANT HAS COME TO INSPECT VEH AS WELL  
& THEY ARE CONSIDERING PULLING OUT THE STEERING WHEEL COLUMN ECT...O/  
STS HE IS DISSAT THAT HE IS HAVING TO PAY FOR VEH THT HE IS NOT EVEN  
ABLE TO DRIVE...O/STS HAS HAD 8 OTHER VETTS B/4 & NEVER WOULD EXPECT  
ANYTHING LIKE THIS TO HAPPEN...CO ACK & ADV O/THAT CMD WOULD NOT EXPEC  
T ANYTHING LIKE THIS TO HAPPEN EITHER & ADV CAN UNDERSTAND FRUSTRATION  
...CO OFFERED TO ASST FURTHER...O/DECLINED...O/STS HE WILL KEEP IN TOU  
CH W/DLR, HE HAS BEEN WORKING W/THEM FOR MANY YEARS & HAS NO PROB W/DL  
R, JUST A BIT FRUSTRATED W/THIS SIT...CO ACK...CO LET O/VENT & REPEATE  
DLY APOLOGIZED FOR INCONVENIENCE & FRUSTRATIONS...O/ACK...O/THANKED CO  
FOR LISTENING...CO ACK & THANKED O/FOR C/.....  
CO L/M/W/O/SHIP (NOTE, NOW VEH DAYS OUT WOULD BE APROX 23)  
TRINA JOHNSON

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/11/1997 10:36:35  
08 11 97 RECEIVED CALL FROM TIM HALL SERVICE MANAGER AT JACK MAXTON.  
DEALER INDICATED STEERING WHEEL LOCKED UP WHILE DRIVING ON FREEWAY  
DURING RUSH TRAFFIC. NO ACCIDENTS. OWNER ABLE TO COST THE VEHICLE  
TO THE SIDE OF ROAD WAY. TIM INDICATED THE CONDITION WAS DUPLICATED  
AFTER VEHICLE TOWED INTO THE SERVICE DEPT AT DEALER. THE TECH HAD  
CHECKED A VIEW THINGS(I DO NOT KNOW THE FEW THINGS) AND STEERING  
WHEEL STARTED TO WORK AS DESIGNED. AT THIS TIME JEFF THE SERVICE  
ADVISOR FROM DEALER ADVISED THE PLAINT HAS INSPECTED AND WILL TAKE  
VEHICLE BACK. I REVIEW WITH CHEV DISTRIBUTION. DEALER TO ORDER  
A NEW VEHICLE AND PROVIDE ORDER # TO MR. WE WILL DO A TRADE  
REPURCHASE WITH DEALER.

BRAD HARDER  
MIDEAST REGION  
JONES REC'D CALL THIS A.M. FROM SSE, DAVE PEACY, WHO HAD BEEN INSTURC

TED BY BRAND MGR, T950, TO INITIATE A REPURCHASE OF THIS VEHICLE. UNIT TO BE TRANSFERRED TO MILFORD PROVING GROUNDS FOR AN EXTENSIVE DIAGNOSTIC WORK-UP. CORVETTE PLATFORM WAS ADVISED THRU TAB FILE 2483253 OF EMERGING CONDITON. JONES ADVISED PEACY REPURCHASE WOULD BE PERFORMED USING OPERATING SYSTEMS MANUAL, CHAPTER 2, SECTION 4, PAGE 36, AND CAC WOULD NEED AN AUTH CODE, (AANNWN) AND A LOCATION CODE INADDITION T TO A 26 DIGIT ACCOUNT TO DEBIT COSTS OF REPURCHASE AND DELIVERY. UNIT WILL BE TRANSFERRED OUT OV CHEV CVMS SYSTEM INTO MAO. (RENEE CASALAS) CHEV FINANCIAL WILL ASSIST.

D. PEACY HAS ASKED ZONE MGR TO ASSIST DLR IN PROCESSING VETTE ORDER TO REPLACE THIS UNIT. THERE WILL NO CHARGE FOR MILEAGE TO OWNER AND IT APPEARS TO CHARGE TO MOVE FROM A '97 TO A '98 SINCE THERE WAS NO PRICE INCREASE. (ALSO, APPEARS O/PAID WELL OVER MSRP TO BE THE FIRST ON HIS BLOCK TO DRIVE A PLASTIC CAR).

HENRY LAMBERT, 8-341-3166, MID-LUX WARREN ENGINEERING, CALLED TO ADVISE THAT, IF NECESSARY, HE COULD ARRANGE FOR CAR HAULER OR PLATBED TO GET UNIT TO MILFORD PROVING GROUNDS.

HE ALSO PROVIDED THE FOLLOWING NUMBERS:

DEVELOPMENT VEHICLE AUTH CODE: JC017574 ASSIGN TO CVMS  
TOPS NUMBER: 11XXK51ED  
SHIP TO CODE: 62-405  
CHARGE TO MILFORD PRV. GDS. 00-070 CREDIT AND REBILL  
RENEE CASALAS IN CHEV. FINANCIAL AT  
8-383-7587 PUNCH 4, PUNCH 1, WILL BE ABLE MAKE ALL  
TRANSACTIONS.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/18/1997 12:39:50  
08 18 97 CALLED TIM HALL SERVICE MANAGER. ADVISED TIM CMD NEEDS A PAYOFF AND A CUSTOMER APPROVAL TO BUY VEHICLE BACK. TIM TO CALL BACK.

BRAD HARDER  
MIDEAST REGION  
08 18 97 RECEIVED A PAYOFF OF \$46,217.34.

BRAD HARDER  
MIDEAST REGION

COMMENT TYPE: 6-REIME. PAYME ENTERED DATE/TIME: 08/25/1997 00:00:01  
REPURCHASE DUE TO NATURE OF CUSTOMERS CONCERN.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/25/1997 15:43:30  
08 25 97 DEALER ADVISED OWNER SIGNED CONFORMATION LETTER. RECEIVED PAYOFF FROM BANK. ALSO HAD TO PAY A CHARGE FOR BREAKING THE LEASE. TIM THE SERVICE MANAGER INFORMED THE OWNER HAS BEEN IN A RENTAL SINCE JULY 31. ADVISED WOULD PAY FOR RENTAL UNTIL CHEVY PAYS OFF LOAN.

BRAD HARDER  
MIDEAST REGION

COMMENT TYPE: 5-REPURCHASE ENTERED DATE/TIME: 09/09/1997 00:00:01  
STEERING WHEEL LOCKED

COMMENT TYPE: 7-REPURCHASE ENTERED DATE/TIME: 09/09/1997 00:00:01  
VEHICLE REPURCHASE DUE TO NATURE OF CONDITION

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/09/1997 00:00:01  
FOR DLR TO RPR  
CHECK ISSUED  
FOR DLR TO RPR  
SAME

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/09/1997 11:04:18

09/09/97 \*\*\* CO FAXED & MAILED ORIGINAL COPY OF AUTHORIZATION LETTER  
TO MOVE THIS UNIT TO MILFORD PROVING GROUND'S ACCOUNT...THIS CHANGE  
SHOULD BE REFLECTED IN CVMS WITHIN THE NEXT FEW DAYS...I UPDATED  
REFURCH SCREEN TO REFLECT THE CHANGE & CLOSED OUR FILE....

DON SCHULTZ  
CHEVROLET INVENTORY

GM 1241

No GM 1241 Data available for this case.  
GM 1241 A

No GM 1241A Data available for this case.  
GM 1241 D

No GM 1241D Data available for this case.  
GM 1241 X

No GM 1241X Data available for this case.  
Reimbursements

Reimbursement Case 970481831 7014234

PAYMENT TYPE: H DEALER NUMBER:  
DESCRIPTION:

VIN: 1G1YY22G1V5100547 MILEAGE: 3600  
DESCRIPTION: VEHI  
MODEL YEAR/CODE: 1997 DOCUMENT NUMBER: 239803  
LABOR PAY: \$0.00 PARTS PAY: \$0.00  
NET PAY: \$46,217.34 TOTAL PAY: \$46,217.34

CODE: 02

TYPE: H

NAME: HUNTING NATIONAL BANK

AMOUNT: \$46,217.34

DOCUMENT NUMBER: 000000

VOID:

CHECK NUMBER: 1

CHECK PRINT ISSUE DATE: 08/27/1997

NET PAYMENT AMOUNT: \$0.00

1099: H

TIN NUMBER:

# Reimbursement History

VIN:

ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0

CHECK NUMBER:

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN:

ENTERED DATE: 08/25/1997 PAYMENT AMOUNT: 0

CHECK NUMBER:

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN: 1G1YY22G1V5100547

ENTERED DATE: 08/25/1997 PAYMENT AMOUNT: 46217.34 CHECK NUMBER:

FAILURE CODE: 98

EVENT CODE:

REPURCHASE IND: Y

PAYMENT TYPE: H

TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 08/25/1997 PAYMENT AMOUNT: 46217.34 CHECK NUMBER:

FAILURE CODE: 98

EVENT CODE:

REPURCHASE IND: Y

PAYMENT TYPE: H

TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 08/27/1997 PAYMENT AMOUNT: 46217.34 CHECK NUMBER: C09047072  
FAILURE CODE:  
EVENT CODE: REPURCHASE IND:  
PAYMENT TYPE: TOTAL PAYMENT:  
DESCRIPTION:

VIN: 735

ENTERED DATE: 09/02/1997 PAYMENT AMOUNT: 46217.34 CHECK NUMBER:  
FAILURE CODE: 98  
EVENT CODE: REPURCHASE IND: Y  
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01  
DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: TEAM-950

NAME: [REDACTED]

COMPANY: CORVETTE BRAND TEAM

ADDRESS: [REDACTED]

CITY: WARREN

STATE: MI ZIP: [REDACTED]

AGE: 000

HOME PHONE: (000) 000-0000

BUSINESS PHONE: [REDACTED]

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: COLUMBUS

STATE: OH ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: (000) 000-0000

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

TYPE: OTHER

NAME: MR HENRY LAMBERT

COMPANY: MID-LUX WARREN ENGINEERING

ADDRESS: ENGINEERING STAFF

CITY: WARREN

STATE: MI ZIP: 48090-0000

AGE: 000

HOME PHONE: (000) 000-0000

BUSINESS PHONE: (000) 341-3166

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

## Injured Parties

No Injured Party Data available for this case.  
Repurchase

CREATION DATE: 09/09/1997      DECISION DATE: 08/25/1997  
CHECK REQUESTED AMOUNT: \$46,217.00      CHECK DATE:  
CHECK/CERTIFICATE NUMBER:  
AUCTION HOUSE:      AUCTION CHECK:  
VEHICLE DISPOSED DATE: 09/09/1997      TRADE OUT:  
ACCOUNT NUMBER PARTS AMOUNT: \$0.00  
ACCOUNT NUMBER LABOR AMOUNT: \$0.00  
COST TO DIV: \$0.00  
AMOUNT RECOVERED: \$46,217.00  
NET LOSS BUYBACK AMOUNT: \$0.00  
NADA AMOUNT: \$36,842.37      TRANSFER MILES: 005600  
CODE: V-STRAIGHT REPURCHASE  
TROUBLE CODES: M40  
PROBLEM OCCURANCE NUMBERS: 0 0



DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

383124

CUSTOMER:  
ADDRESS:  
PHONE:

HUMBLE, TX

CASE NUMBER: 05907433 VIN: 1G1YY22G1V5100581  
MODEL YEAR: 1997  
DATE OPENED: 2001-11-20 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-20 MILEAGE: 59000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: ROBBINS CHEVROLET COMPANY  
BRC PARENT: DEALER ADDRESS: 18611 EASTEX FWY, HUMBLE, TX, 77338, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Broken  
0 REPAIR ATTEMPT(S) STEERING LOCK COLUMN

S85 Dealer Resolved With Goodwill Dealer Resolved With Good  
0 REPAIR ATTEMPT(S) WILL PARTICIPATE ON THIS AS IT THE EXACT SAME  
REPAIR AS THE CAMPAIGN #01044

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \* Probe to identify failed item/component
  - \* Determine Customer's Expectation
  - \* Using delivery date, establish if vehicle is within any warranty coverage
  - \* Listen carefully to evaluate cause of failure - defect or damage  
( If damage, consider explaining the consumer's responsibility)
  - \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
  - \* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe [http://carsweb/webknowledge/carscp/sbs/html/chronic\\_repair.htm](http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.htm)]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
    - 1) Review warranty history on "VIN Profile" tab
    - 2) Contact appropriate Service dealership to discuss
    - 3) Determine if TAC was previously contacted or is now necessary
    - 4) Establish & document a diagnosis and repair plan
  - \* Coordinate with dealership to assist with customer's repair request
  - \* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe [http://carsweb/webknowledge/carscp/sbs/html/sbs\\_customer\\_requests\\_vehicle\\_repurchase.htm](http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle_repurchase.htm)]]
- Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES SHE IS THE 2ND OWNER OF VEH PURCHASED AT 17K MILES AND THAT THE STEERING COLUMN HAS  
LOCKED, SHE WAS ADVSD BY SVC ADVSR THAT THERE ARE CAMPAIGNS ON OTHER CORVETTES-98-UP BUT HER  
VEH IS NOT COVERED UNDER THE CAMPAIGN

CUST SEEKS TO KNOW WHY HERVEH IS NOT COVERED, AND IF IT CAN BE

CRM ADVSD CUST THAT WOULD LIKE TO FIND OUT MORE ABOUT THE REPAIR, CRM SPOKE WITH SVC ADVSR  
ROBERT WHO STATES THAT THE REPAIR IS THE EXACT SAME AS THE CAMPAIGN #01044-SPOKE WITH THE SVC  
DIRECTOR-TOMMY MORTON WHO STATES THAT THE REPAIR WILL BE COVERED-HE WON'T BE ABLE TO TALK TO AVM  
TIL MONDAY BUT HE IS CONFIDENT THAT HE WILL APPROVE IT AND SO TOMMY WILL COVER IT ON HIS END  
CRM ASKED IF HE WOULD LIKE TO TELL CUST AND HE STATES HE WOULD, AND WILL HAVE SVC ADVSR CALL  
HER

CRM ADVSD CUST THAT THE DLRSHIP WILL BE CONTACTING HER WITH VERY GOOD NEWS-CUST UNDERSTOOD  
REQUEST CLOSED SATISFIED

AMYVILLAR/ATX/CAC; 0; 375146447

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:  
 DRIVER NAME: DRIVER AGE:  
 DRIVER DISABILITY:  
 OWNER DESCRIPTION:  
 ALLEGED DEFECTIVE COMPONENT:  
 INCIDENT RESULT:  
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
 NUMBER OF PEOPLE: 0 BODY INJURY:  
 INJURIES:  
 WAS ANOTHER VEHICLE INVOLVED:  
 NUMBER OF VEHICLES: 0  
 PROPERTY DAMAGE:  
 WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
 INSURANCE COMPANY ADDRESS:  
 AGENT NAME:  
 AGENT PHONE NUMBER:  
 MORE INFORMATION:  
 MAINTENANCE LOCATION:  
 CURRENT LOCATION OF VEHICLE:  
 NOTIFY NAME:  
 WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
 MILEAGE AT INSPECTION:  
 WHERE WAS INSPECTION DONE:  
 WAS VEHICLE ROAD TESTED:  
 ROAD TEST DESCRIPTION:  
 ROAD TEST RESULT:  
 COMP INSPECTED:  
 INVESTIGATIVE SUMMARY:  
 PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
 REQUEST TYPE:  
 REPURCHASE REASON:  
 DEALER BAC:  
 DEALER NAME:  
 DEALER ADDRESS: , ,  
 CONTACT: ,  
 PHONE NUMBER: FAX NUMBER:  
 PRODUCT CODE: BODY TYPE:  
 TRIM:  
 ENGINE TYPE: TRANSMISSION:  
 VEHICLE DRIVEABLE:  
 SRC WARRANTY DATE:  
 MILEAGE @ BUY-BACK: 0  
 WADA: 0  
 SALES TAX:  
 DEPRECIATION:  
 UPGRADE:  
 AFTERMARKET:  
 LEASE TERM:

DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

COUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
% BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Spartanburg

SC

HOME PHONE:

CASE NUMBER: 1-109530112

VIN: 1G1YY22G1V5100743

MODEL YEAR: 1997

DATE OPENED: 2003-06-16

SERIES: Corvette

DATE CLOSED: 2003-06-16

MILEAGE: 52000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Burns Chevrolet-Oldsmobile, Inc.

BRC PARENT:

DEALER ADDRESS: 2315 N. Limestone Street, Gaffney, SC, 29340, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

RPI recall? 97 Corvette/steering column; ; 2003-06-16  
2003-06-16

Service Request has been Closed Satisfied.; ; 2003-06-16

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      \* BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:        1  
COMPANY:    CONTACT TYPE:  
ADDRESS:    CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

MEMPHIS, TN

CASE NUMBER: 05570531 VIN: 1G1YY22G1V5100872  
MODEL YEAR: 1997  
DATE OPENED: 2001-09-24 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-24 MILEAGE: 66000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET, INC. - COLLIER  
BRC PARENT: DEALER ADDRESS: 4605 HOUSTON LEVEE  
ROAD, COLLIERVILLE, TN, 38017, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Other  
0 REPAIR ATTEMPT(S) Locked up

Notification of open campaigns or special policies.

INFORM THE CALLER:  
Customers will receive a letter in the mail.

## AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request  
[[Campaign Status Request RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest\_Corepoint.htm]]  
Notification of open campaigns or special policies.

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states that his steering column locked up on him. cust states that steering column was  
repaired. cust seeks to know if campaign #01044 applise to his veh. crm advised cust that  
campaign only applies to 1998 - 2000 corvettes. Charlie Zamora/atx/cac.; 0; 370222533

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:



WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*MODIFY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

LOCATION:

PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

**RESTRAINT:**

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	* BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Alamogordo

NM

HOME PHONE:

CASE NUMBER: 1-84626254

VIN: 1G1YY22G1V5101424

MODEL YEAR: 1997

DATE OPENED: 2003-03-26

SERIES: Corvette

DATE CLOSED: 2003-03-26

MILEAGE: 70000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Corvette Steering lock up, ; 2003-03-26  
2003-03-26

steering column locked, ; 2003-03-26  
2003-03-26

Service Request has been Closed Satisfied., ; 2003-03-26

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	1 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

AURORA , CO

CASE NUMBER: 05189209 VIN: 1G1YY22G1V5101956  
MODEL YEAR: 1997  
DATE OPENED: 2001-08-03 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-09 MILEAGE: 45400  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: ED BOEARTH CHEVROLET COMPANY, INC.  
BRC PARENT: DEALER ADDRESS: 2001 S HAVANA, AURORA, CO, 80014, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) INOPERATIVE/\$4-600 REPAIR

S13 Reimbursement Requested Other  
0 REPAIR ATTEMPT(S) COST ASSISTANCE FOR REPAIR

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
  - \* Determine Customer's Expectation
  - \* Using delivery date, establish if vehicle is within any warranty coverage
  - \* Listen carefully to evaluate cause of failure - defect or damage  
( If damage, consider explaining the consumers responsibility)
  - \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
  - \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
    - 1) Review warranty history on "VIN Profile" tab
    - 2) Contact appropriate Service dealership to discuss
    - 3) Determine if TAC was previously contacted or is now necessary
    - 4) Establish & document a diagnosis and repair plan
  - \* Coordinate with dealership to assist with customer's repair request
  - \* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES VEH IN AT DLR FOR REPAIR ON STEERING WHEEL COLUMN LOCK FOR \$400-600 REPAIR  
PRICE. CUST SEEKS ASSISTANCE. CUST STATES WAS ON WEB FOR INFO. CUST STATES THIS IS COMMON  
CONCERN. CRM ADVISED WILL CONTACT DLR. NADIA ALEX/CAC/PDX; 0; 365991780  
2001-08-06

CRM CONTACTED DLR. CRM WAS ADVISED BY SVC MGR STEVE THAT THIS IS FIRST TIME OF VEH BEING IN  
@ DLR, NO PREVIOUS HISTORY, NO MAINTENANCE HISTORY. CRM WAS ADVISED THAT THERE IS NO RECALL  
FOR THIS INDIVIDUAL VEH, ALTHOUGH THERE ARE RECALLS FOR OTHER VEH'S. CRM WAS ADVISED FOR ABOVE  
STATED REASONS & OUTSIDE OF WARRANTY, THERE WILL BE NO COST ASSISTANCE FOR CUST. NADIA  
ALEX/CAC/PDX; 0; 365991920

2001-08-07

CRM WILL CONTACT CUST TU 08.07.01. 1-3 PST (2-4 MST CUST). NADIA ALEX/CAC/PDX; 0; 366053399  
2001-08-07

CRM UNABLE TO CONTACT CUST. CRM WILL FOLLOW UP WITH CUST ON THU 08.09.01. 1-3 PST (2-4 MST CUST). NADIA ALEX/CAC/PDX; 0; 366072893  
2001-08-07

CUST CALLED IN SEEKING UPDATE. CRM ADV CUST THAT THERE WOULD BE NO COST ASSISTANCE AS VEH IS OUTSIDE WARRANTY, & HAS WORK HISTORY @ DLRSH. CUST SEEKS INFORMATION ON HOW WOULD THIS WORK IF GM CAME OUT W/ A CAMPAIGN LETTER & HE ALREADY FIXED IT. CRM ADV REIMBURSEMENT WOULD BE DONE. \*\*\*BarbSeashore/PDX/CAC\*\*\*; 0; 366079380  
2001-08-08

CRM RECEIVED E-MAIL FROM TEAM MANAGER THAT WAS SENT TO HIM FROM MARY KINGSTON. THE E-MAIL WAS AS FOLLOWS: After 4 consecutive import purchases, I finally decided to purchase my first GM. I picked the Corvette. While I have no complaints about the car(which I love),the service level of the service department frankly stinks. I'm forced to make appointments a week ahead of time and have on two occasions picked up the car with the problem uncorrected. I can actually take the time to write you this email because I am currently waiting at my Chevy dealer for my car to be fixed,(the steering wheel lock recall.) I told them last week I would be waiting for the car and they didn't seem to care then or now. I've been here since 9am..it's now 12:25pm. My next car was going to be a Z06, but now it will be an M3. The BMW dealers offer longer cars for their 40k plus customers. I've probably lost \$1600 in salary easy with all the time wasted at the dealer for relatively minor problems.  
CONT.....; 0; 366123389  
2001-08-08

CONT.....Anyway, thanks for listening. ps..got your name from the EDGE magazine next to the service satisfaction articles.

CUST SEEKS: ASSISTANCE WITH FINAL REPAIR

CRM ADVISED WITH ORIGINATED MESSAGE IN THE KAMA SYSTEM: Dear [REDACTED] Thankyou for contacting the GM Internet Response Center. Mr. Jim Campbell has forwarded your message to us to assist you accordingly. We sincerely apologize for the steering column locking on your 1997 Corvette and for our delay in responding to you. We are experiencing a very high level of e-mail volume at this time. If you have already contacted our Customer Assistance Center, please continue to work with them towards resolution of your concern. If you have not already done so, please call the Chevrolet Customer Assistance Center at 1-800-222-1020. They are open from 8:00 a.m. to 11:00 p.m., Eastern Standard Time. They are in the best position to give you a timely resolution. CONT.....; 0; 366123485  
2001-08-08

CONT.....If you would prefer to continue to work through e-mail, we certainly understand. We will attempt to resolve your concern in the shortest period possible on a first come, first served basis. Address your mail to cac@chevrolet.com. We are currently responding in the next business day excluding weekends and holidays. Whether you choose to call or e-mail us, please provide the following basic information. This information will be used to document and investigate your concerns. Vehicle Owner's Full Name Address City, State Zip Code Telephone number Vehicle Identification Number Current Mileage Current Dealer with which you are working  
We look forward to serving you. Thank you for making Chevrolet your vehicle of choice!  
Sincerely, Jessica Perry Customer Relationship Manager GM Internet Response Center  
CONT.....; 0; 366123540  
2001-08-08

CUST SENT IN EMAIL, KAMA CASE # 1373589, DATED 08/07/01, AS FOLLOWS: Stevan A. Snyder 16767 E. Prentice Circle Aurora Co. 80015 303-680-4722 vin#1G1YY22G1V5101956 45000K  
DEALER Ed Bozarth Chevrolet Aurora Co.Contact Barry #303-751-7500 Icontacted your customer service department and they offered to do nothing.This is a consistent problem with the steering column lock on 97,98,99,2000 C5 Corvettes.I checked on my Vette web sites and talked to some of my fellow owners.The problem is so bad they make a bypass kit for it.This has happened thousands of times to your most loyal customers(Corvette Owners).No

matter where you are you have to call a tow truck and have it hauled to a dealer and that is'nt cheap.The cost of the repair will be between \$400-\$600.This has happened to some owners multiple times. I spend a substantial portion of my income to drive this car and expect it to function properly.CONT.....; 0; 366123634  
2001-08-08

CONT.....Now whenever I get in the car I'll wonder if it will malfunction again.I have owned other high end cars,Acura and Mitsubishi and recieved excellent customer service from both.Will the steering wheel lock up when I'm doing 75mph on the highway?I wanted to sell this car and buy a Z06 but I doubt very much I will now.When I am not treated fairly by a business I no longer patronize that business.I would like to get this resolved but if we can't I will sell this car and no longer do business with with Chevrolet or General Motors. Thanks for your help Stevan A. Snyder  
CUST SREKS: COST ASSISTANCE WITH REPAIR  
CONT.....; 0; 366123709  
2001-08-08

CONT.....CRM ADVISED: Dear Mr. Snyder, Thank you for your response and for providing us with the information requested. We apologise for your dissatisfaction with the steering lock concerns that you have experienced. Your computer file has been updated with your most recent comments. Again, we reviewed your request with our Central Office and are in agreement with the position previously provided to you. If you have any questions, or require further assistance, please contact our office at 1-800-222-1020. Reference file C05189209 when calling. Sincerely, Jessica Perry Customer Relationship Manager GM Internet Response Center  
CRM SPOKE WITH TM, ROB BARTLE REGARDING THE CUSTOMER'S CONCERNS. DUE TO THE FOLLOWING REASONS COST ASSISTANCE HAS BEEN DENIED: SECOND OWNER, OUT OF WARRANTY, DEALER HAS NEVER DEALT WITH THE CUSTOMER BEFORE, NO MAINTENANCE HISTORY.  
CRM CLOSING FILE DISSATISFIED. TM APPROVAL. JESSICA PERRY/TAMPA/IRC; 0; 366124542

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:



WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
  
IF SO, WHERE:

LOCATION:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

MIAMI, FL

CASE NUMBER: 04534838 VIN: 1G1YY22G1V5102184  
MODEL YEAR: 1997  
DATE OPENED: 2001-06-13 SERIES: UNKNOWN  
DATE CLOSED: 2001-06-13 MILEAGE: 35908  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: Yes DEALER NAME: DADELAND CHEVROLET, INC.  
ERC PARENT: DEALER ADDRESS: 8455 S DIXIE HWY., MIAMI, FL, 33143, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A01 Open Campaign Other  
0 REPAIR ATTEMPT(S) cust seeks campaign info  
  
M01 Steering General Other  
1 REPAIR ATTEMPT(S) steering column locks  
  
S13 Reimbursement Requested Other  
0 REPAIR ATTEMPT(S) seeks reimbursement of steering column

Request for Reimbursement

CRM INSTRUCTIONS:

- \* Please check to see if vehicle is covered under a; warranty, recall campaign, or special policy.
  - \* Encourage caller to see their dealer for reimbursement.
  - \* If caller is not satisfied document the problem.
  - \* If it is decided that a reimbursement is necessary:
  - \* Select the Additional Information tab
  - \* Document Complaint information
  - \* Select REIMBURSEMENT and follow the reimbursement process.
- reimbursement for repairs

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states last night his veh's steering wheel column locked and had to be towed. cust states he has found info on internet about the column's locking. cust seeks to get info and reimbursement \$438 for the repairs. crm advised cust he does have a opencampaign and that gm is aware of problems with the steering locking column and further advised cust to take veh to dealership which he has already done and veh is at dadeland #305-740-7475 now. crm advised cust of transfer to t-2. dabbie baker/cars/tampa tier 1; 0; 361297045 2001-06-13

CUST STATES STEERING COLUMN LOCKED ON HIM 6/12 AND HAD TO HAVE VEH TOWED. CUST STATES HE IS W/OUT VEH AND IS NOW IN A RENTAL. CUST STATES PD \$95.00 FOR TOWING AND NOW \$100.00 FOR RENTAL. CUST STATES NOW ADV REPAIR TO COST HIM \$438.00. CUST SEEKS COSTASSISTANCE. CRM CALLED DADELAND CHEV AND SPOKE W/ANOLIO SUAREZ, SVC MGR. DLR ADV CRM THAT AS CUST NOT ORIGINAL OWNER AND OUTSIDE WARRANTY, WILL NOT BE ABLE TO HELP. CRM REMINDED DLR OF DLR EMPOWERMENT AND ADV CUST STILL W/IN PERIOD. CRM ADV DLR GM AWARE OF ISSUE W/Y-BODY STEERING COLUMN LOCK. CRM ALSO REMINDED DLR OF DESIRE TO FOSTER LOYALTY IN CUST TO THIS DLR. DLR ADV CRM WILL REVIEW AND CONTACT CUST W/ASSISTANCE OFFER, IF ANY. CRM CHKD W/TM JARRETT TO SEE IF ASSISTANCE DENIED CAC MAY OFFER ASSISTANCE. CRM ADV TO ADV CUST IF NO ASSIST OFFERED FROM DLR, TO CONTACT CAC FOR POSSIBLE CONSIDERATION. CRM ADV CUST. CUST STATES WILL CONTACT CRM REGARDLESS OF DECISION. RON GREEN/TPA/TIER 2/57021; 0; 361299155

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:  
DEPRECIATION:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
HADA: 0  
SALES TAX:

UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
  
ACCOUNT BALANCE:  
LEGAL:  
  
DEALER ADMINISTRATION:  
RELEASE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:  
  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
  
% BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

LEXINGTON

KY

HOME PHONE:

CASE NUMBER: 05694411

VIN: 1G1YY22G1V5103755

MODEL YEAR: 1997

DATE OPENED: 2001-10-16

SERIES: UNKNOWN

DATE CLOSED: 2001-10-19

MILEAGE: 39000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JOE HOLLAND CHEV INC

BRC PARENT:

DEALER ADDRESS: 232 NEW CIRCLE RD NW, LEXINGTON, KY, 40505, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts

Other

3 REPAIR ATTEMPT(S)

LOCKS UP

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

\* Pinpoint / understand concern

\* Determine Customers expectation

\* Validate feature is on vehicle

\* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab

\* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.htm]]

\* Validate with dealership if necessary

\* Coordinate with dealership to compare with another vehicle if necessary

\* Schedule a follow up if issue is not resolved during call

## Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT VEH HAS BEEN LOCKING UP AND DLRSHP IS LOST AS TO WHAT IS HAPPENING .....  
CUST IS SECOND OWNER.....CUST SEEKS TO FIND OUT IF GM HAS ANY INFO ABOUT THIS THAT COULD BE  
HELPFUL TO THE RESOLUTION.....CRM ADVISED WOULD NEED TO RESEARCH AND GETBACK WITH CUST BY  
THIS AFTERNOON SINCE CUST IS HOME TODAY ONLY.....CUST SATISFIED... TERRIE MONE CAC PDX; 0;  
372101520  
2001-10-16

CRM CONTACTED JOE HOLLAND CHEVY AND SPOKE TO WILLIAM SRV CONSULTANT...HE STATES THAT THEY  
HAVE NO RECORD OF VEH.....CRM CONTACTED CUST AND HE STATED THAT AFTER THE APPT TOMORROW IF  
CRM WOULD FOLLOW UP CUST WILL GIVE UPDATE....CRM ADVISED CUST WOULD CALLCUST ON 10-18-  
01....CUST SATISFIED..... TERRIE MONE CAC PDX; 0; 372102482  
2001-10-19

CRM CONTACTED CUST WHO STATES THAT IS STILL SICK AND HAD TO CANCELL APPT....CUST STATES THAT  
HE WILL CONTACT DLRSHP AGAIN IF HE IS STILL HAVING A CONCERN....CRM WILL CLOSE FILE PENDING  
FUTURE CALL BACK BY REQUEST OF CUST..... TERRIE MONE CAC PDX; 0; 372358188

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
ACCOUNT BALANCE:  
LEGAL:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:  
  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
  
\* BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Miami , FL

CASE NUMBER: 1-42127091 VIN: 1G1YY22G1V5103934  
MODEL YEAR: 1997  
DATE OPENED: 2002-10-18 SERIES: Corvette  
DATE CLOSED: 2002-10-23 MILEAGE: 20000.00000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/A No DEALER NAME: Kelley Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 601 N Federal Highway, Hallandale, FL, 33009-2406,

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S)

No Symptom Indicated

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column locked up; ; 2002-10-18  
2002-10-18

Svc mgr Dan Tucker; ; 2002-10-18  
2002-10-22

F/U; ; 2002-10-22  
2002-10-22

AVM Michael Hurrell; ; 2002-10-22  
2002-10-22

Error; ; 2002-10-22  
2002-10-22

L/m for AVM Wes Sheffield; ; 2002-10-22  
2002-10-22

L/M for cust; ; 2002-10-22  
2002-10-23

F/U; ; 2002-10-23  
2002-10-23

Update from AVM Wes Sheffield; ; 2002-10-23  
2002-10-23

Svc mgr Dan Tucker; ; 2002-10-23  
2002-10-23

F/U; ; 2002-10-23  
2002-10-23

Service Request has been Closed Satisfied.; ; 2002-10-23

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

DIV: CHEVROLET CASE 990525064 TYPE: G-GENERAL  
NAME: TOM CLARK CHEVROLET, INC.  
YR/MDL: 1997/CORVETTE

## Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: MONROEVILLE  
VIN: 1G1YY22G1V5104243  
RESR DEALER: 00000  
MILEAGE: 34000  
YEAR/MDL: 1997/CORVETTE

STATE: PA ZIP: [REDACTED]  
DELIVERY DATE: 05/20/1997

CORPORATE CASE #:

CASE TYPE : G-GENERAL  
OPEN DATE : 09/28/1999

STATUS: C  
ORIG OPEN DATE: 09/28/1999

REOPENED: N

LAST ACTIVITY DATE: 09/28/1999

BY: CARLOTTA

SWINDELL

CLOSE DATE: 09/28/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: ADV

OWNER DEMAND AMT: \$0.00

WARRANTY: I (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: Y

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER: (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: I

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 13388

CONTACTED DATE: 09/28/1999

NAME: TOM CLARK CHEVROLET, INC.

DEALER CLOSED: 09/28/1999

CITY: MC KESPORT

ST: PA

## REQUEST CODES AND COMMENTS

CDE # CLOSE DESC  
M41 0 STEERING LOCKED UP WHILE MOVING

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 09/28/1999 00:00:01  
DOCUMENTED CONCERNS

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 09/28/1999 16:11:49  
CUSTOMER STATES THAT AFTER GETTING GAS HE STARTED HIS VEHICLE AND AS I  
T BEGAN TO MOVE THE CUSTOMER SAW THE SERVICE COLUMN LOCK LIGHT COME ON  
AND HE WAS UNABLE TO STEER. CUSTOMER MANAGED TO COAST TO THE SIDE OF  
THE ROAD. CUSTOMER IS CONCERNED IF THIS WERE TO HAPPEN WHILE DRIVING  
AND WANTED TO VOICE HIS CONCERNS. CRM ASSURED CUSTOMER HIS CONCERNS W  
OULD BE DOCUMENTED. CAROL SWINDELL/AUSTIN

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

No Product Liability / Breach Data available for this case.  
Related Documents

No Related Documents Data available for this case.

## Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: MONROEVILLE

STATE: PA

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

# Injured Parties

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

## DMAC Correspondence

No DMAC Correspondence Data available for this case.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
ON RESTRICTED

CUSTOMER:

ADDRESS:

ROUND ROCK

TX

HOME PHONE:

CASE NUMBER: 04507517

VIN: 1G1YY22G1V5104956

MODEL YEAR: 1997

DATE OPENED: 2001-06-11

SERIES: UNKNOWN

DATE CLOSED: 2001-06-11

MILEAGE: 33500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: DON HENWETT CHEV-OLDS-BUIC INC

BRC PARENT:

DEALER ADDRESS: 7601 IH - 35 S., GEORGETOWN, TX, 78626, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

LOCKED

A01 Open Campaign

Customer Satisfaction

0 REPAIR ATTEMPT(S)

NONE

T04 General Information

Customer Satisfaction

0 REPAIR ATTEMPT(S)

DOCUMENTATION

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

\*Probe to identify failed item/component

\* Determine Customers Expectation

\* Using delivery date, establish if vehicle is within any warranty coverage

\* Listen carefully to evaluate cause of failure - defect or damage

( If damage, consider explaining the consumers responsibility)

\* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.html>]]

\* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.html>]]

( 1st attempt - offer to coordinate repair at a dealership)

( Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish &amp; document a diagnosis and repair plan

\* Coordinate with dealership to assist with customer's repair request

\* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link

RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.html>]]

Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HIS STEERING COLUMN LOCKED UP. CUST SEEMS TO KNOW IF THERE WERE ANY CAMPAIGNS ON VEH. CRM CHECKED VIN PROFILE AND ADVISED CUST THAT THERE ARE NO OPEN CAMPAIGNS ON VEH. CRM CALLED JAMES EVANS SVC MGR AND HE STATES THAT HE HAS NOT DIAGNOSED VEH YET, BUT HE IS WILLING TO SEE HOW HE CAN HELP CUST UNDER DLR EMPOWERMENT ONCE HE KNOWS EXACTLY WHAT HE'S LOOKING AT. CRM ADVISED CUST THAT THERE IS NO DIAGNOSIS YET, BUT GAVE CUST FILE# AND ADVISED THAT SVC MGR WILL TRY TO HELP HIM OUT AND IF HE IS NOT SATISFIED TO CALL CAC BACK.

CUST SATISFIED. NO FURTHER ACTION REQUIRED AT THIS TIME. SHEEDA KOTHEMANN/CHEV/ATK..: 0;  
361147088

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:  
  
MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:  
  
WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:  
  
WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER EAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
ENGINE TYPE: TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 HEC WARRANTY DATE:  
MSRP: NADA: 0

SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

WELLINGTON

FL

HOME PHONE:

CASE NUMBER: 04779585

VIN: 1G1YY22G1V5104968

DATE OPENED: 2001-07-03

MODEL YEAR: 1997

DATE CLOSED: 2001-07-03

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 46000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: ROGER DEAN CHEVROLET, INC.

BEACH, FL, 33409, USA

DEALER ADDRESS: 2235 OKEECHOBEE BLVD., WEST PALM

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

N01 Steering General

Inoperative

0 REPAIR ATTEMPT(S)

COLUMN LOCK--STEERING WHEEL WILL NOT MOVE

AT ALL

N01 Electrical General

Other

1 REPAIR ATTEMPT(S)

WHOLE A/C HAD TO BE REPLACED B/C OF

ELECTRICAL PROBLEM

L07 Fuel Lines Chassis

Other

1 REPAIR ATTEMPT(S)

FUEL LINE REPLACED

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

\*Probe to identify failed item/component

\* Determine Customer's Expectation

\* Using delivery date, establish if vehicle is within any warranty coverage

\* Listen carefully to evaluate cause of failure - defect or damage

( If damage, consider explaining the consumers responsibility)

\* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]

\* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.html>]]

( 1st attempt - offer to coordinate repair at a dealership)

( Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish &amp; document a diagnosis and repair plan

\* Coordinate with dealership to assist with customer's repair request

\* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link

RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

COLUMN LOCK

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES SHE IS LEASING A 1997 CORVETTE. CUST STATES SHE IS THE SECOND OWNER AND SHE HAS HAD THE VEH FOR ABOUT A YEAR. CUST STATES SHE HAS HAD MANY PROBLEMS WITH THE VEH. CUST STATES SHE HAD AN ELECTRICAL PROBLEM WITH THE VEH, THE A/C HAD TO BE REPLACED, THE FUEL LINE

WAS REPLACED , THE BRAKES HAVE HAD TO HAVE WORK TWICE IN THE PAST 2 MONTHS. CUST STATES NOW HER STEERING COLUMN LOCK IS COMPLETELY LOCKED UP AND THE VEH HAS TO BE TOWED. CUST STATES SHE HAS AN EXTENDED SVC CONTRACT THROUGH AN INDEPENDANT COMPANY, BUT SHE DOES NOT THINK THIS IS COVERED. CUST STATES SHE HAS HRAED THAT THIS IS A COMMON THING IN THESE VEH'S. CUST SEEKS TO BE ASSISTED WITH THE COST OF THE REPAIR. CRM HAS HAD WORK PERFORMED AT ROGER DEAN CHEVY @ 561-683-8100, DEALING WITH JEFF IN SVC. CRM ADVISED CUST THAT I HAVE DOCUMENTED THIS REQUEST AND WILL TRANSFER THE CUST TO A CUST ASSISTANCE SPECIALIST FOR REVIEW. CRM ADVISED OF REQUEST NUMBER.

JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 99999

2001-07-03

CUSTOMER STATED THAT HER STEERING COLUMN IS LOCKED AND IS SITTING IN HER GARAGE. CUSTOMER STATED THAT SHE PURCHASED AN EXTENDED SERVICE CONTRACT FROM THE NON GM DEALER SHE PURCHASED VEHICLE FROM. CUSTOMER STATED HER SERVICE ADVISOR ADVISED HER THAT HER EXTENDED SERVICE CONTRACT MIGHT NOT COVER THIS REPAIR BECAUSE OF IT BEING THEFT SYSTEM RELATED. CUSTOMER STATED THAT SHE HAS NOT TAKEN VEHICLE TO DEALER TO HAVE LOOKED AT BECAUSE SHE DOESN'T KNOW IF TOWING WILL BE COVERED. CUSTOMER SEEKING ASSISTANCE WITH GETTING THIS CONCERN TAKE CARE OF. CUSTOMER SEEKING TO KNOW IF SHE CAN PURCHASE A GM EXTENDED SERVICE CONTRACT. CRM SPOKE WITH KELLY AT GMPP TO MAKE SURE THAT CUSTOMER IS INELIGIBLE BECAUSE SHE IS OUTSIDE OF NEW VEHICLE WARRANTY. CRM ADVISED CUSTOMER THAT GM WILL NOT BE ABLE TO ASSIST WITH REPAIR BECAUSE VEHICLE IS COVERED UNDER A NON GM CONTRACT AND THAT COMPANY IS WHO WOULD NEED TO ASSIST HER. CRM ADVISED CUSTOMER SHE WILL NOT BE ABLE TO PURCHASE AN EXTENDED SERVICE CONTRACT BECAUSE HER VEHICLE IS OUTSIDE OF; 0; 363024726

2001-07-03

CON'T NEW VEHICLE WARRANTY. CRM ADVISED CUSTOMER OF REQUEST NUMBER, PHONE NUMBER AND EXT 57379. DEMITA RYALS/CARS TAMPA TIER 2; 0; 363024761

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:	4936218	VIN Number:	1G1YY22G1V6105201
Date Opened:	8/10/2001	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:	B32061	Mileage:	29258
Address:	BETLEY CHEVROLET-BUILDERRY	State:	NH
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING STEERING COLUMN LOCK MESSAGE DTC'S

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/10/2001 11:59:18 SBD TEMPLATE - LEIBENGOOD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

1\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y\_\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N\_\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

Y\_\_ (Y/N) CAN COMPLAINT BE DUPLICATED

N\_\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y\_\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y\_\_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y\_\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y\_\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y\_\_ (Y/N) ARE THERE ANY DTC'S

N\_\_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/10/2001 11:59:18 HISTORY - LEIBENGOOD

TECH STS STEERING COLUMN LOCK MESSAGE DTC B2587 B2592.

TAC:

ADVISE TECH OF P/I A000265:

A000265A 5-22-01 SUPERSEDES A000265 9-7-99

EA02-031 / GM22C



**CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR  
INTERMITTENTLY STAYS LOCKED.**

**CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW  
THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL  
DIAGNOSTICS STEPS ARE AS FOLLOWS:**

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.**
- 2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE  
THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE  
THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU  
MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY  
STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM  
FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN  
RETENTION.**
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING  
FINGERTIPS ON THE RELAY & FEEL IT**

**ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON  
THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE  
INDICATING THE INTERNAL RELAY IS FUNCTIONING.**

**IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE  
ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING  
IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO  
ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO  
COSMETIC DIFFERENCE BTWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO  
AFTER JUNE OF 2000 SHOULD BE THE LATEST.**

**THE PI NUMBER (#) MUST BE INCLUDED ON THE TAG CASE NON KEYWORD LINE,  
WHENEVER IT'S RECOMMENDED TO A TECHNICIAN.**

**MODELS:**

**1997 - 2001 CHEVROLET CORVETTE**

**PI SOURCE - NAME/PHONE: DAVE PEACY, BQM**

**GM LIAISON/AUTHOR NAME/PHONE: DALE BRIGGS 8-244-3523**

**GM CO**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

RICHTON PARK

IL

HOME PHONE:

CASE NUMBER: 04911497

VIN: 1G1YY22G1V5105473

DATE OPENED: 2001-07-13

MODEL YEAR: 1997

DATE CLOSED: 2001-07-13

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 47361

ERC TYPE: No

DELIVERY DATE:

ERC PAIRMENT:

DEALER NAME: PHILLIPS CHEV INC

DEALER ADDRESS: 33 W LINCOLN HWY., FRANKFORT, IL, 60423, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General

0 REPAIR ATTEMPT(S)

Other

column locked/unlocked

A07 Referred to Dealer

0 REPAIR ATTEMPT(S)

Product Campaign Claim

diag for reimb, camp #00034

A01 Open Campaign

0 REPAIR ATTEMPT(S)

Product Campaign Claim

camp #00034

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

\*Pinpoint / understand concern

\* Determine Customers expectation

\* Validate feature is on vehicle

\* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab

\* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.htm]]

\* Validate with dealership if necessary

\* Coordinate with dealership to compare with another vehicle if necessary

\* Schedule a follow up if issue is not resolved during call

## Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states steering column locked when he attempted to start veh and drive, cust states he called roadside, attempted to unlock column in meantime and was able to.

cust seeks to complain per veh operation

crm advised i will doc and code file according to veh operation/design, crm advised open camp #00034 on veh and read what it entails, cust states he was never notified of this, he had a repair done similar to what recall repair mandates...this repair wasn't successful. crm advised going to dlr for diag and poss reimb upon diag, and also let dlr know steering column locked, as they can asst w/info, repair if necessary. cust asked if i could call dlr and advise he will be coming in for these issues. crm agreed. called dlr, left vme at dlr per veh issues. no further action. elizabeth grise/pdx/cac; 0; 363905576

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTOR'S NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
ACCOUNT BALANCE:  
LEGAL:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
\* BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

FORT WORTH

TX

HOME PHONE:

CASE NUMBER: 04687209

VIN:

1G1YY22G1V5105554

MODEL YEAR:

1997

DATE OPENED: 2001-06-25

SERIES:

UNKNOWN

DATE CLOSED: 2001-09-21

MILEAGE:

53400

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: FRANK PARRA AUTOPLEX INC

BRC PARENT:

DEALER ADDRESS: 1000 E AIRPORT FWY., IRVING, TX, 75062, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction  
0 REPAIR ATTEMPT(S) 72/100000, 0 DEDUCTIBLEN30 Instrument Cluster Other  
0 REPAIR ATTEMPT(S) DOESN'T LIGHT UPM41 Steering Column/Lock/Attaching Parts Other  
2 REPAIR ATTEMPT(S) LOCKS UPN91 Fog Lamps Other  
2 REPAIR ATTEMPT(S) REPLACED TWICES86 CAC Resolved With Goodwill Customer Satisfaction  
0 REPAIR ATTEMPT(S) NEEDED REPAIRSC28 Seat Belt System Other  
1 REPAIR ATTEMPT(S) CAMPAIGN 00034

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

- \* Probe to identify failed item/component
- \* Determine Customers Expectation
- \* Using delivery date, establish if vehicle is within any warranty coverage
- \* Listen carefully to evaluate cause of failure - defect or damage
  - ( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.html>]]
- \* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.html>]]
  - ( 1st attempt - offer to coordinate repair at a dealership)
  - ( Previous repairs)
    - 1) Review warranty history on "VIN Profile" tab
    - 2) Contact appropriate Service dealership to discuss
    - 3) Determine if TAC was previously contacted or is now necessary
    - 4) Establish & document a diagnosis and repair plan
- \* Coordinate with dealership to assist with customer's repair request
- \* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.html>]]

Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CORR RECEIVED// CUST REITERATES PREVIOUS CONCERNS NOTED BY PREVIOUS CRM. CRM WILL ATTEMPT TO CONTACT CUST 7/9/01 AT 4:00 EST. ALICIA DANIELS/ CARS TAMPA; 0; 363385613  
2001-06-25

CUST STATES HE HAS HAD MULTIPLE CONCERNS W/VEH SINCE PURCHASING IT USED IN 10/98. CUST STATES HE HAS HAD FOG LAMP ASSEMBLIES REPLACED, STEERING COLUMN LOCKING UP AND STRANDING HIM, SEATBELT CAMPAIGN, AND NOW INSTRUMENT CLUSTER IS NOT LIGHTING UP TO SHOWTEMPERATURE SETTINGS. CUST STATES HE IS FRUSTRATED AND DISAPPOINTED IN QUALITY OF VEH. CUST STATES HE BOUGHT GMPP BUT HE IS CONCERNED ABOUT WHAT WILL HAPPEN WHEN THAT EXPIRES. CUST SEEKS EXTENSION OF GMPP. CRM ADVISED THAT CHEV CANNOT CHANGE THE DURATION OF GMPPS ONCE VEH IS OUTSIDE OF NEW VEH WARRANTY. CRM ADVISED THAT PARTS COME W/A 12/12 PARTS WARRANTY AND SOME PARTS MIGHT BE ELIGIBLE FOR GM GOODWRENCH SERVICE PLUS LIFETIME REPLACEMENT WARRANTY. CRM ADVISED CUST TO CHECK N/DLR FOR POSSIBLE GM GOODWRENCH WARRANTIES. CUST STATES HE WILL BE TAKING VEH BACK IN FOR INSTRUMENT PANEL BUT FEELS HE SHOULD NOT HAVE TO PAY DEDUCTIBLE AS HE WAS IN TO THE DLR LESS THAN THREE WEEKS AGO. CRM ADVISED THAT CAC CANNOT WAIVE DEDUCTIBLES.  
\*\*\* CONTINUED \*\*\*; 0; 362371096  
2001-06-25

\*\*\* CONTINUED \*\*\* CRM PROVIDED CUST W/GMPP PHONE NUMBER. CRM ADVISED SHE WOULD DOCUMENT CUST'S CONCERNS. CUST SEEKS MAILING ADDRESS SO HE CAN PUT CONCERNS IN WRITING. CRM ADVISED CUST OF ADDRESS. CUST STATES SATISFIED. SABRINA SPRUITENBURG/CAC/PDX.; 0; 362371171  
2001-07-09

CRM CALLED CUST AND LEFT A MESSAGE WITH THE 800 NUMBER AND THE REQUEST NUMBER. CRM WILL TRY AGAIN 7/11/01 AT 5:00 EST. ALICIA DANIELS/ CARS TAMPA; 0; 363573220  
2001-07-10

CUST CALLED AND STATED THAT HE IS RETURNING A CALL FROM THE PRE CRM. CUST STATED THAT HE IS UNHAPPY THAT THERE IS NOTHING BEING DONE ABOUT CUST VEH BREAKING DOWN. CUST STATED THAT IT HAS NOT BEEN THE EXACT SAME PARTS OR ANYTHING AFFILIATED WITH THE SAME PARTS. SO THE DLR AND PRE CRM STATED THAT THERE IS NOTHING WE CAN DO TO ASST IF THE PARTS BREAKING HAVE NOTHING TO DO WITH EACH OTHER. CRM ADVISED CUST THAT I CAN CALL DLR TO SEE WHAT IS GOING ON WITH CUST VEH TO SEE IF WE CAN DO ANYTHING ON THIS MATTER. CRM ADVISED CUST THAT THERE IS NOTHING WE CAN DO HERE CUST STATED THAT HE HAS AN APPT WITH THE GENERAL MEN AT THE DLR AND IF THEY CANNOT FIND ANYTHING TO DO OR HELP HIM FIND A WAY TO PURCHASE ANOTHER GMPP SO THAT THE VEH CAN HAVE SOME COVERAGE AFTER THE WRTY (gmpp) goes out. CRM STATED I WILL DOC CONCERNS IN FILE AND ADVISED PREV CRM HAS A CALL BACK SET FOR TODAY A 5:00 PM CAC CRM LATOYA GREEN ATX; 0; 363634306  
2001-07-18

CRM CALLED CUST AND LEFT A MESSAGE WITH THE 800 NUMBER AND THE REQUEST NUMBER. CRM WILL TRY AGAIN 7/19/01 AT 5:00 EST. ALICIA DANIELS/ CARS TAMPA; 0; 364347007  
2001-07-20

CUST CALLED AND CRM SENT NOTIFICATION FOR THE CRM TO CALL CUST. TRACY CHAMBERS PDX/CAC; 0; 364500618  
2001-07-23

CRM CALLED CUST AND LEFT A SECOND MESSAGE WITH THE 800 NUMBER AND THE REQUEST NUMBER. CRM HAS NOT SPOKEN TO THIS CUST...NEXT CRM PLEASE ASSIST ACCORDINGLY. CRM IS SENDING AN UNABLE TO CONTACT LETTER. ALICIA DANIELS/ CARS TAMPA; 0; 364775987  
2001-07-24

LETTER APPROVED.  
2001-08-14

JAN HAWTHORNE/TPA; 0; 364839024

CUST CALLED WANTING TO SPEAK TO PREV CRM, SINCE HE HAS BEEN IN CONTACT W/ HER BY PHONE & MAIL...CRM ADVSD CUST THAT CRM WOULD SEND AN ALARM TO PREV CRM...CUST STATES THAT HE CAN BE REACHED @ [REDACTED] & WOULD LIKE FOR CRM TO CONTACT HIM @ THAT #...CRM FORWARDING FILE TO PREV CRM PER CUST REQ...JESSICA JOHNSON/ATX/CARS/CAC; 0; 366669678

2001-08-14

CRM IS UPDATING FILE AND WILL CALL CUST 8/16/01 AT 4:00 EST. ALICIA DANIELS/ CARS TAMPA; 0; 366693643

2001-08-15

CELL NUMBER [REDACTED]

CUST STS HE WISHES TO SPEAK TO CURRENT CRM ASSISTING HIM.

CUST SKS TO LEAVE CELL NUMBER [REDACTED]

CRM ADV. CUST THAT CURRENT CRM REC'V LAST MSG. LEFT ALONG W/CELL NUMBER AND WILL BE CONTACTED 8/16/01.

CAROL ROBINSON/ATX/CARS; 0; 366738791

2001-08-16

CUST PHONED IN BECAUSE CRM MISSED THE TIME PERIOD FOR CALLING THE CUST BACK. CUST IS SEEKING A CB FROM DANIELS1 ASAP ON THE CELL PHONE NUMBER. THIS CRM ADVISED CUST CRM WOULD ALARM PREV CRM TO CONTACT CUST. CRM MARY LOU HENNIS CAC/PDX; 0; 366850390

2001-08-16

crm called cust and left a message with the 800 number and the request number. crm has not spoken to cust if cust calls in please assist. crm will try again 8/18/01 5:00 est if cust has not called in sooner. alicia daniels/cars tampa; 0; 366851516

2001-08-17

CUST CALLED SEEKING TO SPEAK TO CRM DANIELS1. CRM REVIEWED FILE. CRM TAKING OWNERSHIP OF FILE. CUST SEEKS GMPP BE GIVEN TO HIM UNTIL THE YEAR 2004 WHEN HE IS THROUGH PAYING OFF HIS CORVETTE. CUST STATES FLEET MGR, KEN THOMPSON HAS CONTACTED HIS AREAMGR REGARDING THIS AND IS SUPPOSED TO BE GETTING BACK TO THE CUST. SVC MGR IS RANDY FRASIER AND GEN MGR IS THOMAS QUINTANA. CUST CURRENTLY HAS 60/75 GMPP MAJOR GUARD WITH \$100 DEDUCTIBLE AND HAS HAD VEH IN SHOP FOR REPAIRS EVERY 3000 MILES AND THIS VEH IS A LEMON. CUST BOUGHT VEH USED AT 19K MILES ANDIT NOW HAS 53,000 MILES. CURRENT CONCERNS ARE WHEN KEY IS IN CAR, SECURITY LIGHT STAYS ON AND ANOTHER LIGHT BULB IS BURNT OUT. CRM WILL CONTACT DLR ON 8/20/01. PAM

ELLISON/PDX/CAC; 0; 366923922

2001-08-20

CRM CONTACTED KEN THOMPSON AND WAS ADV THAT AVM WILL BE AT DLR ON THURSDAY AND AT THAT TIME, SVC MGR, MR. MILLER AND KEN THOMPSON WILL KNOW WHETHER OR NOT AN EXTENDED GMPP CAN BE GIVEN TO CUST. MR. THOMPSON STATES THAT HE ADV THE CUST ALREADY THAT THIS IS A LONG SHOT. CRM WILL CALL MR. THOMPSON BACK AGAIN ON 8/24/01 TO FOLLOW UP. PAM ELLISON/PDX/CAC; 0;

367189754

2001-08-24

CRM MADE FOLLOW UP CALL TO DLR, KEN THOMPSON IS NOT AVAILABLE AND SVC MGR JIM SMITH IS IN A MEETING. CRM WILL CALL DLR AGAIN ON 8/29/01 TO FIND OUT OUTCOME OF AVM INVOLVEMENT. PAM ELLISON/PDX/CAC; 0; 367541687

2001-08-29

CRM CALLED KEN THOMPSON TO SEE OUTCOME OF AVM INVOLVEMENT AND HE IS UNAVAILABLE. CRM THEN CALLED SERVICE TO SPEAK TO SVC MGR, JIM SMITH, WHO DOES NOT KNOW ANYTHING ABOUT THIS. CRM WAS THEN TRANSFERRED TO SVC DIRECTOR, RUSTY MILLER WHO DIDN'T UNDERSTAND WHY THIS CUST WOULD EVEN THINK IT WAS POSSIBLE TO HAVE HIS EXTENDED WARRANTY EXTENDED. MR. MILLER STATES HE WILL CALL KEN THOMPSON AND SHUT THIS DOWN RIGHT NOW AND TELL THIS CUST THIS ISN'T A POSSIBILITY. PAM ELLISON/PDX/CAC; 0; 367969321

2001-09-05

CORR DOCS RECEIVED:

CRM ATTATCHING DOCS TO FILE FROM CORR DOCS RECEIVED

CRM ADV CONCERNS HAVE BEEN HANDLED AND ADDRESSED.

ANESIA KELLY/TPA; 0; 368540432

2001-09-06

CUST CALLED SEEKING SOME UPDATE ON FILE HE STATED THAT MS ELLISON WAS TO CALL HIM BACK AND SHE DIDNOT. CUST STATES THAT HE BASICALLY WANTS TO KNOW IF HE CAN FIND OUT WHAT HAS BEEN

SAID OR DONE ON HIS FILE. CRM GREENLA GAVE MESSAGE OF WHAT WAS SAID IN THE LAST ENTRY FOR MR ELLISON (PREV CRM) AND AFTER THAT ENTRY PREV CRM CLOSED FILE BEFORE CALLING CUST. CUST SATISFIED WITH HIS ANSWER AND STATES THANKS. NO FURTHER ASST FROM THIS CRM CAC CRM LATOYA GREEN ATK; 0; 368660755

2001-09-07

CORR REC'D

CUST SENT IN LETTER ADDRESSED TO MR. WAGONER CRM REVIEWED FILE AND SEE CONCERNS HAS BEEN ADDRESSED CRM ATTACHING LETTER AND FORWARDING TO EXEC SENT LETTER IS ADDRESS TO MR. WAGONER SABRINA LANIER/CORR/TAMPA; 0; 368721085

2001-09-10

ASSIGNED TO ANDRE DRUCKS; 0; 368984583

2001-09-10

\*\*\*\*\*EXECUTIVE OFFICE HANDLING\*\*\*\*\*

EXEC RECEIVED CORR FILE. EXEC TO RESEARCH AND TO CONTACT CUST.

\*\*\*\*\*ANDRE DRUCKS/EXEC\*\*\*\*\*; 0; 368993308

2001-09-12

EXEC CONTACTED DLR AND WAS ADVISED BY SVC MGR RUSTY THAT AVM DAN SOTELLO HAD DENIED CUST REQUEST FOR EXTENSION OF CURRENT GMPP 60/75 AT \$100 DEDUCTIBLE. EXEC LEFT VME FOR AVM. EXEC TO AWAIT AVM RESPONSE.

\*\*\*\*\*ANDRE DRUCKS/EXEC\*\*\*\*\*; 0; 369175679

2001-09-13

EXEC LEFT SECOND VME FOR AVM. EXEC TO AWAIT AVM RESPONSE.

\*\*\*\*\*ANDRE DRUCKS/EXEC\*\*\*\*\*; 0; 369258457

2001-09-13

AVM ADVISED EXEC THAT HE WOULD LIKE TO EXTEND CUST CURRENT GMPP MAJOR GUARD 60/75 TO MAX 72/100 FOR CUST SATISFACTION.

\*\*\*\*\*ANDRE DRUCKS/EXEC\*\*\*\*\*; 0; 369260814

2001-09-17

Writer reviewed and agrees to process GMPP for upgrade to 72/100 with a zero deductible. It is noted that this vehicle mileage is around 53,400 miles. Denver Moye/Tampa; 0; 369590351

2001-09-17

CUST STATES HE IS CONCERNED ABOUT WHAT IS GOING TO HAPPEN WHEN CURRENT GMPP EXPIRES. CUST SEEKS UPGRADE OF GMPP. EXEC ADVISED CUST THAT HE WOULD LIKE TO OFFER UPGRADE TO 72/100000 GMPP MAJOR GUARD W/O DEDUCTIBLE, WHICH CUST GLADLY ACCEPTED. EXEC RECEIVED OVER THE SHOULDER APPROVAL FROM TM SPICOLA TO FORWARD FILE TO DUBOSE FOR PROCESSING. NO FURTHER ACTION REQUIRED.

\*\*\*\*\*ANDRE DRUCKS/EXEC\*\*\*\*\*; 0;

369591467

2001-09-17

PRE-APPROVING GMPP MG 72/100/0..CONTRACT #977957123..JOY NIXON-TAMPA APPROVAL GROUP; 0;

369598761

2001-09-17

Liason first approving request for GMPP Major Guard for 72 months/ 100,000 miles, contract #977957123. Michael McCabe/ Goodwill Team/ Tampa; 0; 369603447

2001-09-19

GMPP ON ITS WAY LETTER REQUESTED ON 9-19-01. SUBMISSION #490818 CONTRACT #977957123. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 369771619

2001-09-19

GMPP ON ITS WAY LETTER REQUESTED ON 9-19-01. SUBMISSION #0490818 CONTRACT #977957123. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 369771777

2001-09-21



GMPP LETTER ON IT'S MAT RELEASED ON 9-21  
PAMELA MOREAU/TPA; 0; 369931986

CONTRACT #977957123

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0  
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



Kurt Ritter  
Gen Customer Assistance  
PO Bx 33170  
Detroit MI. 48232-5170

07-06-01P01:36 RCVD

48232+5170 

04687209

June 26, 2001

General Motors  
Kurt Ritter  
P.O. Box 33170  
Detroit MI 48232-5170

Re: 1997 Corvette experience  
VIN 1G1YY22G1V5105554

Dear Mr. Ritter,

General Motors Customer Assistance thought you might help me. Hello, my name is [REDACTED]. I am the owner of a 1997 Chevrolet Corvette. I will start at the beginning so that maybe you can understand my concerns with my car. Everything I'm about to tell you is documented and I can provide you with copies of all paperwork if need be. I have provided the VIN for the car so you can pull the records. I purchased the car from Frank Parra Chevrolet dealership in Irving Texas in October of 1998. The car had 19,000 miles on it at the time of purchase. I also purchased the GM protection extended warranty as well. The warranty is good until 75,000 miles or 2002 which ever comes first. I chose the \$100.00 deductible warranty instead of the \$0.00 deductible warranty because it was cheaper (I'm not rich) and this was practically a brand new car, so how many times would I even need to use it? This is where my dream car turned into a nightmare! I signed the papers at night and was to pick up the car the following day. The next day upon inspection of the car I noticed a crack on the front nose. The dealership promptly replaced the front nose and I went on my way. It is now June 26, 2001, the car has 53,000 very careful miles on it and I'm about to make my 10<sup>th</sup> trip to the dealership for repairs in 34,000 miles. The Frank Parra dealership (who does all of my work) has been very courteous, and timely, when working on my car. Randy Frazier and his crew of service advisors have bent over backwards to try to keep me a satisfied customer, but the troubles that I've had with this car have really made it difficult to stay a Corvette lover. With the exception of the first couple of months I owned the car I have not been able to drive the car without something being wrong with it. On July 3<sup>rd</sup>, 2000 on my first road trip in the car about 800 miles South of home I pulled into a road side stop to stretch my legs. The steering wheel locked and that is where my girlfriend and I spent the night waiting for the tow truck. I didn't get my car back until the 6<sup>th</sup> because of the holiday and the Tip O Tex Chevy dealership in Brownsville Texas not having the parts. Thankfully the GM Warranty waved the \$100.00 deductible because of the circumstances but refused to reimburse me for the expenses incurred having to spend two nights in Brownsville Texas. Some holiday huh! The factory warranty went out at 36,000 miles. I've had to use my extended warranty at a \$100.00 a pop ever since. The car was in the dealership 3 weeks ago to have several problems fixed where I paid \$100.00 for the deductible, plus get the seat belts replaced because of the factory recall and already there is another problem with it (non related) to the last breaks. The GM warranty people

informed me that yes, I'm going to have to pay the \$100.00 deductible again if I want it fixed. This is what prompted this letter.

I can't afford to do this anymore! I just want my very expensive car to run like it's supposed to! I am a small time guy just trying to manage the payments on my dream car. (\$700.00 per month). I have made the commitment to Chevrolet for something I've wanted since I was a kid. I never bargained for this though! This is not my first new car, just my first Corvette, and the biggest maintenance problem I have ever encountered! The Nissan I traded in on this car had 125,000 miles on it and had only been in the dealership twice for repair. I am turning to you for help! My fear is that in 2002 when this warranty runs out I'm still going to have this huge payment with no warranty. That would be acceptable except for the fact that this car breaks on average every 3,400 miles. I will have to sell it on the basis that I can't afford to fix it. That would kill me! I want my Corvette! I will provide you with the VIN numbers on the car so that you can pull the history yourself and see what I'm dealing with. I think it would be nice if GM would stand behind their product and help me out. How about extending the warranty until the car is paid off? As I said before I have a commitment until 2004 to GM. If GM is about quality and commitment, how about helping me out?

A phone call or e-mail or other type of correspondence would be greatly appreciated. I am willing to work through these problems. Let's get together and find a solution. Please help make the rest of my Chevrolet experience a good one.

Sincerely,

**FL Worth TX.**

**1997 Chevrolet Corvette**  
VIN 1G1YY2G1V5105554

**Cc: Randy Frazier, Thomas Quintana  
Frank Parra, Chevrolet Dealership  
972-721-4300**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 05467523 VIN: 1G1YY22G1V3105876  
MODEL YEAR: 1997  
DATE OPENED: 2001-09-06 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-12 MILEAGE: 39000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: TIMMERS CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 816 W PASADENA FWY, PASADENA, TX, 77506, UHA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General  
1 REPAIR ATTEMPT(S)

Other  
STEERING COLUMN LOCK

SSS Dealer Resolved With Goodwill  
0 REPAIR ATTEMPT(S)

Dealer Resolved With Good  
GM WILL DO A 50/50 SPLIT WITH CUSTOMER

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoi nt.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST. STATES VEHICLE STEERING COLUMN LOCKED UP. CUST. STATES HEARD THERE WAS CAMPAIGN OPEN FOR THIS PROBLEM BUT ONLY ON 98-99 VEHICLES. CUST. SEEKS TO KNOW WHY THERE IS NOT A CAMPAIGN TO COVER 97 CORVETTES. CRM ADVISED THAT CAMPAIGNS ARE VIN SPECIFIC. CUST. STATES VEHICLE IS AT DEALSHIP RIGHT NOW FOR COLUMN LOCKING UP. CUST. SEEKS ASSISTANCE WITH THIS REPAIR. STEPHEN LORANC ATK CAC; 0; 368649913

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURING:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIN:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BEC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEB PAYOFF:

DEALER ADMINISTRATION:  
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

Morridge, IL

CASE NUMBER: 1-133903311 VIN: 1G1YY22G1V5106851  
MODEL YEAR: 1997  
DATE OPENED: 2003-08-25 SERIES: Corvette  
DATE CLOSED: 2003-09-08 MILEAGE: 52000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Highland Park Motors, Inc.  
BRC PARENT: DEALER ADDRESS: 550 Skokie Vly Rd, Highland Park, IL, 60035-4412, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S) Sticks

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Recall, ; 2003-08-29  
2003-08-25

Service Request Ownership has changed FROM: TEMPORARY TO: WILSONFD, ; 2003-08-25  
2003-08-25

Cust seeks for his veh to be covered under recall, ; 2003-08-25  
2003-09-03

Chec to see if cust has veh at dlr SR#1-133903311 ; 2003-09-08  
2003-09-08

Service Request has been Closed Satisfied, ; 2003-09-08

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:

CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      % BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                      PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:        1  
COMPANY:    CONTACT TYPE:  
ADDRESS:    CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

LAS VEGAS

NV

HOME PHONE:

CASE NUMBER: 04966693

VIN: 1G1YY22G1V5107403

DATE OPENED: 2001-07-18

MODEL YEAR: 1997

DATE CLOSED: 2001-08-01

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 46000

BRC TYPE: NO

DELIVERY DATE:

BRC PARENT:

DEALER NAME: FAIRWAY CHEVROLET COMPANY

DEALER ADDRESS: 3100 E SAHARA AVE., LAS VEGAS, NV, 89104, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts

Inoperative

0 REPAIR ATTEMPT(S)

WORN SENSORS IN COLUMN

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

\*Pinpoint / understand concern

\* Determine Customers expectation

\* Validate feature is on vehicle

\* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus1\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab

\* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.htm]

\* Validate with dealership if necessary

\* Coordinate with dealership to compare with another vehicle if necessary

\* Schedule a follow up if issue is not resolved during call

## Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES WENT TO DOCTOR'S OFFICE AND PARKED VEH. CUST STATES WHEN FINISHED, WNE TOUT TO VEH AND STARTED VEH. VEH WARNING DISPLAY ON DASH STATED "SVC COLUMN LOCK". CUST STATES THE VEH WOULD MOVE FORWARD AND BACK BUT NOT TURN. CUST STATES HE HAD VEH TOWED TO THE DLRSHIP. CUST STATES THE DLRSHIP DOAGNOSED VEH W/ THE SENSORS IN STEERING COLUMN ARE WORN OUT DUE TO DEFECTIVE MANUFACTURING. CUST STATES THEY CHANGED THIS CONCERN SO THE 1999-2001 CORVETTES DON'T HAVE THIS CONCERN. CUST STATES HE FEELS THIS IS A MANU DEFECT B/C THE SENSORS ARE PLACED IN THIS VEH SO THEY RUB AGAINST ALOT AND WEAR OUT QUICKLY. CUST STATES THE REPAIR WILL BE ABOUT \$550 AND WILL BE DONE ON FRIDAY. CUST SEEKS COST ASSISTANCE ON REPAIR DUE TO THIS BEING VERY COMMON W/ CORVETTES. CRM CALLED DLRSHIP AND SVC MGR ALAN FOLKS WAS IN A MEETING AND WOULD NOT BE AVAILABLE UNTIL AFTER 1 PST. SVC ADVSR STATES THE VEH WAS JUST NOW BEING BROUGHT IN OFF TOW TRUCK BUT IS FAMILIAR W/ CONCERN. CRM WAS ADVSD TO CALL BACK LATER. AUDREYBAIR/CAC/PDX; 0; 364338333  
2001-07-18

DLRSHIP # 702-641-1400. SVC MGR ALAN FOLKS X1434. CRM CALLING DLRSHIP TO SPEAK W/ SVC MGR. CRM WAS ADVSD SVC MGR WAS AT ANOTHER DLRSHIP. CRM WAS TRANSFERRED TO SVC MGR. CRM ADVSD SVC MGR OF CUST CONCERN AND SVC MGR TOOK DOWN INFO. SVC MGR ADVSD CRM TO CALL 7/19/01 AT FAIRWAY WHEN HE RETURNS AND DISCUSS SITUATION AND CUST REQ FOR COST ASSISTANCE. CRM WILL CALL CUST TO ADVS. AUDREYBAIR/CAC/PDX; 0; 364343021  
2001-07-18

CRM FOUND CAMPAIGN #1044 STERING COLUMN LOCK IN WEBKNOWLEDGE BUT DOES NOT KNOW IF APPLIES TO THIS VEH. CRM WILL ADDRESS TO SVC MGR ALAN AT SCHEDULED TIME FOR 7/19/01. AUDREY BAIR/CAC/PDX; 0; 364356576  
2001-07-19

CRM CALLED DLRSHIP AND SPOKE TO SVC MGR ALAN FOLKS. ALAN STATES THE VEH IS OPERATING PROPERLY AT THIS TIME AND IS NOT DOING WHAT CUST ADVSD OF. SVC MGR STATES THEY ARE STILL WORKING W/ IT TO DUPLICATE THE CONCERN BUT AT THIS TIME, THE VEH IS NOT ACTINGUP. ALAN STATES THE TOW TRUCK MAN VERIFIED AS WELL THAT THE VEH WAS NOT WORKING BEFORE BUT NOW IT IS. SVC MGR STATES THERE WILL BE PERFORMING CAMPAIGN #00034 THAT IS ON VEH. CRM WILL CALL CUST TO ADVS SITUATION. AUDREY BAIR/CAC/PDX; 0; 364419649  
2001-07-19

CRM CALLED CUST AT WK [REDACTED] AND ADVSD AT THIS TIME THE VEH IS NOT DUPLICATING THE CONCERN. CRM ADVSD THE DLRSHIP IS WORKING ON IT AND WILL CONTINUE TO INSPECT VEH THROUGHOUT THE DAY. CUST UNDERSTOOD THE PROCEDURE AND WAS SATISFIED W/ THAT. CRMADVSD THEY WILL REPAIR THE SEAT BELT WEBBING FOR CAMPAIGN #00034 ON VEH. CUST UNDERSTOOD. CUST STATES HIS STEREO SYSTEM IS BOSE/DELCO AND ONE OF HIS SPEAKERS IS HAVING SOME CONCERNS. CRM ADVSD THE DLRSHIP CAN HANDLE THAT. CUST SEEKS TO KNOW IF BOSE HAS A LIFETIME WARRANTY. CRM ADVSD OF BOSE 800# AND TO CONTACT THEM RE WARRANTY CLARIFICATION. CUST SATISFIED AND THANKSD FOR ASSISTANCE. CRM ADVSD SVC ADVSR WOULD BE CONTACTING TO UPDATE HIM ON CONCERNS AND THEY WILL HANDLE FROM HERE. AUDREY BAIR/CAC/PDX; 0; 364420499  
2001-07-19

CRM WILL FOLLOW UP W/ CUST ON 7/24/01 BETWEEN 10:30-11:30 PST @ WK [REDACTED] AUDREY BAIR/CAC/PDX; 0; 364420540  
2001-07-24

CRM CALLED CUST FOR FOLLOW UP. CUST STATES THE VEH IS OPERATING PROPERLY AND EVERYTHING IS FINE. CUST STATES IS WANTING TO PURCHASE AN EXTENDED WARRANTY. CRM ADVSD SLR DEPART AT DLRSHIP HAS MANY DIFFERENT TYPES TO CHOOSE FROM. CRM ADVSD OF GMPP 800#FOR ASSISTANCE ON THOSE AS WELL. CUST THANKED AND CALL WAS ENDED. AUDREY BAIR/CAC/PDX; 0; 364851218  
2001-08-01

CUST STATED THE VEH IS CURRENTLY AT SVCING DLR- FAIRWAY CHEV. CUST STATED THE STEERING WHEEL COLUMN LOCKED UP ON HIM. HE STATED THE FIRST TIME IT HAPPENED WAS TWO WEEKS AGO. THE DLR DID NOT REPLACE ANY PARTS B/C THE VEH UNLOCKED FOR THEM WHEN THEY UNLOADED THE VEH OFF OF THE FLAT BED. HE STATED AT THAT TIME HE WAS QUOTED FOR REPAIRS- \$520. NOW THE DLR WANTS TO CHARGE HIM \$760. CUST STATED HE IS CURRENTLY WAITING FOR PARTS- COLUMN LOCK SENSORS. CUST SEEKS ASSISTANCE. HE STATED CAMPAIGN 01044 COVERS 98-2000 CORVETTES W/ SAME CONCERN. HE STATED WHEN HE STARTS THE VEH, THE STERING COLUMN LOCKS. CRM WILL CALL THE SVC MGR AT DLR. CRM WILL CALL CUSTA FTERWARDS AT WORK [REDACTED] OR CELL # [REDACTED] CUST THANKED CRM. SAMANTHA KNEPPER PDX CAC; 0; 365536539  
2001-08-01

CRM CALLED FAIRWAY CHEV 702 641 1400. CRM REC'D VOICEMAIL. CRM WILL TRY BACK AGAIN. CRM WILL TRY TO GET A HOLD OF THE SVC MGR TO SPEAK ABT ASSISTING CUST W/ THE REPAIR. SAMANTHA KNEPPER PDX CAC; 0; 365536924  
2001-08-01

CRM CALLED FAIRWAY CHEV 702 641 1400. CRM SPOKE W/ SVC MGR ALAN FOLKS. HE STATED THE PARTS AND LABOR IS \$645 AND TOWING BILL IS \$115. CRM ASKED HIM IF HE CAN DO ANY DLR EMPOWERMENT TO HELP ASSIST THE CUST ON THE REPAIR. HE STATED HE WILL CALL THE AVM TOSEE IF THEY ARE ABLE TO COVER THE PARTS AND LABOR - \$645, BUT THE TOWING THE CUST WILL NEED TO PAY FOR SURE. HE WILL HAVE THE SVC ADVISOR SAM TO CALL CUST IF THEY ARE ABLE TO HELP. SAMANTHA KNEPPER PDX CAC; 0; 365542891  
2001-08-01

CRM CALLED CUST AT WORK 702 310 1221. CUST STATED SAM THE SVC ADVISOR JUST CALLED HIM AND TOLD HIM THE REPAIR WILL BE FULLY COVERED, BUT HE WILL NEED TO PAY FOR THE TOW. THE CUST IS VERY PLEASED W/ THE OUTCOME. HE STATED HE IS FULLY SATISFIED W/ THIS. HE STATED HE IS EMAILING A LETTER TO CHEV A COMPLIMENT ON HIS EXPERIENCE OF CRM AND PREV CRM HELPING HIM

OUT ON THIS ISSUE. CUST THANKED CRM FOR HELPING. CRM THANKED CUST. SAMANTHA KNEPPER PDX CAC;  
0: 365543281

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:  
ENGINE TYPE: TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:  
MSRP: NADA: 0

SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      % BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER: 1  
COMPANY:    CONTACT TYPE:  
ADDRESS:    CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Richardson

TX

HOME PHONE:

CASE NUMBER: 1-122933285

VIN: 1G1YY22G1VS107532

DATE OPENED: 2003-07-24

MODEL YEAR: 1997

DATE CLOSED: 2003-09-08

SERIES: Corvette

SOURCE: Phone

MILEAGE: 44000.00000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Bob Steele Chevrolet, Inc.

DEALER ADDRESS: 2800 West King Street, Cocoa, FL, 32926-4036,

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S)

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

RFI Vehicle; ; 2003-07-24  
2003-07-24

Steering locked up; ; 2003-07-24  
2003-07-24

Call to dealer; ; 2003-07-24  
2003-07-24

Service Request Ownership has changed FROM: TEMPREED TO: MEEKSB; ; 2003-07-24  
2003-07-24

Call to AVN; ; 2003-07-24  
2003-07-30

Message; ; 2003-07-30  
2003-07-28

Call to dlr; ; 2003-07-28  
2003-07-29

1-122933285; ; 2003-07-30  
2003-07-28

avn update; ; 2003-07-28  
2003-07-28

avn update - see previous activity; ; 2003-07-30  
2003-07-29

Call to dealer; ; 2003-07-29  
2003-07-30

Call to dlr; ; 2003-07-30  
2003-07-30



Call to cust; ; 2003-07-30  
2003-08-01

Message; ; 2003-08-01  
2003-07-30

Request for update; ; 2003-07-30  
2003-07-30

Service Request has been Closed Satisfied.; ; 2003-07-30  
2003-08-04

SR in Status of Closed has been Re-Opened by MEEKSB; ; 2003-08-04  
2003-08-04

Message; ; 2003-08-04  
2003-08-07

Call to cust; ; 2003-08-15  
2003-08-21

1-122933285; ; 2003-09-04  
2003-09-03

Service Request Ownership has changed FROM: MEEKSB TO: ALLEYNEK; ; 2003-09-03  
2003-09-03

TM reassigning SR; ; 2003-09-08  
2003-09-08

call cust for f/u; ; 2003-09-08  
2003-09-08

Service Request has been Closed Satisfied.; ; 2003-09-08

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:  
POLICE REPORT: BODY INJURY:  
NUMBER OF PEOPLE:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      \* BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:        1  
COMPANY:     CONTACT TYPE:  
ADDRESS:     CONTACT PHONE:

DIV: CHEVROLET CASE 990432628 TYPE: G-GENERAL  
 NAME: STORY'S VISTA CHEVROLET, LTD.  
 YR/MDL: 1997/CORVETTE

# Base Case Information

OWNER: [REDACTED]  
 ADDRESS: [REDACTED]

CITY: EL PASO  
 VIN: 1G1YY22G1V5107692  
 RESP DEALER: 00000  
 MILEAGE: 11500  
 YEAR/MODEL: 1997/CORVETTE

STATE: TX ZIP: [REDACTED]  
 DELIVERY DATE: 07/11/1997  
 CORPORATE CASE \$:

CASE TYPE : G-GENERAL STATUS: C  
 OPEN DATE : 08/04/1999 ORIG OPEN DATE: 08/02/1999  
 REOPENED: N  
 LAST ACTIVITY DATE: 09/17/1999 BY: THOMAS W ROBERTS  
 CLOSE DATE: 09/17/1999 SCRAP DATE: 12/31/9999  
 LITIGATION/RETENTION REQUIREMENT HOLDS:  
 LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
 LETTER 99-04, THROTTLE CONTROL SYSTEM  
 LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER  
 CONTACT METHOD: T-TELEPHONE  
 ORIGIN CODE:  
 TARGET AREA: SERV-SERVICE  
 SOURCE CODE:  
 LOCATION: BBB  
 WARRANTY: I (IN/OUT)  
 REPAIR ORDER:  
 SAFETY CASE: N  
 LEGAL FILE: (Y/N)  
 REIMBURSED OWNER:  
 WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:  
 CUSTOMER SATISFACTION: D  
 ARBITRATION LETTER : (Y/N)  
 ARBITRATION OFFERED: TRADEOUT:  
 VEHICLE BUYBACK:

DEALER CONTACTED: N  
 CONTACTED DATE: 08/02/1999  
 DEALER CLOSED : 09/17/1999

DEALER NUMBER: 07293  
 NAME: STORY'S VISTA CHEVROLET, LTD.  
 CITY: EL PASO ST: TX

# REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A12	0		BBB CALL RECORD**8/3/99**
J01	0		VEHICLE LOSE POWER
J57	0		COMPUTER PROBLEM
M40	0		STEERING WHEEL LOCKED UP

## Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 08/02/1999 15:09:09  
08-02-99\*\*\*\*\*  
2ND OWNER CALLED REQ REPURCHASE & STATED VEHICLE LOSE POWER...OWNER  
STATED PURCHASED VEHICLE FROM INDEP AUGUST, 1998 WITH 4000MI...  
OWNER STATED DID NOT PURCHASE AN EXTENDED SERVICE CONTRACT...OWNER  
STATED 2 TIME PREV HISTORY WITH REPAIR...OWNER STATED OWN 94 TAHOE...  
CO ACKNOWLEDGE & REVIEWED PREVIOUS COMETS...CO DCC STORY'S VISTA  
CHEV & SPOKE TO SERV CONSULTANT BILL BORDERS...SERV CONSULTANT STATED  
VEHICLE HAVE BEEN SERVICE 1X FOR REPAIR OF CONCERN...CRM ACKNOWLEDGE..  
CRM ADVISED OWNER OF FILE# & PURPOSE...CRM ADVISED OWNER OF NO  
OUTSTANDING SPECIAL POLICIES OR RECALLS...CRM REVIEWED FOR REPURCHASE  
& CMD WILL NOT BE WILLING TO REPURCHASE VEHICLE...CRM WILL CALL OWNER  
BACK & LEAVE A MESSAGE...OWNER ACKNOWLEDGE...OWNER/THANKED CRM/...  
CRM/THANKED OWNER/...CATHERINE HILL X4109 TROY SITE  
8-2-99\*\*\*\*\*  
ERROR  
8-2-99\*\*\*\*\*  
OWNER CALLED REQUESTING UPDATE ON FILE...OWNER STATES FILE#...  
CRM REV'D CASE...CRM ADVISED OWNER REQ FOR REPURCHASE WAS  
DENIED, BUT WILL WORK UNDER TERMS OF FAC WARR(3/36)...OWNER  
VENTS AND VENTS...OWNER STATES WILL PURSUE THIS ISSUE LEGALLY...  
OWNER VENTS AGAIN...OWNER REQUEST TO SPEAK WITH MGR...  
CO TOOK MESSAGE PER KAREN FELZERN'S REQUEST...OWNER STATES  
DIRECT PHONE# [REDACTED]...CRM ACKNOWLEDGED...OWNER THANKED  
CRM...CRM THANKED OWNER...  
QUIANA BRUCE, TROY SITE

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 08/03/1999 13:09:56  
08/03/99\*\*\*\*\*  
MANAGER RECEIVED BUMP REQUEST FORM & CALLED OWNER BACK ...MANAGER  
QUESTIONED ASSISTANCE...OWNER STATES UNHAPPY WITH PERFORMANCE OF  
THE VEHICLE...OWNER STATES VEHICLE HAS BEEN AT THE DEALER SEVERAL  
TIMES...OWNER STATES DEALER VERY UNPROFESSIONAL...OWNER STATES  
WILL PURSUE THROUGH THE BBB AUTOLINE...OWNER STATES DEALER  
COULD NEVER DUPLICATE THE CONCERN...OWNER STATES THEY REPLACED  
THE TECH MODULE...OWNER STATES ONLY 12,000 MILES ON IT & CANNOT  
BELIEVE THAT CMD NOT ABLE TO ASSIST...OWNER STATES VEHICLE LEAVES  
HIM STRANDED...OWNER VENTS...MANAGER APOLOGIZED...MANAGER SUPPORTED  
CMD POSITION...OWNER VENTS...MANAGER APOLOGIZED...MANAGER ADVISED  
OWNER THAT CMD WILLING TO CONTINUE TO WORK UNDER TERMS OF 3/36  
TO ADDRESS DEFECTS, BUT DEALER NEEDS TO DUPLICATE CONCERN FIRST..  
OWNER STATES NOT GETTING ANYWHERE WITH MANAGER & THANKED...MANAGER  
THANKED OWNER FOR TIME...PATTI CHICK, SUBJECT MATTER EXPERT/TROY

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 08/04/1999 11:14:21  
CAC ADR RECEIVED CALL RECORD FROM THE BBB OF OWNERS INTENT ON MHDARE  
CASE IS BEING HANDLED BY THE ADR TEAM ... PLEASE DIRECT ANY QUESTIONS  
TO YOUR ADR TEAM CONTACT OR THE ADR TEAM ASSISTANT...

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 09/17/1999 00:00:01  
L/O/I/  
FOR DEALER INFORMATION  
SAME  
SAME

GM 1241

No GM 1241 Data available for this case.  
GM 1241 A

No GM 1241A Data available for this case.  
GM 1241 D

No GM 1241D Data available for this case.  
GM 1241 X

No GM 1241X Data available for this case.  
Reimbursements

No Reimbursement Data available for this case.  
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

No Product Liability / Breach Data available for this case.  
Related Documents

No Related Documents Data available for this case.

## Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: EL PASO

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: TX

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

**Injured Parties**

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

**DMAC Correspondence**

No DMAC Correspondence Data available for this case.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Fayetteville

NC

HOME PHONE:

CASE NUMBER: 1-35162886

VIN:

1G1YY22G1V5107904

MODEL YEAR:

1997

DATE OPENED: 2002-09-23

SERIES:

Corvette

DATE CLOSED: 2002-11-14

MILEAGE:

34900.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Reed-Lallier Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 4500 Raeford Rd, Fayetteville, NC, 28304-3230, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Broken

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

steering lock; ; 2002-09-23

2002-09-23

sales dpt Mike; ; 2002-09-23

2002-09-23

Service Request has been Closed Satisfied.; ; 2002-09-23

2002-10-15

Steering column lock; ; 2002-10-15

2002-10-15

Service Request Ownership has changed FROM: ADAMSMBL TO: GAFFNEYS; ; 2002-10-15

2002-10-15

Ask about cust history; ; 2002-10-15

2002-10-16

Advise of resolution; ; 2002-10-16

2002-10-23

Check for Docs; ; 2002-10-23

2002-10-30

Check for docs; ; 2002-11-11

2002-11-01

SAFETY Scanned: 2002-10-31-22.22.14.000000, MSXDocNum: 0230400236; ; 2002-11-01

2002-11-01

Cust sent docs.; ; 2002-11-07

2002-11-07

Reim for steering concern in the amount of \$188.30; ; 2002-11-07

2002-11-07

Created: CAC\_RS0005. SR#1-35162886; ; 2002-11-07  
2002-11-07

Rein to goodwill liaison for review and submission; ; 2002-11-08  
2002-11-08

REIM FOR \$188.30 SUBMITTED FOR FINAL APPROVAL; ; 2002-11-08  
2002-11-08

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-11-08  
2002-11-08

Reimbursement in the amount of \$188.30 was final approved.; ; 2002-11-11  
2002-11-08

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-11-08  
2002-11-11

Service Request has been Closed Satisfied.; ; 2002-11-11  
2002-11-11

follow up; ; 2002-11-11  
2002-11-11

Service Request has been Closed Satisfied.; ; 2002-11-11  
2002-11-12

Service Request has been Closed Satisfied.; ; 2002-11-12  
2002-11-14

CHECK MAILED; ; 2002-11-14  
2002-11-14

Service Request has been Closed Satisfied.; ; 2002-11-14

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	% BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME :	CONTACT NUMBER :	1
COMPANY :	CONTACT TYPE :	
	CONTACT PHONE :	
ADDRESS :		

1-35162886



[Redacted]  
[Redacted]  
[Redacted]

Tag NC

OCT 31 2002

Chancelat  
PO. Box 33170  
Detroit, MI  
48232

Ref # 135162886

4823245170 31



REF: 1-35162886

707012

238072

INVOICE

CHEVROLET

4500 Reelford Road

Fayetteville, North Carolina 28304

SERVICE DIRECT: (910) 428-2101

SWITCHBOARD: (910) 428-2000

FAYETTEVILLE, NC

HOME:

PAGE 1

SERVICE ADVISOR: 902 KIM DIMPICK

BLACK	97	CHEVROLET CORVETTE	1G1YY22G1V5107904	34015/34016	P155
-------	----	--------------------	-------------------	-------------	------

25 JUN 1997	15:00	26 SEP 02	0.00	CASH	26 SEP 2002
-------------	-------	-----------	------	------	-------------

OPTIONS: STK:707012 DLR:16-468 ENG:5.7 Liter V8  
MFI TRN:4SP AUTO

10:26 26SEP02 12:58 26SEP02

LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
300 TRIM AND ELECTRICAL REPAIRS			

1 26050960 LOCK	184.95	184.95	184.95
-----------------	--------	--------	--------

PO#126152			
-----------	--	--	--

FC:			
-----	--	--	--

16-468			
--------	--	--	--

AND ASSEMBLY REPLACE COILM LOCK MOTER AND REASSEMBLE VEH

WE ARE PLEASED TO ANNOUNCE THAT WE HAVE

DEALERSHIPS IN FAYETTEVILLE TO BE AWARDED,

ANY GENERAL MOTORS PARTS INSTALLED BY US

GENERAL MOTORS LIMITED LIFE TIME WARRANTY.

ORIGINAL

PAID  
16K 5494  
DML

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

The factory warranty qualifications of all of the components and systems of the vehicle are the responsibility of the manufacturer. The dealer is not responsible for any damage to the vehicle or its components caused by accident, misuse, neglect, or any other cause not covered by the factory warranty. The dealer is not responsible for any damage to the vehicle or its components caused by accident, misuse, neglect, or any other cause not covered by the factory warranty.

DESCRIPTION	TOTAL
LABOR AMOUNT	110.88
PARTS AMOUNT	184.95
GAS, OIL, LUBE	0.00
BURLET AMOUNT	68.75
MISC. CHARGES	0.00
TOTAL CHARGES	364.58
LESS INSURANCE	0.00
SALES TAX	12.02
PLEASE PAY THIS AMOUNT	376.60

SIGNED: DEALER, SERVICE ADVISOR OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

9/24/02

44-12451-  
 10000

5376  $\frac{43}{70}$

144-2-22

152

\_\_\_\_\_

5494 07000000375507

1:053104121:5196375661# / 5494 070000037560/

**WACHSUTZ & BANK**

**LET YOURSELF BE LIT BY CREEP**

910250-110C INVENTORY 7011-057016

>E8T006EC0C  
004692C 000 .1  
00/206 Am 00113  
11501 1130220

ET 105/0090

[illegible]

# STATE OF NORTH CAROLINA REGISTRATION CARD

## NC DIVISION OF MOTOR VEHICLES RECEIPT OF FEES PAID

REGISTRATION		DATE PAID	
EXPIRATION		07/15/2003	
PLATE NO.		00000000	
VEHICLE TYPE		PASSENGER	
VEHICLE MAKE		FORD	
VEHICLE MODEL		FORD	
VEHICLE YEAR		1997	
VEHICLE COLOR		BLACK	
VEHICLE WEIGHT		2000	
VEHICLE TYPE		PASSENGER	
VEHICLE MAKE		FORD	
VEHICLE MODEL		FORD	
VEHICLE YEAR		1997	
VEHICLE COLOR		BLACK	
VEHICLE WEIGHT		2000	
VEHICLE TYPE		PASSENGER	
VEHICLE MAKE		FORD	
VEHICLE MODEL		FORD	
VEHICLE YEAR		1997	
VEHICLE COLOR		BLACK	
VEHICLE WEIGHT		2000	

REGISTRATION  
\$10.00

SALES TAX  
\$10.00  
TOTAL  
\$20.00

REGISTERED AT

REGISTRATION  
\$10.00  
SALES TAX  
\$10.00  
TOTAL  
\$20.00

45062119

VEHICLE MAKE  
FORD  
VEHICLE MODEL  
FORD  
VEHICLE YEAR  
1997  
VEHICLE COLOR  
BLACK  
VEHICLE WEIGHT  
2000

VEHICLE TYPE  
PASSENGER  
VEHICLE MAKE  
FORD  
VEHICLE MODEL  
FORD  
VEHICLE YEAR  
1997  
VEHICLE COLOR  
BLACK  
VEHICLE WEIGHT  
2000

10177226100107904

REGISTERED AT

77 7- 3-76





**CONFIDENTIAL No. 900509315**

NOV 12 2002

DATE  
11/12/02

954

THE UNIVERSITY OF CHICAGO PRESS

作者地址：300027 杭州 中国美术学院

## Abstract

**● 2019年1月1日起**

North American Operations  
General Motors Corporation  
Disbursement Account

**PAY  
TO THE  
ORDER  
OF**

● 2013年12月12日

*Rachel Chinn*

**For Citicorp International Bank, N.A.,  
Attention: New York**

2010

**#900509315# #021309379# 601-2#62520#**

TYPE  
JUN 90, ID A60500102

**INDEX NUMBER**

## North American Operations

General Motors Corporation  
Disbursements (2613)  
PO Box 82530  
Phoenix, AZ 85061-2530

### ATTACH SCISSORS DISCOUNT

CRICK HQ 98050315

DATE 11/12/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% PAID	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
181VY2281VH187884.1-BH162884.1-89TLM	11/11/62	VH 1-29TLM	66.1000	184.50	.00	

101Y2261VH10T904.1-35162004.1)-29TLM	11/11/62	VH 1-29TLM
--------------------------------------	----------	------------

00-1990	100-50	00
---------	--------	----

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT. FOR QUESTIONS CALL 800-442-5752

12

October 23, 2003

[REDACTED]  
Fayetteville, NC [REDACTED]

Service Request: S1-35162886

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$ 188.30. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Sham Gaffney  
Customer Relationship Manager

RS0005-T/dln

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

BIG STONE GAP  
VA

HOME PHONE:

CASE NUMBER: 00623801

VIN: 1G1YY22G1V5108096

DATE OPENED: 2000-06-14

MODEL YEAR: 1997

DATE CLOSED: 2000-06-14

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 26000

ERC TYPE: No

DELIVERY DATE:

ERC PARENT:

DEALER NAME: DOTSON CHEVROLET-OLDS INC

DEALER ADDRESS: 212 E 5TH ST., BIG STONE GAP, VA, 24219, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General

0 REPAIR ATTEMPT(S)

Other

locks up

T04 General Information

0 REPAIR ATTEMPT(S)

Other

seeks restoration pkg

steering lock up....seeks restoration pkg. for 1960 corvette

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states that his 18 year old, daughter drives the vehicle and the steering wheel locks up on daughter. cust states that the vehicle has been to the dlrshp for this concern previously. cust states that he would like to know can this be fixed. cust seeks vehicle to be repaired.

crm advised cust that crm can contact the dlrshp on cust behalf. crm contacted dlrshp and spoke with svc mngr roy gibson, who states that to his knowledge the steering has been repaired. svc mngr states that cust came in stating that the lights were on, but is unable to advise dlrshp of the lights that was flashing on. svc mngr states vehicle was brought in 6/13/00, afternoon and the vehicle hasn't been diagnosed as of yet. svc mngr states that what they are going to do, is go into the memory of computer to see what has been stored in memory of computer, and will go from there. crm thanked for asst. crm advised cust that at this time, vehicle has not been diagnosed and that the svc mngr advised that they will go into (cont.; 0; 329856206

2000-06-14

memory of the computer to find out what was stored in the memory of the computer. cust states that is fine, cust just wanted to advise gm that he is experiencing this concern while under warranty. cust states that he also owns a 1960 corvette and would like to know if gm have some information on vehicle. crm advised cust that crm can mail out to cust a restoration pkg. crm advised cust that it will be shpd bulk mail. cust acknowledged. crm gave cust request # for further asst.

brenda king/austin; 0; 329856319

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADE INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DONE OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*BEC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

CHARLOTTE

NC

HOME PHONE:

CASE NUMBER: 05323432

VIN: 1G1YY22G1V5106289

DATE OPENED: 2001-08-15

MODEL YEAR: 1997

DATE CLOSED: 2001-08-15

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 40000

BRC TYPE: No

DEALER NAME: PARKS CHEVROLET

BRC PARENT:

DEALER ADDRESS: 6441 N TRYON ST., CHARLOTTE, NC, 28213, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A01 Open Campaign  
0 REPAIR ATTEMPT(S)

Other  
01044 NOT ON CUST VEH

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)

Other  
LOCKED

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

2. Refer to [[Campaigns RUN C:\Progra-1\Plus!\Micros-1\explore.exe  
http://carsweb/webknowledge/] for recall details, Go under the Bulletins tab.

3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.

Vehicles involved in product recall campaigns

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES STEERING COLUMN LOCKED...CUST SENDS INFO IF VEH COVERED UNDER CAMPAIGN..

CRM ADVISED CUST VEH NOT COVERED UNDER CAMPAIGN...

KATHY HODGES/ATK/CARS; 0; 366747619

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

**COMMENTS:**

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

**LOCATION:**

**RESTRAINT:**

**IF SO, WHERE:**

\*\*\*\*\***ADD INFORMATION**\*\*\*\*\*

EXTERNAL CASE NUMBER:	DATE:
TITLE NAME:	
BUSINESS:	* BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

## \*\*\*\*\*BEC CONTACT INFORMATION\*\*\*\*\*

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

PALM HARBOR

FL

HOME PHONE:

CASE NUMBER: 05199013 VIN: 1GLYYZ22G1V5108325  
MODEL YEAR: 1997  
DATE OPENED: 2001-08-06 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-01 MILEAGE: 65000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: PERMAN CHEV OLDS OF TARPON SPRINGS  
BRC PARENT: DEALER ADDRESS: 43520 US HWY 19 N, TARPON SPRINGS, FL, 34689, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General  
0 REPAIR ATTEMPT(S)

Other  
LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
  - \* Determine Customers expectation
  - \* Validate feature is on vehicle
  - \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
  - \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.htm]]
  - \* Validate with dealership if necessary
  - \* Coordinate with dealership to compare with another vehicle if necessary
  - \* Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

Phone: 7279345789

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER STATES STEERING COLUMN IS LOCKED AND HE UNDERSTANDS THERE IS A CAMPAIGN ON THE STEERING COLUMN ON SOME OF THESE VEH BUT NOT HIS. HE FEELS HIS SHOULD BE INCLUDED. CUSTOMER SEEKS COST ASSISTANCE FOR REPAIR  
CRM ADVISED TRANSFERRED TO TIER 2  
ADVISED OF CAMPAIGN FOR LAP TWISTED SEAT BELTS  
FLAIDLEY.CARS.TAMPA.TIER1; 0; 365969506  
2001-08-06

CUST STATES THAT HE IS HAVING A PROBLEM WITH THE STEERING WHEEL LOCKING UP. HE STATES THAT THIS SHOULDN'T BE HAPPENING AND HE HEARD THAT THERE IS A RECALL ON THE CORVETTES BUT NOT HIS MODEL YR. CUST SEEKS ASSISTANCE. CRM ADVISED THAT I WOULD NEED TO RESEARCH THE SITUATION. CRM CONTACTED THE DLR AND LEFT A VME FOR SCOTT(SVC ADV) TO CONTACT ME BACK. MIKE BODKIN/TAMPA/TIER2; 0; 365971465  
2001-08-06

CRM SPOKE TO STEVE(SVC ADV) WHO STATES THAT THE CUST HAS 65000 MILES ON THE VEHICLE AND HE STATES THAT HE IS THE 2ND OWNER AND THAT HE DOESN'T FEEL THAT WE SHOULD PROVIDE ASSISTANCE BASED ON AGE AND MILEAGE. CRM UNDERSTOOD AND THANKED. MIKE BODKIN/TAMPA/TIER2; 0; 365976700

2001-08-06

CRM ATTEMPTED TO CONTACT THRE CUST AT WORK BUT HE WAS GONE. CRM FURTHER CONTACTED THE CUST AT HOME AND SPOKE TO KATIE (DAUGHTER) WHO SAID HE WASNT HOME. CRM WILL TRY AFGAIN TOMORROW. MIKE BODKIN/TAMPA/TIER2; 0; 365988358  
2001-08-06

Cust states received msg from prev CRM. Cust seeks to speak with prev CRM. CRM advised VME. Bruce McVey/CARE/TPA/T1; 0; 365989022  
2001-08-07

CRM ADVIASED THE CUST THAT I WAS UNABLE TO GET ALL THE INFO AS OF YET BUT WILL CONTACT HIM TOMORROW. MIKE BODKIN/TAMPA/TIER2; 0; 366069018  
2001-08-13

CUST STATES HE WOULD LIKE TO TALK TO M BODKIN. CUST SEEKS CRM BODKIN. CRM ADVISED HE WILL TRANSFER. KEVIN DREW/CARE/TAMPA/TIER1; 0; 366385149  
2001-09-26

NOTES NEVER TOOK\*\*\*\*\*. CRM DECLINED CUST OF REIMBURSEMENT DUE TO THE AGE AND MILEAGE ON THE VEHICLE. CUST WASNT HAPPY WITH THE FACT THAT HE WASNT BEING REIMBURSED. MIKE BODKIN/TAMPA/TIER2; 0; 370378042  
2001-09-28

TEAM MGR HAS REVIEWED REQUEST FOR DISSAT CLOSING. PLEASE REMEMBER THAT IF DEALERSHIP IS GOING TO GIVE INPUT REGARDING A CUST REQUEST FOR COST ASSISTANCE, THE SVC MGR IS WHO NEEDS TO BE CONSULTED. TEAM MGR CLOSING FILE DISSAT AS CUST IS 2ND OWNER AND ACCORDING TO VIN PROFILE, HAS BEEN AWARDED AN EXTENDED AMOUNT OF GOODWILL. NO SPECIAL POLICY EXISTS FOR THIS CONCERN. TEAM FORWARDING TO CRM, BODKINM, TO COMPLETE REQUEST. NO ARB LETTER NECESSARY. JENNIFER JARRETT/TEAM MGR/TPA/NT; 0; 370551938  
2001-10-01

CRM CLOSING FILE DISSAT. MIKE BODKIN/TAMPA/CAC/57408; 0; 370800000

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
ERC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

## \*\*\*\*\*AIR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      % BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:        1  
COMPANY:    CONTACT TYPE:  
ADDRESS:    CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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Case No:	5685167	VIN Number:	1G1YY22G1V5108454
Date Opened:	6/20/2002	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:	B32148	Mileage:	30123
Address:	CENTRAL CHEVROLET INWEST SPRINGFI	State:	MA
Dealer Phone:			

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SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK STEERING B01-02-35-0

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/20/2002 14:16:17 SBD TEMPLATE - SEARS

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_N\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JOHN MC CARTHY SM A

CUSTOMER CONCERN -

STEERING COLUMN LOCKED ON CUSTOMER

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

REPLACE THE LOCK ACTUATOR A YEAR AGO FOR THE CONCERN, WANTS TO DISCONNECT THE ACTUATOR LIKE IN RECALL 01044

TAC RECOMMENDATION -

1) TSB 01-02-35-008

06/20/2002 14:16:17 HISTORY - SEARS

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

GALLOWAY, OH

CASE NUMBER: 05213125 VIN: 1G1YY22G1V5108938  
MODEL YEAR: 1997  
DATE OPENED: 2001-08-07 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-07 MILEAGE: 26000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BOBBY LAYMAN CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 3900 W BROAD, COLUMBUS, OH, 43228, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Inoperative  
LOCKED UP LAST NIGHTT04 General Information  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
TAKE TO DLRA07 Referred to Dealer  
0 REPAIR ATTEMPT(S)Product Campaign Claim  
STEERING COLUMNA01 Open Campaign  
0 REPAIR ATTEMPT(S)Product Campaign Claim  
2000034

Notification of open campaigns or special policies.

## INFORM THE CALLER:

Customers will receive a letter in the mail.

## AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request  
[[Campaign Status Request RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
[http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest\\_Corepoint.html](http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.html)]  
Notification of open campaigns or special policies.

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE GOT IN HIS VEH LAST NIGHT AND THE STEERING COLUMN LOCKED UP. CUST STATES THAT HE IS UNABLE TO DRIVE VEH. CUST STATES THAT HE SPOKE WITH ONE VEH AND WAS ADVISED THAT THERE IS A CAMPAIGN ON CORVETTES FOR THIS CONCERN. CUST STATES HE SPOKE WITH ANOTHER VEH WHO ADVISED THAT HIS VEH IS NOT A PART OF THE CAMPAIGN. CUST SEEKS CORRECT INFO AND REPAIR OF VEH. CUST STATES THAT HE PURCHASED THE VEH AFTER IT HAD PREVIOUSLY BEEN LEASED. CRM REVIEWED VIN PROFILE AND ADVISED CUST THAT VEH WAS NOT PART OF CAMPAIGN, BUT DID ADVISE OF CAMPAIGN #2000034. CRM CHECKED CAMPAIGNS IN WEBKNOWLEDGE AND ADVISED CUST THAT CAMPAIGN WAS ON CERTAIN 1998-2000 CORVETTES. CRM ADVISED THAT SHE WOULD CONTACT THE DLR AND SPEAK WITH SVC MGR. CUST AGREED TO HOLD. CRM SPOKE WITH MICHELLE BROWN, ASSISTANT SVC MGR AS THE SVC MGR WAS ON VACATION. CRM ADVISED MICHELLE OF THE SITUATION. MICHELLE ADVISED THAT FIRST STEP WAS DIAGNOSIS. IF IT TURNED OUT TO BE THE SAME CONCERN AS THE CAMPAIGN,

\*\*\*\*\*CONF\*\*\*\*\*; 0; 366042578

2001-08-07

IF WE COULD LOOK IN TO POSSIBLY CONTACTING AVM FOR POSSIBLE ASSISTANCE. CRM THANKED MICHELLE FOR ASSISTANCE. CRM RETURNED TO CUST TO ADVISE BRING VEH IN FOR DIAGNOSIS, AND IF THE CONCERN TURNED OUT TO BE THE SAME AS CAMPAIGN, WE MAY BE ABLE TO RESEARCH FOR CUST, BUT DIAGNOSIS CAME FIRST. CUST WILL GET VEH TO DLR. NO FURTHER ACTION AT THIS TIME. JANELLE  
LOWDEN/ATX/CARS/CAC; 0; 366042739

2001-08-07

CUST STATES: HE IS UPDATING THE FILE...HE WIGGLED HIS STEERING WHEEL AND IT HAS COME LOOSE.

CUST SEKS: TO DOCUMENT

CRM ADV: CUST OF HIS GMPP MAJOR GUARD AND CONFIRMED CRM WILL DOCUMENT AND UPDATE  
FILE...FRANKHERRERA/ATX/CARS; 0; 366044041

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:  
ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOFF:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADJ INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
% BUSINESS: 0  
DATE OF ACCIDENT:  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

TYLER, TX

CASE NUMBER: 04658519 VIN: 1G1YY22G1V5109006  
MODEL YEAR: 1997  
DATE OPENED: 2001-06-22 SERIES: UNKNOWN  
DATE CLOSED: 2001-06-22 MILEAGE: 40900  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: KING CHEVROLET COMPANY  
BRC PARENT: DEALER ADDRESS: 527 W ERWIN, TYLER, TX, 75702, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M40 Steering Wheel Other  
2 REPAIR ATTEMPT(S) LOCKED UP

A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) DIAGNOSIS

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

- \* Probe to identify failed item/component
  - \* Determine Customer's Expectation
  - \* Using delivery date, establish if vehicle is within any warranty coverage
  - \* Listen carefully to evaluate cause of failure - defect or damage
    - ( If damage, consider explaining the consumers responsibility)
  - \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
  - \* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
    - ( 1st attempt - offer to coordinate repair at a dealership)
    - ( Previous repairs)
      - 1) Review warranty history on "VIN Profile" tab
      - 2) Contact appropriate Service dealership to discuss
      - 3) Determine if TAC was previously contacted or is now necessary
      - 4) Establish & document a diagnosis and repair plan
  - \* Coordinate with dealership to assist with customer's repair request
  - \* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE HAS HAD MANY PROBLEMS W/ HIS CORVETTE. CUST STATES THAT THE VEH IS GOING TO THE SHOP EVERY FEW WEEKS. CUST STATES THAT EVERY TIME HIS VEH GOES TO THE DLR FOR REPAIR HE HAS TO PAY A 100\$ DEDUCTIBLE. CUST SEEKS NOT TO HAVE TO PAY THIS DEDUCTIBLE ANY MORE DUE TO THE PROBLEMS W/ VEH. CRM ADVISED CUST THAT CRM CANNOT WAIVE DEDUCTIBLE AND THAT CUST WOULD NEED TO SPEAK W/ DLR. CRM ADVISED CUST TO HAVE VEH TOWED TO DLR FOR DIAGNOSIS AND THEN CALL CAC. CUST AGREED. RACHEL CONLEY/CAC/PDX; 0; 362079034  
2001-06-22

\*\*\*\*\*NEXT CRM\*\*\*\*\*CUST IS CONCERNED ABOUT HIS 100\$ THAT HE HAS TO PAY AND CUST SEEKS TO HAVE THIS WAIVED. PLEASE ASSIST CUST PENDING CUST CONTACTING CAC. RACHEL COMLEY/CAC/PDX; 0; 362079077  
2001-06-22

CUST.HAS CALLED BACK STATING THAT TOW TRUCK IS SCHEDULED TO PICK UP HIS VER. W/IN THE NEXT 1/2 HOUR... CUST'S ACTUALL CONCERN IS NOT THE \$100 DEDUCTIBLE; RATHER, THAT HE HAS THE CONTINUING PROBLEM OF HIS STEERING WHEEL/COLUMN LOCKING UP SO THAT HE CAN NOT TURN HIS WHEELS....CUST IS VERY UPSET THAT "WE ARE TAKING THIS LIGHTLY"....CUST. FEELS THIS COULD AFFECT HIS DECISION IN PURCHASING ANOTHER CORVETTE (THIS IS HIS 5th CORVETTE)....CUST.SEEKS IF THIS IS A WIDESPREAD PROBLEM...CRM NOTES CUST.IS AWARE OF SEAT BELT CAMPAIGN, BUT THERE ARE NONE ON STEERING COLUMNS & NO SPECIAL POLICIES...CRM ATTEMPTED TO CONTACT SVC MGR BUT HE WAS OUT TO LUNCH, CRM WILL CALL SVC MGR BACK @ 1:00 CST TO INQUIRE ABOUT SVC BULLETINS...CONF....; 0; 362085953  
2001-06-22

.....CONF.....CRM WILL CHECK IF TAC HAS BEEN CALLED & ADVISE IF NOT....REGARDING THE \$100 DEDUCTIBLE; CRM CALLED GMPP CUST.ASST. @ 1-800-631-5590 & RECEIVED INFO THAT CUST. NEEDS TO HAVE SVCING DLR CALL GMPP TO GET PRE-AUTH. REGARDING REIMBURSEMENT IN SITUATIONS OF MECHANICAL FAILURE....CRM CALLED CUST. AND RELAYED THIS INFO...CRM WILL STILL CALL SVC MGR...ETHAN HILL/CAC/ATX.; 0; 362086517  
2001-06-22

CRM CALLED & SPOKE TO SVC MGR: CURTIS, WHO STATES THAT CUST.IS @ DLRSHIP NOW & THERE IN PROCESS OF DIAGNOSING CONCERN..CURTIS STS THAT THIS IS THE 3RD TIME CUST.HAS BEEN TO DLR W/CONCERN ON STEERING WHEEL LOCKING UP...CURTIS STS THAT ONE OF HIS TECHS THINKS IT IS THE "STEERING LOCK MOTOR" BUT THEY HAVE NOT DETERMINED THAT YET...CRM ADVISED CURTIS TO CALL GMPP FOR CUST'S CONCERN OF HAVING TO PAY \$100 DEDUCTIBLE, CURTIS AGREED TO DO SO....CRM INQUIRED IF ANY SVC BULLETINS = "NONE", CRM INQUIRED IF TAC WAS CALLED = " YES, BUT NO FIX"...ETHAN HILL/CAC/ATX.; 0; 362089590  
2001-06-22

\*\*\*\*\*NEXT CRM\*\*\*\*\*CUST.WILL CALL AND UPDATE CAC, PLEASE ASSIST CUST.ACCORDINGLY..ETHAN HILL/CAC/ATX; 0; 362089649

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      % BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:              1  
COMPANY:     CONTACT TYPE:  
ADDRESS:     CONTACT PHONE:

CHEVROLET MOTOR DIVISION  
\*\*\* GM RESTRICTED \*\*\*

173487  
OT55918 PAGE #: 1  
M41-018

CASE NO: 99-0053745  
DATE OPENED: 02/04/1999  
DATE CLOSED: 02/04/1999  
SOURCE: PHONE  
CUSTOMER:  
ADDRESS:  
HOME PHONE:

VIN: 181YY2261V5109605  
MODEL YR: 97  
SERIES: YB CORVETTE  
MILEAGE: 037000  
STATE: FL  
VALERICO  
BUS. PHONE: EXT:

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

02-04-99\*\*\*\*\*

O/C/REQ G/W FOR 100% FOR STEERING COLUMN LOCKING UP....O/STS ORIG O/.  
...O/STS NO EXT SERV CONTRACT....O/STS NO PREV....O/STS AT DLR NOW....  
O/STS NO LOYALTY....CO ACK & APOLOGIZED....CO ADV O/ FILE # & PURPOSE  
....CO/DCC DLR & SPOKE TO ASST MGR DENNIS DECONA....DENNIS ADV CO  
THAT MGR WOULD C/CO/B....CO ACK & THANKED....CO ADV O/ NEEDS TO TALK  
TO DLR....O/ACK & THANKED CO....O/ASKED CO FOR TIME ON C/B....CO ADV  
0/24HRS....O/ACK & THANKED CO....CO THANKED O/ FOR C....  
DOUG FLER 1510

\*\*\*\*\* REQUEST CODE AND COMMENTS \*\*\*\*\*

CODE # INSC

CODE COMMENTS

M41 0 STEERING COLUMN FOR S70, STEERING COLUMN LOCKED UP  
FOR DLR INFO

S70 0 GOODWILL ADJ. FOR M41, G/W FOR STEERING COLUMN  
FOR DLR INFO

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Millis, MA

CASE NUMBER: 1-10760882 VIN: 1G1YY22G1V5109703  
MODEL YEAR: 1997  
DATE OPENED: 2002-06-24 SERIES: Corvette  
DATE CLOSED: 2002-07-17 MILEAGE: 22800.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/A No DEALER NAME: Connolly Buick CO., Inc.  
BRC PARENT: DEALER ADDRESS: 520 Worcester Rd, Framingham, MA, 01702-5373, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column locked up---campaign 01044 inquiry; ; 2002-06-24  
2002-06-27  
to obtain repairs done to veh; ; 2002-06-27  
2002-06-27  
to advise of docs; ; 2002-06-27  
2002-06-27  
SVC REQ UPDATE; ; 2002-06-27  
2002-06-27  
SEE NOTES-CUST CALLED IN; ; 2002-07-10  
2002-07-09  
SAFETY Scanned: 2002-07-05-18.34.19.000000, MEXDocNum: 0218600315; ; 2002-07-10  
2002-07-10  
Reviewing to determine if customer has supplied proper documents.; ; 2002-07-10  
2002-07-10  
to make \$100 rain offer; ; 2002-07-10  
2002-07-10  
Creating Check and Cover Letter; ; 2002-07-10  
2002-07-10  
Created: CAC\_RS0005. SR#1-10760882; ; 2002-07-10  
2002-07-10  
Reimbursement Check to Goodwill Liaison for review and submission; ; 2002-07-10  
2002-07-10  
rain in the amount of \$105.95; ; 2002-07-16  
2002-07-10

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-07-10  
2002-07-16

Goodwill Status has been changed from: Pending SITEL to PreAprv - Check; ; 2002-07-16  
2002-07-16

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-07-16  
2002-07-16

Processed final approval.; ; 2002-07-17  
2002-07-17

Service Request has been Closed Satisfied.; ; 2002-07-17

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REFURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
  
\* BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

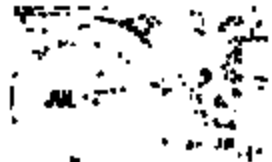




1-1076088



7001 1140 0000 0424 9438



JUL 05 200

Ms. Tamika Alexandria  
Chevrolet Division  
P. O. Box 33170  
Detroit, MI 48232

RAYON, MASSACHUSETTS

48232+5170 51



[REDACTED]  
MI, MA  
Tel: [REDACTED]  
July 2, 2002

Ms. Tanika Alexandria  
Chevrolet Division  
P. O. Box 33170  
Detroit, MI 48232

Re: SI-10760882  
Reimbursement for Deductible on Steering Column Repair

Dear Tanika:

Per our conversation, enclosed are the following documents for reimbursement of the deductible on the steering column repair:

- Service Work Order
- Payment Receipt
- Copies of Registration (note, 06/01 registration is sent for clarity only)

If you have any questions, please feel free to contact me.

Very truly yours,  
[REDACTED]

- [REDACTED]  
- [REDACTED]

7566PW

116927

Herb Connolly

INVOICE

WHO CARES? WE DO! "WE CARE ABOUT YOU"

520 Worcester Road, Rte. 9  
FRAMINGHAM, MA 01701  
(508) 878-0300 FAX: (508) 820-8750  
1-800-438-8300  
www.herbconnolly.com

MILLIS MA

PAGE 1

HOME:

SERVICE ADVISOR: 958 RALPH J MIELE

COLOR	YEAR	MAKE	MODEL	VIN	PLATE	WARRANTY	DATE
RED	97	CHEVROLET	CORVETTE	1G1YY22G1V5109703	7566PW	22800/22800	
IN SERVICE DATE	WROD DATE	WARRANTY	PROMISED	PO NO	RATES	PAYMENT	INV DATE
01JAN1997			WAIT 20JUN02			GMPP	21JUN2002
PO ORDERED	READY	OPTIONS	DLR:32170				

13:07 20JUN02 14:10 21JUN02

LINE	QCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	-------	------	------	-------	------	-----	-------

A C/S STEERING COLUMN LOCKED-UP AFTER STARTING THE VEHICLE UP - CHECK AND REPORT

E7501 LOCKING PARTS, RACK/SECTOR/LOCK

BOLT/ACTUATOR ROD, STEERING COLUMN - REPLACE

TIT

32 COMP

144.28 144.28

E7501 88952427 HARNESS R

114.04 114.04

1.4 .8 E OJ 6D

\*\*\*\*\*

B VIS FOR RECALL

CAUSE: RECALL

V0505 SEAT BELT WEBBING

32WPC94

1 10306414 GUIDE KIT

PC: 93

PART#: 10306414

COUNT: 1

CLAIM TYPE:

AUTH CODE:

MA

(N/C)

(N/C)

ORIGINAL

C PREFORMED 24000 MILE SCHEDULED MAINTENANCE SERVICE SEE COPY ATTACHED

24KB PREFORMED 24000 MILE SCHEDULED MAINTENANCE

SERVICE SEE COPY ATTACHED

32 CPB

75.00 75.00

1 25010633 OIL FILTR

6.50 6.50

7 12345885 OIL 5W30S

7.37 7.37

\*\*\*\*\*

D NO TIRE ROTATION

MISC SEE STORY BELOW

32 CPB

0.00 0.00

\*\*\*\*\*

Herb Connolly CHEVROLET-STORE

Thank you for the opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not, please tell us how we can improve.

COMPLETE BODY SHOP AND PAINT FACILITIES  
HERB CONNOLLY AUTO BODY 878-0300  
DOMESTIC AND FOREIGN CAR SPECIALISTS

Who cares? We do! "We Care About You"

FRAMINGHAM TELEPHONE (508) 878-0300 • 1-800-438-8300 • FAX (508) 820-8750  
520 WORCESTER ROAD, RTE. 9 FRAMINGHAM, MA 01701

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

## STATEMENT OF DISCLOSURE

The factory warranty constitutes all of the coverage with respect to the sale of this vehicle. The dealer hereby disclaims all warranties other than those included, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor indicates any other person is covered for a warranty in connection with the sale of this item.

X CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
TAXES AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

7566PW

116927

Herb Connolly

INVOICE

WHO CARES? WE DO! "WE CARE ABOUT YOU"

520 Worcester Road, Rte. 8  
FRAMINGHAM, MA 01701  
(508) 879-0300 FAX: (508) 820-8780  
1-800-438-8300  
www.herbconnolly.com

PAGE 2

SERVICE ADVISOR: 958 RALPH J MIELE

MILLIS MA

HOME:

EST. COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
RED	97	CHEVROLET CORVETTE	1G1YY22G1V5109703	7566PW	22800/22800
RECEIVED DATE	PROD. DATE	WARRANTY	FINANCED	PO NO.	RATE
01JAN1997			WAIT 20JUN02		
7: A.D. OPENED	READY	OPTIONS	DLR:32170		
				GMP	21JUN2002

13:07 20JUN02 14:10 21JUN02

1-800-222-1020

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SHOP SUPPLIES / HAZ WASTE FOR REPAIR ORDER							2.90
GMP TO PAY							164.02

PLEASE RETURN ALL SURVEYS YOU RECEIVE  
FOR ANY REASON YOUR RESPONSE IS LESS THEN  
"COMPLETELY SATISFIED" PLEASE CONTACT EITHER  
ADAM CONNOLLY-DEALER GERARD INDELICATO-GM  
JUSTIN BROWN SERVICE MANAGER. (508-879-0300)  
"WE NEED YOUR OPINION"  
THIS IS OUR DEALERSHIP'S REPORT CARD

TAMIKA

ID AMEX

ORIGINAL

PAID JUN 29 2002

51-107 608 82  
Service Request

Herb Connolly CHEVROLET-HUMMER

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory for your brand, if not, please tell us immediately.

COMPLETE BODY SHOP AND PAINT FACILITIES  
HERB CONNOLLY AUTO BODY (508) 879-0300  
DOMESTIC AND FOREIGN CAR SPECIALISTS

Who cares? We do! "We Care About You"

FRAMINGHAM TELEPHONE (508) 879-0300 • 1-800-438-8300 • FAX: (508) 820-8780  
520 WORCESTER ROAD, RTE. 8 FRAMINGHAM, MA 01701

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

## STATEMENT OF DISCLAIMER

The factory warranty is the responsibility of the manufacturer and is not the responsibility of this dealership. The dealer hereby disclaims all responsibility for any damage or loss of any kind, including but not limited to, theft, fire, flood, or any other cause of damage, and is not responsible for any damage or loss of any kind, including but not limited to, theft, fire, flood, or any other cause of damage, and is not responsible for any damage or loss of any kind, including but not limited to, theft, fire, flood, or any other cause of damage.

X CUSTOMER SIGNATURE

DESCRIPTION	TOTAL
LABOR AMOUNT	219.28
PARTS AMOUNT	172.13
GAS, OIL, LUBE	0.00
WASH/WAX	0.00
REC. CHARGES	2.90
TOTAL CHARGES	394.31
LESS INSURANCE COUPONS	164.02
SALES TAX	8.75
PLEASE PAY THIS AMOUNT	239.04



THE COMMONWEALTH OF MASSACHUSETTS  
REGISTRY OF MOTOR VEHICLES

PO Box 188100, Boston, MA 02118  
WWW.STATE.MA.US/RTM

BPP

PLATE TYPE		REGISTRATION/SALES TAX		MONTH		YEAR	
1234		75555W		V6		03	
<b>FEE:</b> REGISTRATION 35.00 TITLE 2.00 SPECIAL PLATES 5.00 SALES TAX 15.00 <b>TOTAL 57.00</b>				ADDRESS OF OWNER AND MAILING ADDRESS [REDACTED]			
RESIDENTIAL ADDRESS (IF DIFFERENT) [REDACTED]				IF VEHICLE CURRENTLY REGISTERED FOR 12 MONTHS, EXPIRATION DATE OF PREVIOUS REGISTRATION CAN BE ENTERED		IF VEHICLE USED FOR BUSINESS PURPOSES, TOTAL MONTHS USED	
1997	24EV	DOVE	COLOR	RED			
3.4VZ331V5C09783	730V2331V5C09783		AC668233				

year 2002

HEAD CHANDLER CHEVROLET  
520 WORCESTER ROAD  
FARMINGTON, MA 01702  
(508) 828-9313



5287839823773-0002

DATE 06/24/02 TIME 10:45 AM

ITEM: 000 AMX SALE  
ACCT: 378347680823001 EXP: 1203 H  
RESP: AUTH/TKT 148409

TOTAL: \$239.04

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)





THE COMMONWEALTH OF MASSACHUSETTS  
REGISTRY OF MOTOR VEHICLES  
PO Box 188100, Boston, MA 02118  
www.state.ma.us/rmv

00000000

IF THIS REGISTRATION IS IN  
GOOD STANDING IT WILL RENEW  
AUTOMATICALLY FOR NO FEE.

CERTIFICATE OF REGISTRATION  
PASSENGER

PLATE TYPE REGISTRATION NUMBER MONTH YEAR  
PAN 7566BM 06 01

FEES:  
REGISTRATION 5.00  
TITLE 0.00  
SPECIAL PLATES 0.00  
SALES TAX 2.00  
TOTAL 5.00

NAME OF OWNER(S) AND MAILING ADDRESS

[REDACTED]

NATICK, MA [REDACTED]

EFFECTIVE DATE 07/21/

REGISTRATION NUMBER  
029282300901

*hdsy*

RESIDENTIAL ADDRESS (IF DIFFERENT)

1997 CHEV CORVET COUPE RED

REGISTRATION TAX

SALES TAX TRAVELERS INS COMM

A0688239

IF VEHICLE CHANGES  
REGISTRATION FOR ANY  
REASON, OWNER OF  
VEHICLE MUST  
OBTAIN NEW PLATE

62

IF VEHICLE IS USED FOR  
TRANSPORTING PASSENGERS  
OR FREIGHT, OWNER MUST  
OBTAIN SPECIAL PLATE

year 2001

North American Operations  
General Motors Corporation  
Disbursements (2013)  
PO Box 62530  
Phoenix, AZ 85062-2530



check No. 90050173

DATE  
07/18/02

\*\*\*\*\*105 DOLLARS

AMOUNT  
\*\*\*\*\*95 CENTS \*\*\*\*\*10

North American Operations  
General Motors Corporation  
Disbursement Agent

PAY  
TO THE  
ORDER  
OF

MILLIS NA

*[Signature]*

SIGNATURE

JUL 18 2002

To Chase Manhattan Bank, N.A.  
New York, New York

AUTO

#900501737# 021309379# 601-2-62520#

ENDOR  
LINE NO. 33 000000073

North American Operations  
General Motors Corporation  
Disbursements (2013)  
PO Box 62530  
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSIT

CHECK NO. 90050173

PAYMENT DATE 07/18/02

ENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

101VT2201VU1097	07/17/02	VN 1-6VYHS	00.0000	105.95	.00	
-----------------	----------	------------	---------	--------	-----	--

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT. FOR QUESTIONS CALL 800-442-8782

WS



October 23, 2003

[REDACTED]  
[REDACTED]  
Millis, MA [REDACTED]

Service Request: S1-10760882

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$105.95. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Tamika Alexander  
Customer Relationship Manager

RS0005-A/sjg

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

KNOXVILLE

TN

HOME PHONE:

CASE NUMBER: 04775308 VIN: 1G1YY22G1W5100405  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-02 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-28 MILEAGE: 36000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BEATY CHEVROLET COMPANY  
BRC PARENT: DEALER ADDRESS: 9615 PARKSIDE DR., KNOXVILLE, TN, 37922, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

#01 Steering General Broken  
1 REPAIR ATTEMPT(S) locks up

Final Repair Attempt

## CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[ State Lemon Laws and Other Statutes RUN  
C:\Progra~1\Plus!\Micros~1\explore.exe

[http://carsweb/wabknowledge/Manuals/SOGandPnP/PP/PP3\\_1.pdf](http://carsweb/wabknowledge/Manuals/SOGandPnP/PP/PP3_1.pdf)]

Final Repair Attempt

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states the steering column locked up yesterday all day and could not be driven. then today he took veh in and they could not duplicate.... cust does not want to deal w/dlr anymore, cust is 57 and has drove chevy's since he was 16 years old... cust seeks if steering column can lock up while driving.... crm advised cust that I will research and get back to him on 7/3/01..... sherehedding/pdx/pilot team; 0; 362968341  
2001-07-02

NEW CALL BACK TIME IS 7/5/01 3:30PM PST.... SHEREHEDDING/PDX/PILOT TEAM; 0; 362968667  
2001-07-05

CRM ATTEMPTED TO REACH SVC MGR, UNAVAILABLE... CRM CALLING CUST TO ADVISE....  
SHEREHEDDING/PDX/PILOT TEAM; 0; 363226144  
2001-07-12

CRM CALLED DLR. SPOKE W/RANDY. DLR STATES THERE IS A SVC BULLETIN ON THIS CONCERN BUT NOT FOR CUSTS VEH. STATES SVC BULL SAYS IF CUST TRIED TO DRIVE VEH W/LOCKED STEERING, ENGINE WILL SHUT OFF. STATES STEERING CANNOT LOCK WHILE DRIVING. STATES THEY HAVE WORKED ON CUSTS VEH SINCE HIS INITIAL CAC CONTACT. STATES REPLACED STEERING COLUMN LOCK MODULE AND HAVEN'T HEARD BACK SINCE. STATES REPAIR CAME FROM TAC. CRM CLOSING FILE. JEFF BIRD/PDX/CAC/PILOT TEAM; 0; 363814841  
2001-07-16

CUST STATES HE HAS NOT RCV'D HIS C/B. CUST SEEKS TO KNOW WHAT WAS FOUND OUT ABOUT WHETHER HIS STEERING WOULD LOCK UP WHILE THE VEH IS RUNNING. CRM ADVISED HIM NO, THE STEERING WILL NOT LOCK-UP AS LONG AS THE VEH IS RUNNING. CUST WAS NOT HAPPY THAT HIS SVC MGR HAD BEEN CALLED AS HE HAD REQUESTED THE CRM NOT TO CALL THE DLR BUT TO GET THEIR INFO ELSEWHERE. HE WAS ALSO NOT HAPPY THAT HE DID NOT RCV A C/B W/THIS INFO. CRM GAVE HIM THE INFO IN FILE & APOLOGISED FOR NO C/B. CUST SAID THANK YOU. MARY VARGA/CAC-PDX/7-16-01; 0; 364170532  
2001-08-09

CUST SEEKS VEH REPAIR. CUST STATED THAT THIS IS THE 3RD X HIS STEERING COLUMN HAS LOCKED. CUST WANTS TO KNOW WHAT IS NEXT. CUST IS VERY FRUSTRATED, CUST REFUSES TO LET CRM CALL DEALER. CUST WANTS TO KNOW IF THERE IS SOMEONE THAT CAN CALL THE CORVETTE PLANT TO FIND OUT WHATS WRONG W/VEH. CRM FINALLY GOT CUST TO AGREE TO HAVE CRM CALL DEALER AND CALL HIM BACK ON 8-13 AT 2PM PST. CUST WAS RELUCTANT ON CRM CALLING HIM BACK DUE TO PREVIOUS CRM NEVER CALLED HIM BACK AS PROMISED. CRM STATED TO CUST THAT CRM WOULD CALL DEALER AND ZONE REP RE HIS VEH SO WE CAN COME UP W/ACTION PLAN RE VEH. CUST AGREED. CRM CALLED DEALER 865-693-7712 AND SPOKE TO RON, SKV MGR, AND HE STATED THAT STEERING LOCK ON CUST AND HAD VEH TOWED TO DEALER HOWEVER VEH WAS FINE WHEN THEY TOOK A LOOK AT IT. HE STATED A COUPLE DAYS LATER ON JULY 2ND VEH WAS TOWED AGAIN AND THIS TIME THEY HAD TO REPLACE THE STEERING WHEEL LOCK MODULE. HE STATED THAT O MAY 2ND, 2001 THEY HAD TO REPAIR THE MEMORY SEAT. \*\*CONT\*\*;  
366246627  
2001-08-09

\*\*CONT\*\* HE STATED THAT CUST NEEDS TO BRING VEH IN SO THEY CAN DIAGNOSE IT. HE STATED THAT THIS VEH DOESNT FALL WITHIN BREAKPOINTS FOR THE CAMPAIGN ON CORVETTES. CRM CALLED CUST AND THE NUMBER LISTED HAS BEEN DISCONNECTED. CRM SEARCHED WWW.WHITPAGES.COM/ AND/ WWW.411.COM. CUST PHONE NUMBER WAS NOT LISTED ON EITHER SITE. CRM CALLED DEALER AND DEALER HAS THE SAME # THATS IN THE FILE. CRM WILL CONSULT W/TM SUE BURTON, TO SEE IF CRM SHOULD SEND CALL CAC LETTER.

SUSAN LOPEZ/PDX/CAC; 0; 366247241  
2001-08-09

CRM DECIDED TO SEND A CALL CAC LETTER TO CUST AND LEAVE NEXT CRMS NOTES IN FILE.

SUSAN LOPEZ/PDX/CAC; 0; 366254272  
2001-08-09

##### NEXT CRM ##### PLEASE APOLOGIZE TO CUST THAT CRM DIDNT C/B AS SCHEDULED. PLEASE INFORM CUST THAT THE # IN FILE HAS BEEN DISCONNECTED. PLEASE INFORM HIM THAT ACCORDING TO DEALERS RECORDS THE STEERING WHEEL LOCK MODULE HAS BEEN REPLACED ON JULY 2ND. PLEASE INFORM CUST THAT DEALER IS AWARE THAT A FEW DAYS EARLIER VEH WAS TOWED TO SHOP FOR SAME ISSUE HOWEVER WHEN VEH GOT TO DEALER COLUMN WASNT LOCKED. PLEASE INFORM CUST THAT ON MAY 2ND THEY REPAIRED THE MEMORY SEAT. PLEASE INFORM CUST THAT DEALER WANTS TO DO ANOTHER DIAGNOSTIC ON VEH TO DETERMINE WHAT THE ISSUE IS THIS TIME. PLEASE INFORM CUST THAT THE 2 X VEH WAS REPAIRED IT WAS 2 DIFFERENT COMPONENTS THEREFORE IT MAY BE SOMETHING ELSE. ALSO PLEASE INFORM CUST THAT THERE IS NO ONE THAT CAN CONTACT THE CORVETTE FACTORY DUE TO THATS WHY WE RELY ON OUR TECHNICIANS. THANK YOU.

SUSAN LOPEZ/PDX/CAC; 0; 366254551  
2001-08-09

PER TM, SUE BURTON, CRM WILL SEND CALL CAC LETTER.

SUSAN LOPEZ/PDX/CAC; 0; 366254587  
2001-08-09

CUST C/B. IN ADDITION TO THE STEERING WHEEL BEING LOCKED 3 X'S. THE CUST DOESN'T LIKE THE MEMORY SEAT OPTION ANYWAY SO HE LEAVES THE SEAT UNLOCKED, IT HAS NEVER BEEN REPAIRED. THE SEAT WORKS WHEN HE DOESN'T WANT IT TO. THE DLR HAS BEEN WORKING ON THIS SEAT FOR 3 YRS & IT STILL ISN'T FIXED. CUST HAS LOST ALL CONFIDENCE IN THIS VEH. CUST FEELS HE JUST GOT A BAD ONE. CUST SEE PEOPLE GOING TO LEXUS B/C THEY DON'T HAVE ANY PROBLEMS W/THEM. CRM DOCUMENTED CUST COMMENTS. CUST SAID THANK YOU. MARY VARGA/CAC-PDX/8-9-01; 0; 366256668  
2001-08-10

gl noted cust called back.....will return letter to crm.....joan staton/goodwill  
liaison/pdx; 0; 366320711  
2001-08-22

cust states has had steering lock replaced again and this last time cust was told by svc.  
mgr that part was under campaign . cust is seeking reim for part for first repair. crm  
advised will call svc. mgr at beatty motors 865-693-7712 was unable to speak to svc. mgr will  
c/b tomorrow. cust set c/b time w/ cust on 8/24 between 6 and 8 pm est. justin  
thrall/cac/pdx; 0; 367368262  
2001-08-23

crm was unable to reach svc. mgr will c/b on tuesday cust will advise cust that crm was  
unable to reach crm . will call cust at scheduled c/b  
justin thrall/cac/pdx; 0; 367458360  
2001-08-24

crm unable to reach cust. crm will c/b cust on 8/28 between 4-6 pst. crm has been unable to  
reach svc. mgr  
justin thrall/cac/pdx; 0; 367550406  
2001-08-28

CRM still unable to contact svc. mgr . cust called cust and sched. c/b w/ cust for 8/31 .  
cust also wondering about getting new veh because of all the problems w/this veh. justin  
thrall/cac/pdx; 0; 367899255  
2001-08-29

crm spoke to svc. mgr ron west at beatty chev. svc. mgr stated that veh did not fall under  
the recall and the replacement the first time was paid for by gmpp. the second time it went  
out it was replaced at no cost because of the parts wrty and not campaign . crm will advise  
cust on 8/31 @ sched . c/b justin thrall/cac/pdx; 0; 367975545  
2001-09-14

CUST STS HE IS TIRED OF DLR AND NOT GETTING HIS CALL BACKS. CUST SEEKS HIS REIMB. CRM ADV  
CUST OF THE GMPP PHN#. CRM WILL CONTACT CUST 09/19/01 BETWEEN 5-7PM PST. CUST DID NOT WANT  
CRM TO CONTACT DLR. COLLETTIE CAVITT/CAC/PDX; 0; 369371700  
2001-09-19

CRM CONTACTED CUST HE HAS NOT YET CALLED GMPP. CRM CALL CUST BACK 09/26/01 BETWEEN 5-7PM  
PST/ COLLETTIE CAVITT/CAC/PDX; 0; 369800383  
2001-09-26

CRM CALLED CUST STILL HAS NOT CONTACTED GMPP, CUST WILL CALL CAC IF ANY CONCERNS AFTER  
REACHING GMPP. NO FURTHER ACTION. COLLETTIE CAVITT/CAC/PDX; 0; 370406553  
2001-11-28

CUST STATES THAT HE IS CALLING TO CHECK STATUS OF REQUEST FOR REIMBURSEMENT FOR STEERING  
COLUMN LOCK MODULE. PER PREV NOTES CRM ADVISED CUST THAT HE WOULD NEED TO FILE CLAIM WITH  
GMPP SINCE HE IS OUTSIDE NVW. CRM ADVISED CUST OF GMPP PHONE NUMBER. CUST STATES THAT HE HAS  
A NEW CONCERN WITH THE THROTTLE IN HIS VEH. CUST STATES THAT HE HAS NOT TAKEN THE VEH TO THE  
DLR. CUST SEEKS TO KNOW IF CRM CAN ASSIST IN TELLING HIM WHAT MAY BE CAUSING HIS VEH TO ACT  
THIS WAY. CRM ADVISED CUST THAT WE ARE NOT TECH'S HERE AND W/O THE DLR SEEING THE VEH THEY  
WOULD NOT BE ABLE TO MAKE AN EDUCATED GUESS AS TO WHAT THE PROBLEM IS WITH THE VEH. CUST  
STATES THAT HE WILL TAKE VEH TO DLR AND HAVE THE VEH DIAGNOSED.  
KEONTA' SCULLOCK//CAC//TPA; 0; 375805358  
2001-11-28

CRM CLOSING FILE SATISFIED AS NO FURTHER ACTION IS NEEDED BY CAC.  
KEONTA' SCULLOCK//CAC//TPA; 0; 375805417

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
ERC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
  
% BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM  
GM RESTRICTED

PAGE: 1

291996

CASE NUMBER: 3411722 VIN: 1G1YY22G1W5100632  
DATE OPENED: 08/24/99 MODEL YEAR: 98  
DATE CLOSED: 10/06/99 SERIES: YB  
SOURCE: CHEVROLET MILEAGE: 036499  
CUSTOMER: B28425  
ADDRESS: GREENWOOD CHEVROLET YOUNGSTOWN OH  
HOME PHONE: 330 7925252 STATE: OH  
BUS. PHONE:

SYMPTOM ABSTRACT----- COLUMN LOCK STEERING COLUMN LOCK STAYS ENGAGED  
RESOLUTION ABSTRACT- LOCKING PARTS, RACK/SECTOR/LOCK BOLT/ACTUATOR ROD, S  
UCC CODE 1-----  
UCC-1 DESCRIPTION--- STEERING  
UCC CODE 2-----  
UCC-2 DESCRIPTION---  
UCC CODE 3-----  
UCC-3 DESCRIPTION---

08/24/1999 09:06:31 SBD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

- 1 NUMBER OF TIMES IN FOR THE SAME CONDITION
- 1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- N (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- Y (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- Y (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- Y (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- N (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- N (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

08/24/1999 09:06:31 HISTORY - ROAT

CUST STATES STEERING COLUMN STAYS LOCKED AT TIMES.

TECH HAS NOT REPRODUCED. SYSTEMS HAVE NO CODES.

ADVISED TECH IF ABLE TO REPRODUCE INSTALL TECH2 AND USE OVERRIDES TO OPERATE LOCK. IF UNABLE TO REPRODUCE REPLACE LOCK ACTUATOR.

10/06/1999 09:24:32 ERMAN - DLR REPORTS BY VOICE MAIL THEY HAD TO REPLACE THE STEERING COLUMN LOCK.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

WILLIAMSPORT

MD

HOME PHONE:

CASE NUMBER: 05568920 VIN: 1G1YY22G1W5101294  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-24 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-09-24 MILEAGE: 16500  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CRISWELL CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 503 QUINCE ORCHARD RD., GAITHERSBURG, MD, 20878, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Inoperative  
1 REPAIR ATTEMPT(S) locked, veh did not fall in VIN breaks for  
another campaign  
S13 Reimbursement Requested Other  
0 REPAIR ATTEMPT(S) deductible on Ryan ext svc contract

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- \* Identify and Determine Customer's expectation
  - \* Determine Customer's expectation
  - \* Determine if any manufacturer / parts warranty remains in effect
  - \* Probe to determine if consumer has an "Extended Warranty" GMPP or other
  - \* Reference WKC\GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
[http://carsweb/webknowledge/Goodwill/Goodwill\\_Main.htm](http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm) section on how to make decision,  
review warranty history, and other appropriate documents.
  - \* Validate repair has already been performed and whether by dealer or independent
    - ( If not repaired - Change call type to "Repair Request")
    - ( If already repaired at Dealership - Review with Service management to determine  
cause of failure and consider reimbursement at dealership.)
    - ( If already repaired at Independent - Review all relevant materials per SOG and  
P&P and make appropriate "Goodwill" decision.
    - ( Note: Never make a "Final" commitment without appropriate documentation.)
  - \* If necessary follow Devin Wright letter "Goodwill" processing [[GOODWILL RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
  - \* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states bought veh at 6,500 miles. cust states had steering column locking mechanism  
repl as it was not covered under campaign that covered other like veh's. cust states paid  
deductible with Ryan, Inc. cust seeks to be reimbursed for deductible. crmadvises cannot  
reimburse due to being out of new veh wty and that Ryan is independent not GM and must call  
that company for assistance. crm notified cust of campaign 00034 and no other campaigns or  
special policies at this time. cust states already had that done. crm closing file  
satisfied. daniel kincheloe/cac/atx; 0; 370212194  
2001-09-24



\*\*NOTE\*\* cust does not have GMPP Major Guard. daniel kincheloe/cac/atx; 0; 370212214

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DONS OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

ORANGE PARK

FL

HOME PHONE:

CASE NUMBER: 02644859

VIN: 1G1YY22G1W5102137

MODEL YEAR: 1998

DATE OPENED: 2000-12-22

SERIES: UNKNOWN

DATE CLOSED: 2000-12-22

MILEAGE: 30000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: GORDON CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: 1166 BLANDING BLVD, ORANGE PARK, FL, 32065, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M40 Steering Wheel  
0 REPAIR ATTEMPT(S)Other  
steering wheel lockA12 Miscellaneous - Not Classified  
0 REPAIR ATTEMPT(S)Other  
steering wheel lock

steering wheel lock

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST states tried to start up VEH and could not unlock the steering wheel. CUST brought VEH to DLR and was told no assistance would be given. CRM called SVC MGR Walter Scheider who states CUST is not original owner and VEH has no maintenance history with DLR. SVC MGR declined assistance. CRM advised no assistance will be given.  
Brik L Kaski/CAC PDX; D; 346370542

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:

AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADP INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      % BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:        1  
COMPANY:    CONTACT TYPE:  
ADDRESS:    CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Lake Saint Louis  
MO

HOME PHONE:

CASE NUMBER: 1-138114907 VIN: 1G1YY22G1W5102591  
MODEL YEAR: 1998  
DATE OPENED: 2003-09-05 SERIES: Corvette  
DATE CLOSED: 2003-09-05 MILEAGE: 90000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S)

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

steering column locked; ; 2003-09-05  
2003-09-05

Service Request has been Closed Satisfied.; ; 2003-09-05

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BEC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      % BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                        PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:        1  
COMPANY:    CONTACT TYPE:  
ADDRESS:    CONTACT PHONE:



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:	6468914	VIN Number:	1G1YY22G1W5102722
Date Opened:	5/14/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B02016	Mileage:	65000
Address:	AYERS CHEVROLET-OLDSMOBILE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING ALLEGEDLY STRG COLUMN LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/14/2003 08:58:11 SBD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

\_?\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_?\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_?\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DAVID ASM.

CUSTOMER CONCERN - ALLEGEDLY STRG COLUMN LOCKED.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE DLR STS THE CUSTOMER IS ALLEGING THE STRG COLUMN LOCKED AND HE HAD AN ACCIDENT. THE DLR IS LOOKING FOR SUGG.

TAC RECOMMENDATION - TAC ADVISED THE DLR NOT TO ATTEMPT ANY REPAIRS UNTIL HE HEARS FROM THE CAC PRODUCT ALLEGATION GROUP. BROWN 40708.

THIS REQUEST FOR ASSISTANCE ALLEGEDLY HAS PRODUCT AND OR PERSONAL LIABILITY INVOLVED, AND WE ARE UNABLE TO ASSIST YOU AT THIS LOCATION. PLEASE HAVE THE CUSTOMER CONTACT THE GM CUSTOMER ASSISTANCE CENTER AND ASK FOR THE PRODUCT ALLEGATION GROUP.

05/14/2003 08:58:11 HISTORY - BROWN

EA92-831 / GM22C

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Miami, FL

CASE NUMBER: 1-72469665 VIN: 1G1YY22G1W5104115  
MODEL YEAR: 1998  
DATE OPENED: 2003-02-13 SERIES: Corvette  
DATE CLOSED: 2003-02-13 MILEAGE: 47000.0000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: N/ANO DEALER NAME: Abraham Chevrolet-Miami, Inc.  
ERC PARENT: DEALER ADDRESS: 4181 SW 8th St, Miami, FL, 33134-2656, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S) Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering Wheel Locked Campaign 01044A; ; 2003-02-13  
2003-02-13

Left Message for Juan Aleman, SM; ; 2003-02-13  
2003-02-13

Spoke w/ Juan Aleman, SM; ; 2003-02-13  
2003-02-13

Spoke w/ cust; ; 2003-02-13  
2003-02-13

Service Request has been Closed Satisfied.; ; 2003-02-13

\*\*\*\*\*PAA INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:  
POLICE REPORT: BODY INJURY:  
NUMBER OF PEOPLE:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE # BUY-BACK: 0

SRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      4 BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:    CONTACT NUMBER:        1  
COMPANY:    CONTACT TYPE:  
ADDRESS:     CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:	3434349	VIN Number:	1G1YY22G1W5104423
Date Opened:	9/3/1999	Model Year:	1998
Date Closed:	9/17/1999	Series:	Corvette
Dealer Code:	B11327	Mileage:	36720
Address:	LATTOF CHEV INC ARLINGTON HEIGH	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCK WILL NOT RELEASE

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/03/1999 09:28:46 SBD TEMPLATE - EHLERT

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

\_Y\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

\_Y\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

\_Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

\_N\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_N\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

\_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

\_N\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

\_Y\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

09/03/1999 09:28:46 HISTORY - EHLERT

CONCERN:

TECH ONLY VERIFIED 1 TIME THE STEERING COLUMN LOCK WOULD NOT UNLOCK. NO CODES.

REC:

EA02-031 / GM22C

Page 1 of 2

I ADVISED TECH TO CHECK BCM, RELAY RACK, G202 FOR POSSIBLE WATER  
INTRUSION / CORROSION.

IF OK THEN UNPLUG 4 WIRE CONNECTOR TO THE MOTOR AND REMOVE THE LT GRN AND  
THE BLK WIRES FROM THE CONNECTOR. REINSTALL THE CONNECTOR WITH THE 2  
REMAINING WIRES AND JUMPER THE LT GRN AND BLK TOGETHER, IF WORKS THEN  
REPLACE THE COLUMN LOCK MOTOR ASSY FOR A FAILED FEEDBACK SWITCH.....MME

09/17/1999 14:37:20 CRUMB

- VME CLOSING

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Port Lauderdale  
FL

HOME PHONE:

CASE NUMBER: 1-34592215

VIN: 1G1YY22G1W5104812

MODEL YEAR: 1998

DATE OPENED: 2002-09-19

SERIES: Corvette

DATE CLOSED: 2002-10-24

MILEAGE: 21900.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Maroon Chevrolet Ft. Lauderdale, Inc.

BRC PARENT:  
Lauderdale, FL, 33304-1428, USA

DEALER ADDRESS: 1300 North Federal Highway, Port

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S)

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering colum; ; 2002-09-19  
2002-09-26

Steering colum follow up; ; 2002-09-26  
2002-09-23

Veh status update; ; 2002-09-23  
2002-10-01

Steering colum follow up; ; 2002-10-01  
2002-10-04

Diagnostic visit follow up; ; 2002-10-04  
2002-10-07

Creating CAC unable to contact letter.; ; 2002-10-08  
2002-10-08

Created: CAC\_RS0006, SR#1-34592215; ; 2002-10-08  
2002-10-08

Customer unavailable, Call CAC letter submitted for approval.; ; 2002-10-08  
2002-10-08

letter approved; ; 2002-10-08  
2002-10-08

Service Request has been Closed Satisfied.; ; 2002-10-08  
2002-10-23

Cust wished to be transfered to owning arm. Calling back per call cac letter.; ; 2002-10-23  
2002-10-24

Steering Colum; ; 2002-10-24

2002-10-24

Service Request has been Closed Satisfied.; ; 2002-10-24

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAK NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0



MSRP:

NADA: 0  
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

October 23, 2003

[REDACTED]  
Fort Lauderdale, FL [REDACTED]

Service Request: S1-34592215

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Kerne Jenkins  
Customer Relationship Manager

RS0006-T/lc

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

TYLER, TX

CASE NUMBER: 05055761 VIN: 1G1YY22G1W5105071  
DATE OPENED: 2001-07-25 MODEL YEAR: 1998  
DATE CLOSED: 2001-08-10 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 55029  
SRC TYPE: No DELIVERY DATE:  
SRC PARENT: DEALER NAME: KING CHEVROLET COMPANY  
DEALER ADDRESS: 527 W ERWIN, TYLER, TX, 75702, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

N03 Ignition System Wiring/Switches Other  
2 REPAIR ATTEMPT(S) LOCKING STEERING COLUMN  
M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) locking steering wheel column

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customer's Expectation
- \* Using delivery date, establish if vehicle is within any warranty coverage
- \* Listen carefully to evaluate cause of failure - defect or damage  
( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
  - 1) Review warranty history on "VIN Profile" tab
  - 2) Contact appropriate Service dealership to discuss
  - 3) Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan
- \* Coordinate with dealership to assist with customer's repair request
- \* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done  
\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES VEH HAS HAD CHRONIC STEERING LOCKING COLUMN PROBLEMS. CUST WAS HOPING THERE WAS AN OPEN CAMPAIGN ON VEH FOR THE LOCKING COLUMN. CRM ADV CUST THERE WAS AN OPEN CAMPAIGN ON THE LAP BELT WEBBING TWISTED, THAT SHOULD BE TAKEN CARE OF, BUT THERE WAS NOTHING ON THE LOCKING STEERING COLUMN. NO FURTHER ACTION BY THIS CRM.....CHARLENE

BRAY/CAC/PDX, 0, 364951677  
2001-07-25

cust states he has had his vehicle in for his steering wheel locking 7-8 times. cust states that he is aware that he falls out of the parameters of the steering lock campaign. however...

cust seeks that his vehicle be repaired under the open campaign for the steering lock  
crm advd cust that she would do further research on the case ( build goodwill case) and  
follow-up with him 8/1/01 1-3pm  
carla jones cac atx; 0; 364953960  
2001-08-09

CRM WAITING FOR CUST TO SUBMIT ORIGINAL BILL, PROOF OF PAYMENT, AND PROOF OF OWNERSHIP ON  
THE VEHICLE.  
CARLA JONES CAC ATK; 0; 366229612  
2001-08-10

CRM CONSULTED WITH TM PETE QUINTERO WHO AUTHORIZED CRM TO OFFER TO REIMBURSE THE CUST 50% OF  
THE COST OF REPAIRS OF CUST STEERING LOCK REPAIRS.  
CARLA JONES CAC ATK; 0; 366313811

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:  
POLICE REPORT: BODY INJURY:  
NUMBER OF PEOPLE: 0  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:

INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
  
% BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Houston , TX

CASE NUMBER: 1-6114047 VIN: 1G1YY22G1W5105104  
MODEL YEAR: 1998  
DATE OPENED: 2002-06-05 SERIES: Corvette  
DATE CLOSED: 2002-07-03 MILEAGE: 28000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Bill Heard Chevrolet Corporation  
BRC PARENT: DEALER ADDRESS: 13115 SW Fwy At Hwy 90A, Sugar Land, TX, 77487, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column locked; ; 2002-06-05  
2002-06-07

SR#1-6114047 - ok w/ dlr to see if cust in; ; 2002-07-03  
2002-07-03

Service Request has been Closed Satisfied.; ; 2002-07-03

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:



\*\*\*\*\*ADP INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	% BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Coral Springs  
FL

HOME PHONE:

CASE NUMBER:	1-21880413	VIN:	1G1YY22G1W5105605
		MODEL YEAR:	1998
DATE OPENED:	2002-08-05	SERIES:	Corvette
DATE CLOSED:	2002-08-15	MILEAGE:	29000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Lou Bachrodt Chevrolet, Inc.
BRC PARTNT:		DEALER ADDRESS:	5500 North State Road 7, Coconut Creek, FL, 33073-3703,

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S)

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CONCERN W/STEERING CLONK; ; 2002-08-05  
2002-08-05

SERV ADV RICK RITACCO; ; 2002-08-05  
2002-08-05

CALL BACK CUST FOR UPDATE; ; 2002-08-05  
2002-08-06

CALL CUST TO UPDATE ON DIGNOSISE CUST CHLL # ; 2002-08-15  
2002-08-06

steering; ; 2002-08-06  
2002-08-06

UPDATE; ; 2002-08-13  
2002-08-06

Cust called and would like a response from Crm.; ; 2002-08-06  
2002-08-06

Crm called dlr.; ; 2002-08-06  
2002-08-06

Cust would like a follow up call before 8-8.; ; 2002-08-13  
2002-08-08

Call cust for update on veh for recall; ; 2002-08-08  
2002-08-15

1-21880413- F/U W/ SVC MGR RICK RITACCO TO SEE IF AVN WAS CALLED.; ; 2002-08-15  
2002-08-15

1-21880413- F/U W/ CUST ON AVN CONTACT, AFTER SPEAKING TO DLR; ; 2002-08-15

2002-08-14

Service Request Ownership has changed FROM: RIVERAVA TO: PUTNAMSH; ; 2002-08-14  
2002-08-15

call cust to f/u; ; 2002-08-15  
2002-08-15

Service Request has been Closed Satisfied.; ; 2002-08-15

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:  
POLICE REPORT: BODY INJURY:  
NUMBER OF PEOPLE:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
+ BUSINESS: 0  
DATE OF ACCIDENT:  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

HICKSVILLE

NY

HOME PHONE:

CASE NUMBER: 03991787

VIN: 1G1YY22G1W5107967

MODEL YEAR: 1998

DATE OPENED: 2001-04-28

SERIES: UNKNOWN

DATE CLOSED: 2001-04-28

MILEAGE: 31000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: HUSTEDT CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 1815 MIDDLE COUNTRY RD., CENTERHACH, NY, 11720, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T22 CSI Reply

Customer Satisfaction

0 REPAIR ATTEMPT(S)

csi reply

J01 Engine

Other

1 REPAIR ATTEMPT(S)

engine replaced

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

unlock steering mechanism

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

\* Pinpoint / understand concern

\* Determine Customers expectation

\* Validate feature is on vehicle

\* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus!\Micros-1\Iexplor.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab

\* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Correspondent.htm]]

\* Validate with dealership if necessary

\* Coordinate with dealership to compare with another vehicle if necessary

\* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

crm received cust csi. cust states that he is somewhat satisfied with overall veh. cust states very poor reliability and frequent problems with veh, cust also states services wasnt available on both appointment and non appointment basis. cust seeks resolution. crm advised. crm called the cust and he states that he is completely satisfied at this time cust stated that he had to have the engine replaced on the veh at 19000 miles because of a coolant leak and also he stated that the steering mechanism locked up and he had to have it unlocked. crm closing file. yolanda williams/cars/tampa; 0; 357322908

## \*\*\*\*\*FAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:  
REPLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*  
NUMBER OF INJURIES: 0  
COMMENTS:  
NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:  
DEALER BUYOUT:  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:  
DATE:  
% BUSINESS: 0  
DATE OF ACCIDENT:  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:  
CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



# Service Satisfaction Survey

Hicksville NY

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Please make any corrections to your name, address, or telephone number here:

Home telephone: XXXXXXXXXX

Change to: ( )

Dear Mr. Stan H. Zach:

Our records indicate that you had your 1988 Corvette serviced at Hartsell Chevrolet on February 15, 1991. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Hartsell Chevrolet.

Sincerely,

*Dawn L. Wright*

Dawn L. Wright

Director - Customer & Relationship Services

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 1988 Corvette, and return the questionnaire.

== PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON FEBRUARY 15, 1991, COMPLETE THIS SURVEY. ==

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied                      | Satisfied                | Dissatisfied             | Not At All Satisfied     |
|--|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Dissatisfied             | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? .... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you offered transportation options? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

101YY228TW5187887 02148

21100432222 00000111263 080140

050



# About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed? .....
10. Overall, how satisfied were you with your Service Consultant? .....

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? .....
  - The ease of getting your vehicle? .....
  - The condition in which it was returned? .....
12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify) \_\_\_\_\_
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? .....
14. Were you given a copy of the completed repair order/invoice? .....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with **Hastings Chevrolet**? .....
17. Would you recommend this dealership for service? .....
18. Overall, how satisfied are you with your **1998 Corvette**? .....

19. Do you have any comments/recommendations about your Dealership? .....

Vehicle: very poor reliability; frequent problems

20. Are you ... ☒ Male ☐ Female
21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-NESS

Please return this questionnaire to the self-addressed, postage-paid envelope

101YY2201948107867 02146  
21100432822 0003414631 006140

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

GARDEN CITY

SC

HOME PHONE:

CASE NUMBER: 04281131

VIN: 1G1YY22G1N5108729

MODEL YEAR: 1998

DATE OPENED: 2001-05-22

SERIES: UNKNOWN

DATE CLOSED: 2001-05-23

MILEAGE: 54000

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: No

DEALER NAME: PALMETTO CHEVROLET CO INC

SRC PARENT:

DEALER ADDRESS: 1122 FOURTH AVE, CONWAY, SC, 29526, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

N41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCK

REQUEST FOR COST ASSIST FOR STEERING COLUMN LOCK UP

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE OWNS 6 CORVETTES. HIS 98 CORVETTE WITH 54000M ON IT NEEDS TO BE REPAIRED. IT HAS A STEERING COLUMN LOCK. CUST HAS CALLED A LOCAL DLR AND THEY QUOTED HIM 400.00 FOR THE REPAIR. THEY ALSO TOLD HIM THAT THIS IS COMMON IN THESE VEHIC. CUST STATED THAT HE JUST REPLACED THE COMPUTERS IN HIS 95 AND 96 AND HE BELIEVES THAT IF THIS IS COMMON IN THE 98'S CHEV SHOULD PAY FOR IT. CRM ADV THAT CUST ARE AWARE THAT THERE WARRANTY IS 3/36 AND AT THAT TIME THEY CAN OPT FOR AN EXTENDED WARRANTY. CUST HAS NOT HAD VEHIC DIAGNOSED. CRM ADV THAT THE VEHIC NEEDS TO BE DIAGNOSED FIRST. CUST ADV HE IS GOING TO TAKE THE VEHIC IN RIGHT NOW. CRM ADV THAT WE CAN RESEARCH FOR COST ASSIST FOR HIM BUT THERE IS NO GUARANTEE. CUST PURCHASED HIS VEHIC USED AT A IND DLR. CUST ADV HE WOULD CALL CAC BACK AFTER VEHIC IS DIAGNOSED. PATTY JOHNSTON/PDX CAC; 0; 359405024  
2001-05-23

CUST STATES WAS SUPPOSED TO GET A CALL BACK. VEH HAS BEEN DIAGNOSED. CUST SEEK COST ASST. CRM CONTACTED DLR. SVC MGR IS OUT TO LUNCH. CRM WILL ATTEMPT TO CONTACT IN APT AN HOUR. CRM ADVISED CUST OF THIS. CRM WILL CONTACT CUST AS SOON AS CONTACT SVCNGR. SARAH SCHMIDT/CAC/PDX; 0; 359498514  
2001-05-23

CRM CONTACTED DLR. SPOKE W/SVC MGR STANLEY GRANGER. STANLEY STATES THAT THERE IS STILL A GMPP ACTIVE ON VEH FROM PREVIOUS OWNER. CANNOT OFFER ASST. CRM CONTACTED CUST & ADVISED OF NO ASST. CRM OFFERED TO CONTACT GMPP TO SEE IF GMPP CAN BE CANCELLED. CUST STATES HE WILL PAINT YELLOW LEMONS ON VEH & HAVE IT SIT. SARAH SCHMIDT/CAC/PDX; 0; 359502711

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

FAR STATUS:

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

SOURCE:

REQUEST TYPE:

REFURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Elgin , IL

CASE NUMBER: 1-121725207 VIN: 1G1YY22G1W5110058  
MODEL YEAR: 1998  
DATE OPENED: 2003-07-21 SERIES: Corvette  
DATE CLOSED: 2003-07-23 MILEAGE: 25709.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANO DEALER NAME: Hoskins Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 175 N Arlington Hts, Elk Grove Village, IL, 60007-1097, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S)

No Symptom Indicated

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Campaign; ; 2003-07-21  
2003-07-21

Service Request Ownership has changed FROM: TEMPESCO TO: LEDESMAJ; ; 2003-07-21  
2003-07-21

steering wheel locked; ; 2003-07-21  
2003-07-21

steering column lock; ; 2003-07-21  
2003-07-23

call dlr; ; 2003-07-23  
2003-07-23

follow up; ; 2003-07-23  
2003-07-23

Service Request has been Closed Satisfied.; ; 2003-07-23

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: LOCATION:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER: DATE:  
TITLE NAMES:  
BUSINESS: & BUSINESS: 0  
ACCIDENT: DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE;  
RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME: CONTACT NUMBER: 1  
COMPANY: CONTACT TYPE:  
ADDRESS: CONTACT PHONE:

DIV: CHEVROLET CASE 000151807 TYPE: G-GENERAL  
NAME: TOM JUMPER CHEVROLET, INC.  
YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: MARIETTA STATE: GA ZIP: [REDACTED]  
VIN: 1G1YY22G1W5110951 DELIVERY DATE: 11/19/1997  
RESP DEALER: 00000  
MILEAGE: 29000 CORPORATE CASE #:  
YEAR/MODEL: 1998/CORVETTE

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 05/01/2000 ORIG OPEN DATE: 04/25/2000  
REOPENED: Y  
LAST ACTIVITY DATE: 05/12/2000 BY: LEAH WEBBER  
CLOSE DATE: 05/12/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
CHECK OR REIMBURSEMENT  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
OPEN TAX YEAR  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER  
CONTACT METHOD: T-TELEPHONE  
ORIGIN CODE:  
TARGET AREA: SERV-SERVICE  
SOURCE CODE:  
LOCATION: ADV  
WARRANTY: I (IN/OUT)  
REPAIR ORDER:  
SAFETY CASE: N  
LEGAL FILE: (Y/N)  
REIMBURSED OWNER:  
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:  
CUSTOMER SATISFACTION: D  
ARBITRATION LETTER : (Y/N)  
ARBITRATION OFFERED: TRADEOUT:  
VEHICLE BUYBACK:

DEALER CONTACTED: N  
CONTACTED DATE: 04/25/2000  
DEALER CLOSED : 04/25/2000

DEALER NUMBER: 08310  
NAME: TOM JUMPER CHEVROLET, INC.  
CITY: SANDY SPRINGS ST: GA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		STEERING COLUMN WAS LOCKED UP
S13	0		REIN FOR TOWING



Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 04/25/2000 18:48:59  
CUST STATES THAT THE VEHICLE WAS TOWED FROM CORVETTE SHOW TO THE PLANT  
CUST STATED IT WAS TOWED BECAUSE THE STEERING COLUMN WAS LOCKED UP..  
(REIMBURSEMENT AS PER DAVE PEACY)  
LINDA PRADO/AUSTIN

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 04/26/2000 17:22:10  
RECEIVED FILE TO WORK FROM REIM TM PER GM BRANCH MANAGER DAVE PEACY.  
CMD TO REIM 100% FOR TOWING FROM CORVETTE SHOW BECAUSE OF STEERING COL  
UMN LOCKED UP. REIM FOR CUST WILL BE \$40.00. WE HAVE RECEIPT AND PROOF  
OF OWNERSHIP. I WILL PROCESS THE CHECK AND VEHINF SCREENS. I WILL CAL  
L THE CUST AND GIVE REIM AMOUNT AND VERIFY ADDRESS.

REIM MICHAEL SCHOPPE AUSTIN

I CALLED THE CUST AND LEFT A MESSAGE WITH THE FILE NUMBER AND THE PHON  
E NUMBER. I ASKED THE CUST TO GIVE ACCEPTANCE TO THE REIM AMOUNT AND T  
O VERIFY HER ADDRESS ON THE BASE SCREEN.

\*\*\*\*\*

NEXT CRM

\*\*\*\*\*

PLEASE GET CUST ACCEPTANCE OF THE REIM AMOUNT OF \$40.00 AND VERIFY  
THAT THE ADDRESS ON THE BASE SCREEN IS CORRECT THEN MEMOPAD ME WHEN TH  
EY CALL IN. THANK YOU IN ADVANCE

REIM MICHAEL SCHOPPE

COMMENT TYPE: G-REIMB. PAYME ENTERED DATE/TIME: 05/01/2000 00:00:01  
IN WARRANTY, DLR REPAIR, STEERING WHEEL LOCKED UP AND HAD TO BE T  
OWED, EMERGENCY RPR, CMD TO REIM FOR 100% TOWING CUST

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 05/08/2000 14:10:56  
LETTER SENT TO ACCOMPANY CHECK.SUB#77967.DORA SOTO/REIM/AUSTIN

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 05/09/2000 14:02:59  
LETTER APPROVED AND SUBMITTED.  
TAMMY BAILEY/AUSTIN

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 05/12/2000 00:00:01  
CASE CLOSED BY SYSTEM  
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 05/22/2000 18:33:56  
LETTER & REIM CHECK FILED ASSIGN ONLY DOC #001430234.

GM 1241

No GM 1241 Data available for this case.  
GM 1241 ANo GM 1241A Data available for this case.  
GM 1241 DNo GM 1241D Data available for this case.  
GM 1241 XNo GM 1241X Data available for this case.  
Reimbursements

Reimbursement Case 000151807 0002914

PAYMENT TYPE: H DEALER NUMBER:  
DESCRIPTION:VIN: 1G1YY22G1W5110951 MILEAGE: 29000  
DESCRIPTION: 100%  
MODEL YEAR/CODE: 1998 DOCUMENT NUMBER: 129082  
LABOR PAY: \$0.00 PARTS PAY: \$0.00  
NET PAY: \$40.00 TOTAL PAY: \$40.00

CODE: 01

TYPE: H

NAME: MARLENE MITCHELL

AMOUNT: \$40.00

DOCUMENT NUMBER: 000000

VOID:

CHECK NUMBER: 1

CHECK PRINT ISSUE DATE: 05/09/2000

NET PAYMENT AMOUNT: \$0.00

1099: N

TIN NUMBER:

## Reimbursement History

VIN:  
ENTERED DATE: 04/01/1930 PAYMENT AMOUNT: 0 CHECK NUMBER: 00000000  
FAILURE CODE:  
EVENT CODE: REPURCHASE IND:  
PAYMENT TYPE: TOTAL PAYMENT:  
DESCRIPTION:VIN:  
ENTERED DATE: 05/01/2000 PAYMENT AMOUNT: 0 CHECK NUMBER:  
FAILURE CODE:  
EVENT CODE: REPURCHASE IND:  
PAYMENT TYPE: TOTAL PAYMENT:  
DESCRIPTION:VIN: 1G1YY22G1W5110951  
ENTERED DATE: 05/01/2000 PAYMENT AMOUNT: 0 CHECK NUMBER: 00000000  
FAILURE CODE: 99  
EVENT CODE: REPURCHASE IND: N  
PAYMENT TYPE: H TOTAL PAYMENT: \$2,000.  
DESCRIPTION: OTHERVIN:  
ENTERED DATE: 05/05/2000 PAYMENT AMOUNT: 40 CHECK NUMBER:  
FAILURE CODE:  
EVENT CODE: REPURCHASE IND:  
PAYMENT TYPE: TOTAL PAYMENT:  
DESCRIPTION:

VIN: 1G1YY22G1W5110951

ENTERED DATE: 05/05/2000 PAYMENT AMOUNT: 40

CHECK NUMBER: 00000000

FAILURE CODE: 99

EVENT CODE:

REPURCHASE IND: N

PAYMENT TYPE: H

TOTAL PAYMENT: \$2,000.

DESCRIPTION: OTHER

VIN:

ENTERED DATE: 05/05/2000 PAYMENT AMOUNT: 40

CHECK NUMBER: 00000000

FAILURE CODE: 99

EVENT CODE:

REPURCHASE IND: N

PAYMENT TYPE: H

TOTAL PAYMENT: \$2,000.

DESCRIPTION: OTHER

VIN: 1G1YY22G1W5110951

ENTERED DATE: 05/09/2000 PAYMENT AMOUNT: 40

CHECK NUMBER: 002799611

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN: 064

ENTERED DATE: 05/12/2000 PAYMENT AMOUNT: 40

CHECK NUMBER:

FAILURE CODE: 99

EVENT CODE:

REPURCHASE IND: N

PAYMENT TYPE: H

TOTAL PAYMENT: \$2,000.

DESCRIPTION: OTHER

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

No Product Liability / Breach Data available for this case.  
Related Documents

No Related Documents Data available for this case.

## Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: MARIETTA

AGE: 000

BUSINESS PHONE: ( ) -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: GA

HOME PHONE:

EXTENSION:

DATE:

DATE:

ZIP: [REDACTED]

**Injured Parties**

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

**DMAC Correspondence**

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Bristol , TN

CASE NUMBER: 1-132240128 VIN: 1G1YY22G1W5110979  
MODEL YEAR: 1998  
DATE OPENED: 2003-08-20 SERIES: Corvette  
DATE CLOSED: 2003-08-20 MILEAGE: 69000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/Yes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S) sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering Lock Concern; ; 2003-08-20  
2003-08-20

Service Request has been Closed Dissatisfied.; ; 2003-08-20

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: BODY INJURY:  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:FAX NUMBER:  
BODY TYPE:  
TRIN:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
  
ACCOUNT BALANCE:  
LEGAL:NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:DEALER ADMINISTRATION:  
RELEASE:LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*



**EXTERNAL CASE NUMBER:**

DATE:

**TITLE NAME:**

BUSINESS:

\* BUAINTS: 0

**ACCIDENT:**

DATE OF ACCIDENT:

**DESCRIPTION OF DAMAGE:**

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE.

RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

**COMPANY:**

**CONTACT TYPE:**

**CONTACT PHONE:**

**ADDRESS:**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

PANAMA CITY

FL

HOME PHONE:

CASE NUMBER: 06770933 VIN: 1G1YY22G1W5112277  
MODEL YEAR: 1998  
DATE OPENED: 2002-04-24 SERIES: CORVETTE COUPE  
DATE CLOSED: 2002-05-03 MILEAGE: 64500  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: No DEALER NAME: TOMMY THOMAS CHEVROLET INC  
SRC PARENT: DEALER ADDRESS: 2351 W 23RD ST., PANAMA CITY, FL, 32406, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Other  
1 REPAIR ATTEMPT(S) CUST STATES STEERING WHEEL LOCKED UP  
YESTERDAY; WARNING LITE STILL ON; AND PART

CUST STATES STEERING WHEEL LOCKED UP YESTERDAY; TOOK QUITE A WHILE TO GET IT TO UNLOCK; CUST SEEKS COST ASSIST TO RPR BECAUSE IT WAS RPL WHILE UNDER WARRANTY

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HE PURCH VEH USED FROM INDEPENDENT AT APPROX 58000 MILES. FURTHER STATES HIS STEERING WHEEL LOCKED UP AND HE COULDN'T GET IT UNLOCKED FOR A WHILE AFTER STARTING VEH. CUST IS QUITE KNOWLEDGEABLE ABOUT CORVETTES AND FOUND THAT THERE WAS A DLR SERVICE BULLETIN CONCERNING THIS COMPLAINT. VIN PROFILE SHOWS THERE WAS A STEERING LOCK PART RPL IN 12/99. CUST DID GET WHEEL UNLOCKED, HOWEVER A STEERING DASH ALARM IS SHOWING ON HIS VEH. HE CALLED DLR, WHO QUOTED APPROX \$900 TO RPR. CUST SEEKS TO KNOW IF FORMER RPL UNDER DLR BULLETIN IS STILL VALID AND AT COST ASSIST. CRM ADVISED SHE WOULD CALL DLR SVC MGR TOMORROW, WHEN THEY ARE OPEN AND CALL CUST BACK AFTER TALKING WITH DLR. FILE SUSPENDED. DOROTHY QUILHOT/GMCT/TAMPA; 0; 99999  
2002-04-26

CRM CALLED DLR SVC MGR, BILLY DOW, WHO ADVISED HE REMEMBERS RECEIVING A SVC BULLETIN ON THE STEERING LOCK ON THE 1998 CORVETTE. VEH IS FAR OUT OF WARRANTY WITH 64500 MILES AND THERE WOULD BE NO COST ASSIST DLR COULD EXTEND TO CUST; HOWEVER DLR SVC MGR, BILLY DOW, ADVISED CRM TO HAVE CUST CALL HIM PERSONALLY ON MON AM, 4/29/02 TO MAKE AN APPT TO BRING VEH IN FOR A CHECK ON THE STEERING LOCK MECHANISM. THERE WILL PROBABLY BE A DIAG CHARGE MADE. CUST SHOULD ALSO HAVE THE CAMPAIGN 00034 COMPLETED AT NO CHARGE. CRM LEFT MSG ON CUST VME TO CALL SVC MGR 4/29/02. FILE SUSPENDED.  
DOROTHY QUILHOT/CAC/TAMPA; 0; 388707799  
2002-05-03

CRM ATTEMPTED TO REACH CUST IN FOLLOW UP OF REQUEST FOR ASSIST. CRM REACH VME AND LEFT 2ND MSG THAT HE SHOULD SCHED VEH INTO DLR SVC. FILE CLOSED PENDING FURTHER CONTACT BY CUST.  
DOROTHY QUILHOT/CAC/TAMPA; 0; 389315363

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

ST PAULS , NC

CASE NUMBER: 01733751 VIN: 1G1YY22G1W5113798  
MODEL YEAR: 1998  
DATE OPENED: 2000-09-28 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-09-14 MILEAGE: 85000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: REED-LALLIER CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 4500 RAEFORD RD, FAYETTEVILLE, NC, 28304, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T58 Retention Certificate/Owner Loyalty 0 REPAIR ATTEMPT(S)	Customer Satisfaction OLC
C07 Window 2 REPAIR ATTEMPT(S)	Other MOTORS REPLACED
J01 Engine 1 REPAIR ATTEMPT(S)	Other TRANSMISSION REPLACED
M01 Steering General 1 REPAIR ATTEMPT(S)	Other LOCKED UP

## SEVERAL PROBS W/ VEH WANTS TRADE IN

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT EVER SINCE HE PURCHASED HIS VEH IT HAS HAD SEVERAL PROBLEMS... CUST STATED THAT HE CALLED CAC 6-7 MONTHS AGO AND WAS TOLD THAT HE WOULD GET A C/B AND NO ONE EVER SPOKE W/ HIM AGAIN. CUST HAS LOST FAITH IN CHEVROLET, AND MOSTLY HIS VEH. CUST STATED THAT HE HAS PURCHASED THE GMPP 72/60. CUST STATES THAT HIS VEH IS GOING TO BE OUT OF THAT WARRANTY VERY SOON, AND IS LOOKING AT TRADING IT IN FOR ANOTHER CORVETTE. CUST STATES THAT HE HAS BEEN A LIFETIME GM CUSTOMER AND HAS JUST LOST HIS FAITH IN CHEVROLET. CRM CALLED INFO STATION AND SPOKE W/ BRANDON TO GET MRP ON THE VEH... MRP IS 37495. CRM CALLED S/M JAMES MCVEY AT DLR AND ADV HIM OF CRMS ACTION TO PROCESS AN OLC. MR MCVEY STATED THAT WOULD BE A GOOD IDEA SINCE THE CUST HAS BEEN VERY LOYAL. CRM WILL OFFER OLC FOR CUST. HEIDI STRAND/PDX; 0; 339030345  
2000-09-28

CRM IS OFFERING 1500.00 FOR THE OLC. CRM CONTACTED CUST, N/A. WILL TRY AGAIN LATER THIS EVENING. HEIDI STRAND/PDX; 0; 339033045  
2000-10-03

CRM OFFERED 1500.00 OLC. CUST OKAY W/ THAT. HEIDI STRAND/PDX; 0; 339445318  
2000-10-03

TM READ AND APPROVED SUBMITAL OF OLC FOR CUST SAT  
ANDREW BECK/TM/PDX; 0; 339475716  
2000-10-05

reviewed file and letter.....will forward to gm for final review.....Brandon  
Hatakenaka/goodwill/pdx; 0; 339636423  
2000-10-12

Final approval Lori Burgess approved \$1500.00 OLC, expires 09/28/2001.; 0; 340219599  
2000-10-17

O.L.C IN THE AMOUNT OF \$1500.00 MAILED ON 10/13/00  
DANIKA WHITMAN/PDX/TL; 0; 340669733  
2000-10-17

OLC NUMBER CAR801733751; 0; 340669929  
2000-10-19

Docs attached.... Anny VanNatta/pdx/app; 0; 340832249  
2001-02-20

CUST STATES OLC OF 1500. NOT SATISFACTORY AMT AND THAT HE WISHES OLC AMT EXPANDED ON BASIS OF LOYALTY TO CHEV. CUST SEEKS EXPANDED AMT ON OLC. CRM CALLED REED LALLIER DEALERSHIP TO SPEAK TO SVC MGR JERRY KASNIACK BUT NO CONTACT WAS MADE BECAUSE KASNIACK WAS OUT OF THE OFFICE. DUE TO LACK OF DOCUMENTATION, CRM WILL RESEARCH CASE AND GATHER PERTINENT INFO. CRM ADVISED CUST THAT THE CASE WILL BE RESEARCHED AND CRM WILL RETURN CALL 02-20-01. MARY DE LEMON CRM/ATX; 0; 351534365  
2001-03-02

Cust called seeking a callback from prev crm DELMON. Cust states prev crm stated would get back in touch within 24 hours (2/20/02). Crm adv not certain about delay, will alarm back prev crm, to ask to contact cust back. Cust states has had a sensor in his veh steering wheel go out and that veh is at dlr. Crm asked cust if anything else, thanked cust.  
Paul Miller/ATX/CAC; 0; 352417670  
2001-04-02

CUST STATES THAT HE IS STILLING HAVING PROBLEMS W/ HIS VEH..THE AIRCONDITIONER HAS BEEN REPAIRED TWICE..STEERING WHEEL LOCKED..WINDOW MOTOR IS NOT WORKING..CUST SEEKS FOR CHEV TO MAKE THESE REPAIRS..OR HE WOULD LIKE COMPENSATION TOWARD PURCHASE OF ANOTHER VEH..CUST HAS ALREADY RECEIVED A \$1500 OLC..BUT HE STATED THAT HE DID NOT AGREE TO THE AMOUNT THAT CRM JUST SENT IT TO HIM..CRM TRIED TO CONTACT SVC MGR JERRY KASNIACK..BUT HE WAS OUT TO LUNCH..CRM WILL CONTINUE TO TRY & CONTACT DLR FOR FEEDBACK..& WILL CALL CUST @ HIS WORK # [REDACTED] AS SOON AS IS ABLE TO CONTACT DLR..NORMA CLARK/CAC/ATX..; 0; 355086366  
2001-08-28

CUST STS: TRANSMISSION NEEDS TO BE REPAIRED, CUST TOOK IT TO DLRSHIP FOR DIAGNOSIS. CUST SKS: COST ASSISTANCE. CUST STS VEH HAS BEEN AN ONGOING PROBLEM. CUST CLAIMS @ 37K MILES TRANSMISSION WAS RPL BUT WAS COVERED UNDER THE EXT WARRANTY. CUST FEELS GM SHOULD COVER THE REPAIRS NEEDED FOR THE VEH. CRM ADVISED WILL RESEARCH W/ SVM. BUT THERE IS NO GAURANTTEE CUST HAS VERY HIGH MILEAGE. CRM SET UP A CALL BACK FOR 8-31-01. CRM SPOKE TO SVM JERRY. SVM (LOOKED UP CUST HISTORY WITH THE VEH AND W/DLR) SVM STS CUST HAS HAD ONLY ONE OIL CHANGE AND PAID FOR IT AT THE DLR, ALL THE OTHER OIL CHANGES WERE COVERED BY EXT WARRANTY, SVM STS THIS IS NOT A GOOD CUST OR A LOYAL CUST TO DLR. SVM STS THE TRANSMISSION WAS RPL @ 37K MILES UNDER AN EXT WARRANTY GM WAS NOT EVEN INVOLVED NOW 50 K MILES LATER CUST SKS ASSISTANCE. SVM STS THIS REPAIR SHOULD CUST COST, SVM ALSO MENTIONED THAT THE TRANSMISSION HAS NOT BEEN TORN DOWN YET CUST HAS NOT AUTHORIZED DLR TO FULLY DIAGNOSE VEH MORE THAN LIKE THE TRANSMISSION DOES NEED RPL.; 0; 367881649  
2001-08-28

\* CONTINUED \* SVM DOES NOT FEEL ASSISTANCE SHOULD BE GIVEN , SVM WOULD NOT AUTHEORIZE THIS REPAIR ITS TIME FOR CUST TO TAKE RESPONSIBILITY FOR REPAIRS NOW THAT THE VEH IS OUT OF WARRANTY. CRM SPOKE TO DELIA JONES LIAISON. CRM CAN NOT OFFER GOODWILL TO THIS CUST OR ASSISTANCE CUST WAS ALREADY GIVEN AN OLC.  
CRM-ANGELA BUENROSTRO-ATX; 0; 367887252  
2001-08-30

CUST STATES was looking for update. States both window motors were replaced, now the passenger window motor is out again, A/C is broken, steering column & climate control do not work. . . . CUST SEEKS update. . . . CRM advised cust has a call back set for 8-31, cust states any time after 12:30 pm 8-31 at home. . . . CRM notes call back set up, forwarding

file to working CRM, over the shoulder approval from TM Kathy Moore (wf) . . . . Lucinda  
Batton/cac/pdx; 0; 368050080  
2001-08-30

CRM CONTACTED CUST @ WORK 910-738-9376. CUST IS UNAVAIL . CUST WILL CALL IN TO SEEK AN  
UPDATE THERE IS AN ACTUAL UP DATE.. \* NEXT CRM PLEASE READ PREVIOUS NOTES \* .. ASSISTANCE  
CAN NOT BE OFFERED CUST HAS HIGH MILEAGE , CUST ALREADY RECIEVED GOODWILL FROM GM ( OLC )  
LIAISON AND TM HAS LOOKED OVER THIS FILE .. NO ASSISTANCE CAN BE GIVEN., 0; 368051328  
2001-08-30

CUST CALLED INTO CAC IN REGARDS TO MESSAGE LEFT BY PREV CRM. CUST SEEKS TO HAVE PREV CRM  
CONTACT HIM TOMORROW 8/31/01, EITHER BEFORE 12 PM EST AT WK # [REDACTED] OR AFTER 1 PM EST  
AT HOME #. CRM ADVISED THAT PREV CRM BUENROSA WOULD BE NOTIFIED OF CUST'S REQUEST. CRM  
REVIEWED FILE W/ TM, MARY BECKETTE & WILL TRANSFER FILE TO PREV CRM W/ OVER THE SHOULDER  
APPROVAL FROM TM, MARY BECKETTE B/C PREV CRM DOES HAVE A SET CALL BACK W/ THE CUST.  
DANIELLE PRISKEY/CAC/PDX; 0; 368063417  
2001-09-14

CUST STS HE WAS FOLLOWING UP ON CASE THAT NO ONE CONTACTE DHIM BACK WITH INFO ...CUST SEEKS  
ASSIST WITH TRANE REPAIR ...CRM ADVISED CUST PER PREVIOUS CRM NOTES NO ASSIST WILL BE GIVEN  
CUST STS HE WILL CONTACT A ATTORNEY BECAUSE HE DIDN'T AGREE TO 1500.00\$ OLC.....NO  
FURTHER ACTION ....DISSATIS..NO BBB LETTER...ROLANAD FORD/CAC/ATX; 0; 369353638

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:

COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIN:  
ENGINE TYPE: TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 SEC WARRANTY DATE:  
MSRP: NADA: 0  
SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH: NAME:  
ACCOUNT NUMBER: INTEREST PAID:  
INTEREST RATE: DEALER BUYOUT:  
ACCOUNT BALANCE:  
LEGAL: LEGAL TYPE:  
LEMON LAW:  
DEALER ADMINISTRATION: VEHICLE DESTINATION:  
RELEASE: LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: LOCATION:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY: IF SO, WHERE:  
TREATED:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER: DATE:  
TITLE NAMES:  
BUSINESS: ‡ BUSINESS: 0  
ACCIDENT: DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:



\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



Customer Assistance Center

September 28, 2000

10-18-00P03:50 RCVD

[REDACTED]  
St Pauls, NC [REDACTED]

Request: C01733751

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1998 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, Vehicle Identification Number, 1G1YY22G1W5113798, enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through September 28, 2001 towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1998 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Heidi Strand  
Customer Relationship Manager

RS0027 -P



## General Motors Loyalty Certificate

Issued by:  
**Chevrolet**

Certificate No. CAR501733751

Issue Date: September 28, 2000

Issued exclusively for:

St Pauls, NC

Valid through: September 28, 2001

Amount: One Thousand Five Hundred Dollars and no Cents

\*\*\*\*\$1,500.00\*\*\*\*

Valid only when an eligible new model GM vehicle is purchased. (Some models may be excluded). This certificate is exclusively for the person named above, their spouse or surviving spouse. It may not be assigned to or used by anyone else. Only the original copy of this certificate will be honored. Mechanical reproductions or other facsimiles are not valid. Only one certificate can be redeemed per new vehicle purchased. NONTRANSFERABLE.

General Motors Authorized Signature

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

New Vehicle Identification Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Delivery Date

--	--	--	--	--	--

Dealer Acknowledgement:

Dealership Name \_\_\_\_\_ Dealer Code 

--	--	--	--

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_



Customer Assistance Center

September 28, 2000

10-18-00P03:50 RCVD

[REDACTED]  
St Pauls, NC [REDACTED]

Request: C01733751

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1998 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, Vehicle Identification Number, 1G1YY22G1W5113798, enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through September 28, 2001 towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1998 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

*Heidi Strand*

Heidi Strand  
Customer Relationship Manager

RS0027 -P



## General Motors Loyalty Certificate

Issued by:  
**Chevrolet**

Certificate No. CARS01733751

Issue Date: September 28, 2000

Issued exclusively for:

St Pauls, NC

Valid through: September 28, 2001

Amount: One Thousand Five Hundred Dollars and no Cents  
\*\*\*\*\$1,500.00\*\*\*\*

Valid only when an eligible new model GM vehicle is purchased. (Some models may be excluded). This certificate is exclusively for the person named above, their spouse or surviving spouse. It may not be assigned to or used by anyone else. Only the original copy of this certificate will be honored. Mechanical reproductions or other facsimiles are not valid. Only one certificate can be redeemed per new vehicle purchased. NONTRANSFERABLE.

*Dawn Whight*  
General Motors Authorized Signature

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

New Vehicle Identification Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Delivery Date

--	--	--	--	--

Dealer Acknowledgement:

Dealership Name \_\_\_\_\_ Dealer Code 

--	--	--	--

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:CLINTON TOWNSHIP  
MI

HOME PHONE:

CASE NUMBER: 05037278 VIN: 1G1YY22G1W5114840  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-24 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-12 MILEAGE: 35750  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BOB SAKS BUICK OLDSMOBILE  
BRC PARENT: DEALER ADDRESS: 35300 GRAND RIVER AVE, FARMINGTON  
HILLS, MI, 48335, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

S19 Sales General	Customer Satisfaction
0 REPAIR ATTEMPT(S)	NOT HAPPY WITH VEH
S41 Protection Plan Sales/Retailer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	GOODWILL
M01 Steering General	Other
2 REPAIR ATTEMPT(S)	locking
N02 Battery	Other
1 REPAIR ATTEMPT(S)	replaced
N01 Electrical General	Other
2 REPAIR ATTEMPT(S)	throttle control module

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

## Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust states that she purchased veh yesterday. Cust states that since the time the veh left the lot she has had her change oil light, and rear hatch ajar lights come on and stay on. Cust states that their are parts of the trim on the door missing. Cust states that the convertible top does not retract fully. Cust states rotors are all warped and need to be replaced. Cust states that the tires need to be balanced. Cust seeks to return veh. CRM called dlr and spoke to sls mgr's secretary who states that he is trying to work out a resolution with this cust. CRM advised that sls mgr is working on resolution, and if his resolution is not satisfactory, to call cac. Willie Duckett/PDX/CAC; O; 364848926

2001-07-24

\*\*\*\*\* SLS MKR'S name is Joel\*\*\*\*\*; 0; 364848957  
2001-07-24

CUST CALLED BACK IN. CUST STATES THAT THE DLR WILL NOT LET HER OUT OF HER LEASE AND THAT SHE DOES NOT WANT VEH. CUST STATES THAT SHE TOLD HIM YESTERDAY THAT SHE WANTED TO HAVE THE VEH BROUGHT BACK. C RM ADVISED CUST THAT THIS IS A SALES CONCERN THAT THE DLR IS INDEPENDENTLY OWNED AND OPERATED AND THAT IN A SLS CONCERN THAT SHE NEEDS TO WORK WITH THE DLR TO RESOLVE CONCERNS. MARCIE MEAD/PDX/CAC; 0; 364852783  
2001-09-20

REC'D CALL FROM LIBBY TOMASKO, GM-UAW INTERNATIONAL REP, REQUESTING ASSISTANCE FOR CUST. LIBBY STATES VEH HAS BEEN DOWN OF 32 OD 46 DAYS OF OWNERSHIP. SPOKE TO CUST TO GATHER ADDITIONAL INFO. CUST STATES VEH HAS LEFT HER STRANDED 2X IN THE PAST MONTH, AND DLR CANNOT DUPLICATE STEERING COLUMN LOCK ISSUE. ADDITIONAL PROBLEMS INCLUDED: INTERIOR LIGHTS, A/C AND OTHER ELECTRICAL CONCERNS. CUST STATES VEH IS REPAIRED NOW, BUT SEEKS SOME TYPE OF COMPENSATION FOR PAST CONCERNS, AND HAS LOST CONFIDENCE ABOUT FUTURE PROBLEMS. ADVISED CUST I WOULD REVIEW AND GET BACK TO HER. CHRISTINE STEIN, DETROIT EXEC.; 0; 369859099  
2001-09-20

SPOKE TO KEVIN SOLOMON, SVC MGR. KEVIN STATES CUST PICKED UP VEH ON 9-13, AND TO HIS KNOWLEDGE VEH IS REPAIRED. KEVIN DID VERIFY THAT VEH HAD VALID PROBLEMS, ALL OF WHICH THEY HAVE COVERED UNDER WARRANTY. REGARDING STEERING COLUMN LOCK ISSUE, KEVIN STATED THERE IS A BULLETIN ON THIS, AND IF CUST HAS ADDITIONAL PROBLEM HE WOULD ADDRESS.; 0; 369859511  
2001-09-20

SPOKE TO CUST AGAIN TO DISCUSS SOME TYPE OF GOODWILL. OFFERED CUST SMART CARE PACKAGE. CUST NOT INTERESTED AS SHE HAS PURCHASED SOMETHING SIMILAR FROM DLR. CUST WANTS PAYMENT REIMBURSEMENTS AS SHE HAS BEEN OUT OF VEH FOR SO LONG. ADVISED CUST SINCE SHE IS SUBSEQUENT OWNER, THAT WOULD NOT BE AN OPTION. FINALLY AGREED TO OFFER 72/75 GMPP WITH \$0 DEDUCTIBLE. CUST HAPPY WITH OFFER.; 0; 369860044  
2001-09-21

Exec processing GMPP 72/75 Major Guard for Christine Stein. Exec received over-the-shoulder approval from TM Spicola. --Marissa Byrum/Executive Office/L1; 0; 369963060  
2001-09-24

WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA-F; 0; 370221516  
2001-09-25

NOTE TO APPROVERS: DUE TO HIGH PROFILE CASE, PLEASE PROCESS GMPP, EVEN THOUGH VEH IS OUT OF WARRANTY. CASE HAS BEEN REVIEWED BY MARY KINGSTON, DETROIT EXEC, AND ALSO IS A DIRECTIVE FROM LIBBY TOMASKO, GM-UAW INTERNATIONAL REP. CHRISTINE STEIN, DETROIT EXEC.; 0; 370301474  
2001-10-02

writer notes vehicle is beyond new vehicle warranty. Writer agrees with Mary Kingston to process GMPP. Denver Moya/Tampa; 0; 370909840  
2001-10-02

presapproval of gmpp w/ 72/72, contract 977957135  
\*\*\* as per christine stein, and denver moya  
tm spicola  
no previous files  
dana saier/tpa gl; 0; 370931002  
2001-10-05

GMPP On It Way letter requested  
Submission #511845  
Contract #977957135  
Jessica Tate/Tampa/Goodwill Liaison; 0; 371155724  
2001-10-05

GMPP ON ITS WAY LETTER RELEASED.  
2001-10-12

LARA DUBOSE/TPA GOODWILL; 0; 371164307

GMPP NEW CONTRACT UPDATED.

LARA DUBOSE/TPA GOODWILL APPROVER; 0; 371766275

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:



MILEAGE @ BUY-BACK: 0  
MSRP:

BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
  
% BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

October 5, 2001

[REDACTED]  
Clinton Township, MI [REDACTED]

Request: C05037278

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Major Guard plan for your 1998 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G1W5114840, is for the following:

- 72 months or 75,000 miles, whichever occurs first
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Jessica Tate  
Customer Relationship Manager

RS0011-T/

# GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation  
National Mechanical Service Center  
P.O. Box 8855  
Chicago, IL 60680-8855

10-17-01205:0 ACV1

Please process the attached GMPP Contract Registration form:  
Customer Information:

Customer Name: [REDACTED]

File Number: 05037278

Personal Use: ☒ Commercial Use: ☐

Reason for offering GMPP: customer satisfaction/retention

Vehicle Information: ( Circle one below )

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1YY22G1W5114840

Year: 98 In service Date: 01-10-98 Mileage: 35750

Division Dealer Code Information: ( Circle one below )

Pontiac - 18-99101

Buick - 11-99001

GMC Truck - 48-81764

Chevrolet - 13-70011

Oldsmobile - 15-99001

Cadillac - 12-99000

Payment Approval and Type:

General Motors has agreed to: ( Check one below )

- ☒ Approve and pay for a new plan - no GMPP coverage currently  
☐ Authorize a new plan or upgrade; customer will pay total cost  
☐ Approve and pay for an upgrade; apply original coverage refund to Division making request  
☐ Pay for all coverage costs; refund the original coverage cost to customer  
☐ Cancellation

Payment Approval:  
CRM (decision maker):

Marissa L. Byrum

Plan Selection:

92/75 60ded. GMPR Major Guard

Team Manager/Supervisor:

[Signature]

Date:

10/1/01

511845

977957135

## Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1Y422G1W5114840

YEAR

1998

MAKE

CHEVROLET

MODEL

CORVETTE

CURRENT ODOMETER

35,750

PLAN PURCH. DATE

09-25-01

COMM.

EMER.

4WD

SELECT ONLY ONE

GMW

X

MRP

X

MAJOR GUARD\*

X

CUSTOM POWERTR

Subject to acceptance by the Plan provider, contract coverage for the term stated but begins on the date this Registration is signed. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLANS PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD

The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles, and end at the earlier of the selected time/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

## MECHANICAL TERM

VEHICLE IN SERVICE DATE

DI-10-1998

MONTHS

36

48

60

72

OPTIONAL DEDUCTIBLE

MILES

30,000

60,000

75,000

100,000

\$100

The time and mileage of any plan selected below will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. These plans can be purchased only at the time of vehicle purchase. Unless an optional deductible is selected, these plans come with a \$0 deductible.

## MECHANICAL TERM

OPTIONAL DEDUCTIBLE

12/12,000

24/24,000

36/36,000

\$100

\$200

SmartCare® and Mech. Coverage

TOTAL \$

00

## MECHANICAL COVERAGE

PRICE \$

00

TAX \$

TOTAL \$

## SMARTCARE™ TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	36,000
	18,000			48	48,000
24	24,000	36	36,000	60	60,000
	30,000			72	72,000

## SMARTCARE™

PRICE \$

00

TAX \$

TOTAL \$

FIRST NAME

MI

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

18537 STONYBROOK LANE

CITY

CLINTON TOWNSHIP

STATE

MI

ZIP

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellations(s).

DEALER NAME

CHEVROLET MOTOR DIVISION

DEALER CODE

13-76011

ADDRESS

PO Box 33170

CITY

DETROIT

STATE

MI

ZIP

48232

LIENHOLDER NAME

GMAC or CHEVROLET MOTOR DIVISION

MAILING ADDRESS

PO Box 33170

CITY

DETROIT

STATE

MI

ZIP

48232

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation  
National Mechanical Service Center  
P.O. Box 8888  
Chicago, IL 60680-8888

10-23-01P07:46 RCVD

Please process the attached GMPP Contract Registration form:  
Customer Information:

Customer Name: [REDACTED]

Request Number: 5037278

Personal Use: 10 Commercial Use:           

Reason for offering GMPP: Customer Satisfaction

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1YY22G1W5114840

Year: 1998 In-Service Date: 1-10-98 Mileage: 35,750

Division Dealer Code Information: (Circle one below)

Pontiac - 3-88101

Buick - 4-89001

Medium Duty Truck - 9-81788

GMC Truck - 8-81788

Chevrolet - 1-70077

Oldsmobile - 3-89001

Cadillac - 8-89000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

- 10 Approve and pay for a new plan - no GMPP coverage currently  
\_\_\_\_ Authorize a new plan or upgrade; customer will pay total cost  
\_\_\_\_ Approve and pay for an upgrade; apply original coverage refund to Division making request  
\_\_\_\_ Pay for all coverage costs; refund original coverage cost to customer; see special instructions below  
\_\_\_\_ Cancellation

Special Instructions:

☐ Transferable ☒ Non-Transferable

☐ Transfer all claims to new policy

☐ Endorse selling dealer code to Division code.

(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:  
CRM (decision maker): Maurice Byrum per C. Stein

Plan Selection: Major Guard 72/75

Team Manager/Coordinator: Bob Rineo Li Date: 9-21-01

10-23-01P08:33 RCVD

000000000 02

## Contract Registration

GMP 6 MP GM Cvt RSP Cvt 35 PT LW

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

PLAN PURCHASE DATE

1G144212G11W5114840 09/21/01

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
1998	Chevrolet	Corvette	35750	

FIRST NAME	ML	LAST NAME	FLEET	GM EMPLOYEE
[REDACTED]				

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

[REDACTED] Clinton Township MI [REDACTED]

The Plan provider is authorized to charge my account for the cost of the expenditure(s) and any share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE

PROMOTION CODE

Chevrolet

170011

ADDRESS

CITY

STATE

ZIP CODE

PO Box 33170

Detroit

MI

48232

GMAC NAME

OR

ADDRESS

CITY

STATE

ZIP CODE

LEASE	NETAL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS
		Y				

## MECHANICAL TERM

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

WARRANTY: The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.

OUT-OF-WARRANTY

The time and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.

VEHICLE IN SERVICE DATE (as shown on vehicle) TERM-MILES

1/1	72/75,000	\$100	\$200	\$	0.0
-----	-----------	-------	-------	----	-----

MAINTENANCE TERM: Upon acceptance of this registration, the time and mileage limits for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage limits of Smart Care Plus begin on the same date as the manufacturer's warranty and at zero miles.

SMART CARE SMART CARE PLUS TERM-MILES

1/1	72/75,000	\$	0.0
-----	-----------	----	-----

PURCHASERS & BUSINESS	TOW TRUCK	EMERGENCY	SNOWFLOW	TIRE ROAD HAZARD
-----------------------	-----------	-----------	----------	------------------

OPTIONAL COVERAGE (Select all that apply)	\$	\$	0.0
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By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that

on 09/21/01

e

n n

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

ORANGE PARK

FL

HOME PHONE:

CASE NUMBER: 06725928 VIN: 1G1YY22G1W5114983  
MODEL YEAR: 1998  
DATE OPENED: 2002-04-17 SERIES: CORVETTE COUPE  
DATE CLOSED: 2002-04-17 MILEAGE: 50000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: COGGIN CHEVROLET AT THE AVENUES  
BRC PARENT: DEALER ADDRESS: 10880 PHILIPS HWY, JACKSONVILLE, FL, 32256, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Inoperative  
1 REPAIR ATTEMPT(S) STERRING COLUMN LOCKED UP WONT UNLOCK

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST IS ORIGINAL OWNER

CUST STATES THAT HE HAD STEERING LOCK REPLACED 2 YRS AGO AT 37452.. NOW VEH HAS AROUND 50000 MILES AND HE HAS THE SAME PROBLEM.. DOES NOT UNDERSTAND HOW HE CAN HAVE SAME CONCERN AGAIN. CUST SEEKS COST ASSISTANCE IN GETTING THE STEERING LOCK REPLACED.

CRM ADVISED: CALLED DLR SPOKE WITH CHUCK JONES THE SVC MGR WHO STATES THAT HE WOULD BE WILLING TO CALL AVM ABOUT COVERAGE FOR CUST ABOUT CONCERN.. CRM ADVISED CUST THAT CHUCK WOULD CALL AREA REP AND CRM WOULD CONTACT CUST WHEN HE GETS RESPONSE FROM CHUCK.. CUST SATISFIED; 0; 387896984  
2002-04-17

CONT'D... SVC MGR CHUCK JONES CALLED BACK.. STATES THAT CUST HAS HAD NO SVC DONE AT DLR.. ONLY WARRANTY WORK.. HE WILL NOT COVER REPAIR HE TRIED TO CALL AVM BUT GOT NO RESPONSE. SINCE CUST DOES NOT DO SVC WORK DONE AT DLR CHUCK WILL NOT COVER REPAIR...CUST WILL BE RESPONSIBLE FOR REPAIR.. CRM WILL CALL CUST BACK LATER TODAY AND INFORM HIM OF DECISION.

CRM SUSPENDING FILE

MARK HILLIS/CARS/TAMPA; 0; 387897111  
2002-04-17

CRM RESUMED FILE.. TALKED WITH CUST WHO STATES THAT DLR CALLED HIM AND INFORMED HIM THAT THEY WOULD COVER THE REPAIR EVERYTHING EXCEPT THE TOW... CRM CALLED DLR TO VERIFY SINCE LAST INFORMATION CRM HAD WAS THAT SVC MGR WOULD NOT OFFER ASSISTANCE... SVC ADVISOR STATED THAT

THEY CONTACTED THE AVM AND HIS DECISION WAS TO COVER THE REPAIR... CALLED CUST BACK AND HE  
IS SATISFIED WITH OUTCOME AND ASSISTANCE PROVIDED BY CAC.  
CRM CLOSING FILE CUST SATISFIED  
MARK ELLIS/CARS/TAMPA; 0; 387923608

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:  
  
MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:  
  
WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:  
  
WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
ENGINE TYPE:  
  
FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:



MILEAGE @ BUY-BACK: 0  
MERP:

BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
  
% BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Altamonte Springs  
FL

HOME PHONE:

CASE NUMBER: 1-66369116 VIN: 1G1YY22G1W5116295  
MODEL YEAR: 1998  
DATE OPENED: 2003-01-23 SERIES: Corvette  
DATE CLOSED: 2003-02-01 MILEAGE: 40000.0000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: N/Ayes DEALER NAME: Classic Chevrolet CO.  
ERC PARENT: DEALER ADDRESS: 940 State Road 434 South, Altamonte  
Springs, FL, 32714,

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

LOCKING STEERING COLUMN, ; 2003-01-23  
2003-01-23

ASST SVC MGR, GREGG MARGIO, ; 2003-01-23  
2003-01-23

AVM, JIM COX NODE: 404082 BOX: 8134, ; 2003-01-23  
2003-01-28

CALL BACK, ; 2003-01-28  
2003-01-27

AVM, JIM COX NODE: 404082 BOX: 8134, ; 2003-01-27  
2003-01-27

AVM, JIM COX, ; 2003-01-27  
2003-01-28

RE: SENDING CUST TO THE BBB, ; 2003-01-28  
2003-01-28

DISSAT CLOSING/REFERRAL TO BBB, ; 2003-01-28  
2003-01-28

Created: CAC\_MH0001. SR#1-66369116, ; 2003-01-28  
2003-01-28

BBB LETTER, ; 2003-02-01  
2003-02-01

Service Request has been Closed Dissatisfied, ; 2003-02-01

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME; INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:

\* BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

October 23, 2003

[REDACTED]  
Altamonte Springs, FL [REDACTED]

Service Request: S1-66369116

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 1998 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Tiffany Wetherbee  
Customer Relationship Manager

MN0001-P/kbr

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

POOLER , GA

CASE NUMBER: 06822992 VIN: 1G1YY22G1W5117091  
MODEL YEAR: 1998  
DATE OPENED: 2002-05-06 SERIES: CORVETTE COUPE  
DATE CLOSED: 2002-06-10 MILEAGE: 57000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: FULLER CHEVROLET GEO INC  
BRC PARENT: DEALER ADDRESS: 5480 HWY 21 S., RINCON, GA, 31326, USA

\*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

S13 Reimbursement Requested Other  
0 REPAIR ATTEMPT(S) CUSTS SEEKS REIMBURSEMENT FOR STEERING  
WHEEL LOCK AND HER VEHICLE IS NOT IN THE  
M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) LOCKED

TBD  
TBD

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT SHE HAD THE STEERING WHEEL LOCKE REPLACED LAST YEAR. CUST SEEKS REIMBURSEMENT FOR THE REPAIR BASED ON THE CAMPAIGN FOR THE STEERING WHEEL LOCK THAT FALLS UNDER THE YEAR HER VEHICLE WAS PRODUCED. CRM ADVISED CUST THAT FROM THE VIN NO ON HER VEHICLE IT DOES NOT FALL UNDER THE CAMPAIGN RECALL. CASE CLOSED SATISFIED. JOSEPH RODRIGUEZ/CAC/ATK; 0; 389542463  
2002-05-08

CUST STATES SHE IS THE SECOND OWNER OF A 1998 CHEVY CORVETTE W/ 57000MI PURCHASED FROM PERSON. CUST STATES IN MARCH OF 2001 THE HAD THE STEERING WHEEL LOCKE REPLACED. CUST STATES THEY ARE HAVING THE SAME CONCERN NOW. CUST STATES THE VEH IS IN A PARKING LOT AND WILL BE TOWED TO FULLER CHEVY DLR FOR REPAIR IN THE MORNING. CUST STATES THEY HAVE ALL REPAIR WORK AND MAINT DONE AT THIS DLR. CUST SEEKS FOR COST ASSISTANCE FOR REPAIR--EST TO COST \$401.00. CRM ADV CUST THAT SHE WILL CONTACT DLR 5/9/02 AND CALL CUST BACK BEFORE 1PM EST. LINDSY IGLESIAS/CARS/TPA; 0; 389748223  
2002-05-09

CRM CONTACTED FULLER CHEVY SPOKE W/ SVC MGR JIN VANFOSSAN STATED THAT HE HAS NOT LOOKED AT THE VEH AS OF NOW. STATES THAT THE VEH IS WAY OUTSIDE OF WARRANTY AND IS NOT COVERED BY THE CAMPAIGN PERTAINING TO CORVETTES AND THE STEERING LOCK. STATES THAT THEREPAIR OF THE STEERING LOCK WAS DONE IN MARCH 2001 WE MAY BE LOOKING AT A PARTS WARRANTY ISSUE. CRM WILL CALL SVC MGR BACK FOR UPDATE ON THE VEH BEFORE CUST C/B AT 1PM. LINDSY IGLESIAS/CARS/TPA; 0; 389806801  
2002-05-09

CRM CONTACTED DLR SPOKE W/ SVC ADV STATED THAT THERE IS A TECH BULLETIN #834188 AND THE VEH REQUIRES A HARNESS KIT TO BE INSTALLED IN THE VEH. SVC ADV STATES THIS CONCERN NOW IS NOT THE SAME CONCERN AS BEFORE IN MARCH 2001 AND WILL BE AT CUST COST--EST COST OF \$298.77. CRM ATTEMPTED TO CONTACT CUST, NO ANSWER NO MACHINE. LINDSY IGLESIAS/CARS/TPA; 0; 389810822  
2002-05-16

CRM MADE 2ND C/B ATTEMPT NO ANSWER, NO MACHINE. CRM SENDING UNABLE TO CONTACT LETTER AND CLOSING FILE SATISFIED. LINDSY IGLESIAS/CARS/TPA; 0; 390424600

2002-05-16

AUDITOR APPROVING LETTER/TELICIA HENDERSON/TPA; 0; 390428763  
2002-06-10

CUST STS HE HAD JUST REC'D THE UNABLE TO CTC LETTER TODAY AND OVER THE WEEKEND HE HAD EXPERIENCED HIS STEERING WHEEL LOCK AGAIN BUT IT UNLOCKED ITSELF, CUST SEEKS FOR US TO NOTE THIS IN HIS FILE B/C THE SVM STS HE SHOULD NEVER HAVE THIS PROBLEM AGAIN AND IT HAPPENED, CRM ADV THAT HE CTC THE DLR AND EXPLAIN THAT HE HAD THE PROBLEM EVEN THOUGH ITS FIXED NOW

MARCYFIELDS/CAC/ATX; 0; 392585877

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:  
POLICE REPORT: BODY INJURY:  
NUMBER OF PEOPLE: 0  
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REFURCHASE REASON:

DEALER BAC:  
DEALER NAME:

DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

DATE:  
% BUSINESS: 0  
DATE OF ACCIDENT:  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:





May 16, 2002

[REDACTED]  
[REDACTED]  
Pooler, GA [REDACTED]

Request: C06822992

Dear [REDACTED]

Thank you for your recent comments regarding your 1998 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal are your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Lindsay Iglesias  
Customer Relationship Manager

SU0003-T/th