

GM622C
EA02-031

ATTACHMENT "4F" Cont

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Mesquite, TX

CASE NUMBER: 1-17593463 VIN: 1G1YY22G1W5118063
MODEL YEAR: 1998
DATE OPENED: 2002-07-19 SERIES: Corvette
DATE CLOSED: 2002-08-01 MILEAGE: 32000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Reliable Chevrolet II, LP
BRC PARENT: DEALER ADDRESS: 800 N Central Expy, Richardson, TX, 75080-5299, USA

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

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

No Symptom Indicated

*****WORK HISTORY*****

Steering locked; ; 2002-07-19
2002-07-23

Callback steering locked; ; 2002-07-23
2002-07-23

Steering column locked; ; 2002-07-23
2002-07-30

Steering column lockeddddd; ; 2002-07-30
2002-07-30

Creating call CAC letter; ; 2002-07-30
2002-07-30

Created: CAC_RS0006. BR#1-17593463; ; 2002-07-30
2002-07-30

Call CAC letter submitted for approval; ; 2002-08-01
2002-08-01

Approved Letter; ; 2002-08-01
2002-08-01

Service Request has been Closed Satisfied.; ; 2002-08-01

*****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:

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:

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:

DEALER ADMINISTRATION:
RELEASE:

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:

October 23, 2003

[REDACTED]
Mesquite, TX [REDACTED]

Service Request: S1-17593463

Dear [REDACTED]

We would like to discuss your concern 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,

Jerry Shonk
Customer Relationship Manager

RS0006-P/to

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

ORANGE PARK

FL

HOME PHONE:

CASE NUMBER: 05002933

VIN: 1G1YY22G1W5118273

DATE OPENED: 2001-07-20

MODEL YEAR: 1998

DATE CLOSED: 2001-08-09

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 60000

BRC TYPE: No

DELIVERY DATE:

BRC PART#: 0

DEALER NAME: NIMNIGHT CHEVROLET COMPANY

DEALER ADDRESS: 1550 CASSAT AVE, JACKSONVILLE, FL, 32210, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Inoperative
COLUMN IS LOCKEDA01 Open Campaign
0 REPAIR ATTEMPT(S)Customer Satisfaction
01044

ELECTRONIC COLUMN LOCK

*****WORK HISTORY*****

CUST STATES HE HAS A 1998 CHEVY CORVETTE. CUST STATES HE WENT TO GET INTO HIS VEH TODAY TO GO TO WORK AND THE COMPUTER IS TELLING HIM THAT THE STEERING COLUMN IS LOCKED. CUST STATES THIS HAS NEVER HAPPENED BEFORE AND HE DOES NOT KNOW WHAT TO DO. CUST STATES HE HAS CALLED THE PERSON WHO WORKS ON HIS VEH AT THE DLR AND THEY WERE NOT IN TODAY. CUST SEEKS TO KNOW WHAT TO DO. CRM ADVISED CUST THAT HE IS INVOLVED IN A CAMPAIGN FOR THIS CONCERN. CRM ADVISED THE VEH WILL NEED TO BE REPAIRED. CRM ADVISED I WILL TRANSFER THE CALL TO A CUST ASSISTANCE SPECIALIST FOR ADDITIONAL RESEARCH. CUST COULD NOT HOLD ON LINE AS HE HAS TO FIND A WAY TO WORK. CELL [REDACTED] CRM REALIZED AFTER CUST WAS OFF THE LINE THAT I READ THE BREAKPOINTS WRONG AND THE CUST IS NOT INVOLVED. CRM TRANSFERRED TO MIKE BODKIN. JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 99999
2001-07-26

CRM RECVD CALL FROM TIER1. CRM CONTACTED THE DLR AND SPOKE TO BOB ANDERSON(SVC ADV) WHO STATES THAT HE IS GOING TO NEED TO LOOK AT THE SITUATION. CRM ATTEMPTED TO FURTHER CONTACT THE CUST AT THE CELL #, BUT HE WASNT THERE. CRM WILL TRY AGAIN LATER. MIKE BODKIN/TAMPA/TIER2; 0; 364515966
2001-07-23

CRM CONTACTED THE DLR AND SPOKE WITH BOB(SVC ADV) WHO STATES THAT HE IS STILL WAITING TO SPEAK TO HIS SVC MGR. CRM WILL FURTHER WAIT FOR HIS CALL BACK. MIKE BODKIN/TAMPA/TIER2; 0; 364760975
2001-07-24

CRM RECVD CALL FROM BOB(SVC ADV) WHO STATES THAT THE PART WAS COVERED UNDER RECALL 01044. HE STATES THAT THEY REPAIRED IT AND THE CUST DROVE AWAY HAPPY. CRM THANKED. MIKE BODKIN/TAMPA/TIER2; 0; 364860858
2001-08-09

CINDY FROM NIMNIGHT DEALERSHIP STATES THAT GM IS REJECTED THE RECALL REPAIR DONE ON THIS VEH AND NEED ASSISTANCE. CRM TRANSFERRED CALL TO DBC CENTER. ALFREDA MOORE/TIER 1/TAMPA; 0; 366234698

*****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:
UPGRADE:

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

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, WHEN:

*****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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Westminister CA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-55376121 VIN: 1G1YY22G1W5118340
DATE OPENED: 2002-12-12 MODEL YEAR: 1998
DATE CLOSED: 2002-12-18 SERIES: Corvette
SOURCE: Phone MILEAGE: 55000.0000000
SRC TYPE: N/Ayes DELIVERY DATE:
SRC PARENT: DEALER NAME: Delillo Chevrolet CO.
1308,USA DEALER ADDRESS: 18211 Beach Blvd, Huntington Beach, CA, 92648-

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

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

*****WORK HISTORY*****

cust rfi on recall re steering colum lock; ; 2002-12-12
2002-12-12
contact dlrship to speak with svc mgr re cust diag; ; 2002-12-12
2002-12-13
Cust contacting owning CRM; ; 2002-12-13
2002-12-13
Cust contacting owning CRM; ; 2002-12-13
2002-12-13
cust ci to get info re call concern; ; 2002-12-13
2002-12-13
call to get info on cust diag; ; 2002-12-13
2002-12-13
called so cust can auth repairs; ; 2002-12-13
2002-12-13
submitting for approval docs; ; 2002-12-13
2002-12-16
contact cust to request docs; ; 2002-12-16
2002-12-16
called svc mgr to confirm repair cost; ; 2002-12-16
2002-12-16
returning cust call; ; 2002-12-16
2002-12-16
called svc mgr to get info re cust pay; ; 2002-12-16

2002-12-17

called svc mgr to get info re cust pay; ; 2002-12-17
2002-12-17

called cust to provide update; ; 2002-12-17
2002-12-18

called cust to provide update; ; 2002-12-18
2002-12-18

Service Request has been Closed Satisfied.; ; 2002-12-18

*****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:
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:

*****AIR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAME:
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:

Jacksonville

FL

HOME PHONE:

CASE NUMBER: 1-24568966

VIN: 1G1YY22G1W5118631

MODEL YEAR: 1998

DATE OPENED: 2002-08-14

SERIES: Corvette

DATE CLOSED: 2002-08-15

MILEAGE: 28100.0000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/Ayes

DEALER NAME: Georgia Moore Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 711 Beach Blvd, Jacksonville Beach, FL, 32250-

5300, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

sticks

*****WORK HISTORY*****

customer contacted csc; ; 2002-08-14

2002-08-15

1-24568966; ; 2002-08-15

2002-08-15

crm contacted service advisor; ; 2002-08-15

2002-08-15

crm contacted the customer; ; 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:

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:

*****ADR 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:

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

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

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

ASHEVILLE, NC

CASE NUMBER: 04662869 VIN: 1G1YY22G1W5119312
MODEL YEAR: 1998
DATE OPENED: 2001-06-22 SERIES: UNKNOWN
DATE CLOSED: 2001-06-29 MILEAGE: 58514
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ASHEVILLE CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 205 SMOKY PARK HWY, ASHEVILLE, NC, 28806, USA

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) locked up
S13 Reimbursement Requested Customer Satisfaction
1 REPAIR ATTEMPT(S) steering column locked up

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 MKC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
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 Dawn 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: STEERING COLUMN LOCKED UP AND DLR REPAIRED IT BUT IT IS A COMMON PROBLEM WITH CORVETTES.

CUST SEEKS: REIM FOR REPAIRS

CRM ADVISED CUST: CRM LEFT VM WITH SVC MGR, DENNIS, AND ASKED TO CALL CAC WITH ANSWER TO REIM CUST ON THE REPAIRS.

KYU CHOY/CRM/PDX/CAC.; 0; 362086092

2001-06-25

TO NEXT CRM-- PLEASE RESPOND TO SVC MGR'S STATEMENT ON THE REIM AND TRANSFER REQUEST BACK TO
CHOIK.

KYU CHOI/CRM/PDX/CAC.; 0; 362341206

*****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:

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:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

ROWLETTE, TX

CASE NUMBER: 00625169 VIN: 1G1YY22G1W5119522
MODEL YEAR: 1998
DATE OPENED: 2000-06-14 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-06-14 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
2 REPAIR ATTEMPT(S) LOCKS

C23 Seat Frame Other
2 REPAIR ATTEMPT(S) SEAT MEMORY

L01 Fuel System Other
2 REPAIR ATTEMPT(S) SHOWS FULL WHEN NOT

Repeated part failure after repair

INFORM THE CALLER:

"General Motors and (XXX Division) work to provide a high quality products that should meet or exceed the customer's expectations, however when dealing with a mechanical part their is always a chance that something might fail. That is something we cannot speculate on, which is why we provide a warranty of 12 months or 12000 miles whichever comes first."

REPAIRS

*****WORK HISTORY*****

CUST CALLED IN STATING THAT SHE HAS HAD NUMEROUS REPAIRS FOR THE SAME PROBLEMS, CUST STATES THAT THE GAS GAUGE SHOWS FULL WHEN IT'S NOT, THE SEAT DOES NOTHOLD IT'S MEMORY, STEERING COLUMN LOCKS UP, CUST HAS HAD VEH TOWED IN TO THE DLR ON SEVERAL OCCASSIONS;; 0; 329852631
2000-06-14

CUST STATES THAT SHE ASKED THE DLR TO REPURCHASE THE VEH, CUST STATES THAT THE SERVICE MANAGER SPOKE WITH THE AVM AND THEY CONTACTED HER TODAY TO ADVISE THAT REPURCHASE HAS BEEN DENIED DUE TO THE MILEAGE ON THE VEH.....HAS 32,000 MILES; 0; 329852830
2000-06-14

CEM ADVISED THAT,.....REPURCHASES ARE UP TO THE DLR AND IF THE AVM HAS MADE THEIR DECISION I CANNOT OVER BRIDE THAT.; 0; 329853024

*****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

BEC 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:
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:

*****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 BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

VALRICO , FL

CASE NUMBER: 06218290 VIN: 1G1YY22G1W5120329
MODEL YEAR: 1998
DATE OPENED: 2002-01-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-13 MILEAGE: 56000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FERNAN CHEVROLET
BRC PARENT: DEALER ADDRESS: 9751 ADAMS DR., TAMPA, FL, 33619, USA

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

M41 Steering Column/Lock/Attaching Parts Broken
1 REPAIR ATTEMPT(S) KEEPS LOCKING ON THE CUST

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 0034 LAP BELT TWISTING

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/web/knowledge]]. 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_Corepol 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 IS ORIGINAL OWNER PURCHASED AT CITY CHEVROLET. SERVICING DLR IS FERNAN.
CUST STATES: THIS IS HIS 3RD CORVETTE IN THE PAST 5 YEARS. HE HAD A PROBLEM WITH HIS STEERING WHEEL COLUMN LOCKING IN THE PAST AND HAD IT COVERED UNDER WARRANTY. NOW HE IS HAVING THE PROBLEM AGAIN, HOWEVER THE DLR IS NOT GOING TO COVER THIS FOR THE CUST. HE CALLED THE DLR AND FOUND THAT THERE WAS A RECALL ON THIS, HOWEVER IT DID NOT INCLUDE HIS VIN. CUST STATES THAT HE HAS THE PROBLEM SO HE DOESN'T UNDERSTAND HOW THE CAMPAIGN DOES NOT COVER HIS VEH. CRM ADVISED THE CUST THAT CAMPAIGNS ARE VIN SPECIFIC. CRM ADVISED THE CUST OF THE CAMPAIGN 0034 (LAP BELT TWISTING) ON HIS VEH. CUST STATES HE KNEW ABOUT THAT. CUST STATES THE STEERING WHEEL HAS LOCKED 13 TIMES IN THE PAST 4 DAYS. HE CONTACTED THE DLR AND WAS TOLD THAT THE REPAIR WOULD COST AROUND \$400 - \$600. CUST SEEKS COST ASSISTANCE WITH THE REPAIR. CRM ADVISED: THE CUST TO TAKE THE VEH TO THE DLR AND GET AN EXACT ESTIMATE AS TO HOW MUCH THE REPAIR IS GOING TO COST.....; 0; 380564007

2002-01-22

...CONT...CUST STATES: THAT HE WILL TAKE THE VEH IN. CUST IS GOING TO CONTACT THE CRM BACK WITH THE DATE AND TIME HE IS GOING TO TAKE THE VEH IN. CRM WILL CONTACT THE CUST ON 1-23-2002 @ 10:00AM TO SEE WHEN CUST IS GOING TO TAKE VEH IN. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 380564096

2002-01-23

CUST STATES THAT HE BROUGHT HIS VEH INTO THE DEALERSHIP THIS MORNING AS PREV CRM REQUESTED. CUST SEEKS TO SPEAK TO PREV CRM. CRM ADVISED CUST THAT PREV CRM IS NOT AVAILABLE BUT A MESSAGE WOULD BE SENT. CUST STATES THAT HE CAN BE REACHED AT THE CALL BACK TIME SET FOR TODAY AT
WORK# 813-630-2628 EXT308. CRM ADVISED CUST THAT THE MESSAGE WOULD BE FWD'D.
JMSHH BLISSING/TAMPA/CAC/57008; 0; 380643587
2002-01-23

cust called seeking to speak to prev crm. crm advsd cust of set callback time for 10 this morning. cust seeks callback at work number noted by prev crm in file. crm forwarding file to crm steelen for call back. kmeszaros/fl pilot/57098; 0; 380646727
2002-01-23

CUST STATES THAT HE DID TAKE THE VEH INTO THE DLR THIS MORNING, BUT HE HASN'T RECEIVED AN ESTIMATE YET. CRM ADVISED CUST THAT CRM WOULD CONTACT THE DLR TO GET AN ESTIMATE ON THE REPAIR AND THEN RESEARCH TO FIND OUT HOW MUCH, IF ANY, COST ASSISTANCE WOULD BE ABLE TO BE PROVIDED TO THE CUST. CRM TO CONTACT THE DLR ON 1-23-2002 @ 1:30. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 380650111
2002-01-23

CUST CALLED IN SEEKING TO KNOW IF CRM HAD HEARD ANYTHING ON THE ESTIMATE. CRM ADVISED: CONTACTED THE DLR, HOWEVER NO ONE IN SERVICE PICKED UP. CRM ADVISED CUST THAT CRM IS WORKING ON THIS FOR THE CUST AND WILL TRY THE DLR ON 1-23-2002 @ 1:30PM. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 380656549
2002-01-23

CUSTOMER STATED THAT HE HAS UPDATED INFO. CUSTOMER STATED THAT HE HAS A LOT OF INFO THAT HE HAS TO GO OVER WITH PREVIOUS CRM AND WOULD LIKE TO ONLY HAVE TO EXPLAIN IT TO HIM. CRM ADVISED THAT I WILL ADVISE MR STEELE OF CUSTOMER'S REQUEST AND WILL FORWARD FILE TO STEELER FOR CUST. CONTACT. STACEY PAUL/CRS/TPA/57845; 0; 380657970
2002-01-23

CRM CALLED CUST WHO STATES HE CALLED THE DLR AND WAS GIVEN AN ESTIMATE OF \$330.37 BEFORE TAX. CRM ADVISED CUST THAT CRM WILL REVIEW AND CONTACT THE CUST AT WORK BEFORE THE END OF BUSINESS ON 1-23-2002. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 380663098
2002-01-23

CRM RECEIVED OVER THE SHOULDER APPROVAL FROM TM JOHN KETTERING FOR A 50/50 SPLIT WITH THE CUST ON THIS REPAIR. CRM CONTACTED CUST AND ADVISED THE CUST OF THE DOCUMENTS NEEDED TO BE SENT IN. CUST AGREED AND IS SATISFIED. CRM SUSPENDING WAITING FOR DOCS. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 380673614
2002-02-04

CRM REVIEWED FOR DOCS, HOWEVER NO DOCS HAVE ARRIVED. CRM WILL SUSPEND AND WAIT. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 381698894
2002-02-15

CRM RESUMED TO CHECK FOR DOCUMENTS. CRM WILL SUSPEND AND WAIT FOR DOCS. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 382639608
2002-02-21

CRM RESUMED TO VIEW FOR DOCS. CRM SUSPENDING WAITING FOR DOCS. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 383170374
2002-03-01

CRM RESUMED TO VIEW FOR DOCS. CRM SUSPENDING WAITING FOR DOCS.
crm fwding file back to prev crm.
jmshe blissing/tampa/cac/57008; 0; 383852327
2002-03-04

CRM RECEIVED FORWARDED FILE AND IS SUSPENDING WAITING FOR DOCS. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 384104786

2002-03-13

CRM SENT WAITING ON DOCS LETTER. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 384879816
2002-03-13

LETTER APPROVED BY SHANTA MORRIS/TPA GWL; 0; 384893943

*****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:

NAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

NAS 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: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:

ENGINE TYPE:

TRANSMISSION:

MILEAGE @ BUY-BACK: 0

VEHICLE DRIVEABLE:

MSRP:

BRC WARRANTY DATE:

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:

DONOR OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

March 13, 2002

[REDACTED]
Valrico, FL [REDACTED]

Request: C06218290

Dear [REDACTED]

This letter is in reference to your 1998 Chevrolet Corvette and the repair of the steering wheel column lock. We appreciate your support and apologize for any inconvenience you may have experienced.

As we discussed on 1/23/2002, we are interested in reimbursing you as a demonstration of our dedication to customer satisfaction. In order to expedite receipt of your check, please send the original repair order, proof of payment and proof of ownership to:

Chevrolet Customer Assistance Center
P.O. BOX 33170
Detroit, MI 48232-5170

If we have not received it within 30 days of the date of this letter, we must consider the matter closed.

If you have future questions or concerns, 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 contacting Chevrolet and allowing us the opportunity to be of assistance.

Sincerely,

Michael Steele
Customer Relationship Manager

RS0010-T/skm

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

GARDEN GROVE

CA

HOME PHONE:

CASE NUMBER: 01099706

VIN:

1G1YY22G1W5121786

MODEL YEAR:

1998

DATE OPENED: 2000-08-03

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-08-07

MILEAGE:

29000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: SHOWCASE CHEVROLET

BRC PARENT:

DEALER ADDRESS: 5400 GARDEN GROVE BLVD, WESTMINSTER, CA, 92683, USA

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Broken
STEERING WHEEL LOCK

COMPLAINT ON REPAIRS

*****WORK HISTORY*****

OWNER STATES THAT HE HAD VEHICLE IN LAST WEEK INTO DLR FOR STEERING WHEEL COLUM LOCK UP. OWNER SEEKS REPAIRS ON EXSISTING CONCERNS..CRM ADVISE THAT I NEED TO CALL DLR TO FURTHER RESEARCH HIS REPAIRS.. OWNER STATES THAT HE JUST WANTS THIS PROBLEM RESOLVERIGHT THIS TIME.. CRM WILL CALL DLR.. OWNER OKAY'D KATHERINE RODRIGUEZ/ATX..; 0; 334165472
2000-08-07

CRM CONTACTED DLR/SVM/GREG ADV THAT OWNER'S STEERING WHEEL WAS LOCKED, DUE TO INTERMITTING SIGNAL, AND WHEN HE BROUGHT VEHICLE IN LAST MONTH THAT THEY TURN VEHICLE ON AND HAD NO PROBLEM WITH VEHICLE, SO THEY COULDN'T DUPLICATE THE PROBLEM..THEN LAST WEEK7-2-00 OWNER BROUGHT BACK IN AND THEY ENDED UP HAVE TO REPLACE THE IGNITION LOCK SYSTEM..GREG INFORMED THAT THEY TOOK CARE OF LOANER VEHICLE FOR OWNER AND REPAIRS WERE COVERED AT DLR EXPENSE..GREG STS THAT OWNER WAS VERY PLEASED AND THAT HE HAD TALKED TO HIM AND HE WAS OKAY..CRM TRY TO CALL OWNER TO VERIFY UPDATE ON VEHICLE AND NOONE WAS AVAILABLE..KATHERINE RODRIGUEZ/ATX; 0; 334541443

*****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:

*****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:

LAKE FOREST

CA

HOME PHONE:

CASE NUMBER: 06345771

VIN: 1G1YY22G1W5121786

MODEL YEAR: 1998

DATE OPENED: 2002-02-12

SERIES: CORVETTE COUPE

DATE CLOSED: 2002-04-04

MILEAGE: 44539

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JOE MACPHERSON CHEVROLET

BRC PARENT:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
steering wheel lock intermittentA01 Open Campaign
0 REPAIR ATTEMPT(S)Product Campaign Claim
#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.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*****

CRM UPDATING FILE FOR CRM RODRIGUL.

HAMPTON/CARS/ATX; 0; 385491770
2002-02-12

Cust states: veh purchased November, 2001 at approx 40,000 miles from Mullahey Chev
steering wheel locked up --veh currently at Joe MacPherson Chev
dlr told him his veh not involved in campaign for steering lock

Cust seeks: cost assist for repair to steering column

Svc Mgr, Steve Smith states veh not at dlr before, repair will be to replace steering lock and ignition lock on steering

wheel--no loyalty to Chev or dlr--according to GMVSS, cust already received goodwill--goodwill not recommended for repair to steering.

CRM advd b/c veh not involved in campaign and veh out of wrnty by time and mlg, no cost assist for locked steering concern.

Cust states he will never own another Chev.

Request closed dissatisfied, w/ no BBB letter. Sharon Dunaway/ATX/CARS; 0; 382381492
2002-02-12

cust called in and states that he spoke to Tony today and he was to get a call back after speaking to the dlr. cust seeks what the new resolution is. CRM advised cust that there is no documentation by Tony and that the prev answer still stands. CRM apologized and advised cust that the veh does not qualify for the campaign and does not qualify for assist. Cust seeks to get it on record that he has been denied a campaign and that if he gets into a wreck b/c the steering column locks he will sue GM. CRM advised cust that his feelings have been noted. CRM closing file dissat. angela kimball/pdx/cac; 0; 382409042
2002-02-13

CUST STATES HE CALLED IN YESTERDAY AND SPOKE WITH TONY AND WAS SUPPOSED TO RECIEVE CALL BACK FROM HIM FOR AN UPDATE. CRM ADVISED THERE IS NO DOCUMENTATION FROM CRM TONY. CUST EXPLAINED THAT THE STEERING WHEEL ON HIS CORVETTE IS LOCKING UP AND KNOWS THEREIS A RECAL ON THIS PROBLEM, STATES HE WAS TOLD BY THE DEALER AS WELL AS FIRST CRM THAT HIS VEHICLE DOES NOT FALL UNDER CAMPAIGN AND THAT THE DEALER IS NOT WILLING TO OFFER ASSISTANCE. CUST STATED HE THINKS THIS IS A SAFETY ISSUE AND THAT GM SHOULD PAY FOR THE REPAIR. CRM ADVISED CUST THAT AT THIS TIME THE VEHICLE WAS NOT COVERED UNDER ANY CAMPAIGN AND THAT WE WOULD BE UNABLE TO ASSIST HIM IN THIS MATTER. CLOSING FILE DISSATISFIED, NO BBB LETTER
REBECCAMILLER/CAC/ATX; 0; 382472176
2002-02-20

CUST STTS THAT HE IS TRYING TO GET ASST WITH HIS STEERING COLUMN LOCK AS THIS HAS LOCKED AGAIN THIS MORNING. CUST STTS THAT THE DLRSHP DID NOT REPAIR HIS VEH AS IT WILL BE \$600 AND CUST FEELS THAT THIS SHOULD BE COVERED AS THE DLRSHP HAS ADV HIM THAT HIS CONCERN IS THE EXACT SAME AS THE CAMPAIGN. CRM ADV CUST THAT SHE NEEDED TO SPEAK WITH DLRSHP. CUST ASKS THAT CRM CALL HIM AT PH# [REDACTED] LAURIE RODRIGUEZ/ATX/CAC; 0; 383065064
2002-02-20

Cust sts that he has been waiting for prev CRM to contact him. CRM noticed that call back was for 9am, advised cust that I was not sure if that was 9 am his time or ours. Cust requests that prev CRM continue to try to contact dlr, cust needs to go to work, will have veh towed to another dlr that is more amicable toassist w/cost but cust would like our help in getting the veh repaired at the dlr closest to him. CRM forwarding request to prev CRM per shceduled call back. Adrienne Bettis/CAC/ATX; 0; 383071820
2002-02-20

CRM SPOKE WITH SVC ADV TYSON ADAMS. TYSON STTS THAT THEY DIAGNOSED THE VEH AND THEY ADV CUST TO HAVE STEERING COLUMN RPL AND WIRING HARNESS. TYSON STTS THAT THIS IS NOTHING THE CUST COULD HAVE CAUSED OR PREVENTED. CRM CONTACTED SHOWCASE CHEV PH# 714-903-3100 AND SPOKE WITH SVC ADV ERIC MARCADO. ERIC STTS THAT THE STEERING COLUMN LOCK WAS RPL ON 7/31/2000 AT 29,716 MILES, BUT THIS WAS BEFORE CAMPAIGN WAS RELEASED. CRM CONTACTED CUST AND ADV HIM TO SEND IN HIS DOCS FOR REIM CONSIDERATION. CUST SATIS. LAURIE RODRIGUEZ/ATX/CAC; 0; 383085867
2002-04-04

CRM CONTACTED CUST TO ADV HIM THAT HE DID NOT SEND IN HIS DOCS. CUST STTS THAT HE DOES NOT HAVE TO AS HE WENT TO DELILLO CHEV PH# 714-847-6087 AND THEY RPL THE STEERING COLUMN UNDER WRNTY. CUST STTS THAT HE WAS QUITE SATIS WITH THIS DLRSHP. CRM ADV CUST THAT SHE WOULD NOTE THIS IN THE FILE. CUST STTS THAT HE HAS NO MORE CONCERNS WITH HIS VEH. CUST SATIS. LAURIE RODRIGUEZ/ATX/CAC; 0; 386807964

*****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
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:
LIMB 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:
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:

DUNKINVILLE

TX

HOME PHONE:

CASE NUMBER: 00455759

VIN: 1G1YY22G1W5124767

MODEL YEAR: 1998

DATE OPENED: 2000-05-26

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-05-30

MILEAGE: 40000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: FRIENDLY CHEVROLET CO

BRC PARENT:

DEALER ADDRESS: 2754 N STEMMONS FWY, DALLAS, TX, 75207, USA

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

M02 Steering Linkage/Component Parts
2 REPAIR ATTEMPT(S)Other
STEERING LOCKED UP

COST ASSISTANCE

*****WORK HISTORY*****

CUST STATES THAT ON MAY 12TH HE CALLED ROADSIDE ASSISTANCE BECAUSE HIS STEERING LOCKED UP.....CUST TOOK VEH TO FRIENDLY CHEV WHO DIAGNOSED VEH BUT PERFORMED NO REPAIRS.....VEH HAD A USED 3MONTH 3000 MILE WARRANTY WHICH IT WAS IN AT THE TIME.....CUST STREA THAT AGAIN THE VEH STEERING LOCKED UP RECENTLY BUT NOW THE VEH IS OUT OF THE WARRANTY AND BELIEVES SINCE HE TOOK VEH TO DLR WHEN IT WAS HAVING THIS ISSUE IT SHOULD HAVE BEEN COVERED.....CRM TO CONTACT SVC MGR BOB MYERS//////////PABLO CABEZUDO//////////PDX; 0; 99999
2000-05-30

cust called stating that he has not heard anything from prev rep. cust states that he wants to know what will be happening and if he will recieve any type of assist. crm spoke with morris collier (svc mgr)and he states that this will be taken care of atno cost to cust , crm informed cust of info and cust thanked crm...crm thanked cust
chante gardner/atx; 0; 328556234

*****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
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:

TAMPA, FL

CASE NUMBER: 03972046 VIN: 1G1YY22G1W5126860
MODEL YEAR: 1998
DATE OPENED: 2001-04-26 SERIES: UNKNOWN
DATE CLOSED: 2001-05-02 MILEAGE:
SOURCE: Mail DELIVERY DATE:
BRC TYPE: DEALER NAME: AUTOWAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 1700 E HILLSBOROUGH AVE., TAMPA, FL, 33610, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) SERVICE SURVEY

M40 Steering Wheel Excessive Effort
3 REPAIR ATTEMPT(S) LOCKS

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) FUTURE CONCERNS

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*****

CSI REPLY. K.SCAN. MAX DOC # VIN. NO CAMPAIGNS. DOC STATES CUST IS OVERALL SATISFIED. DOC STATES PATTY KING IS AN ASST TO THE DEALERSHIP. DOC ALSO STATES THE STEERING WHEEL HAS LOCKED UP THREE TIMES. CRM ATTEMPTED TO CONTACT CUST. CRM LEFT A MESSAGE W/800/FILE NUMBER FOR CUST TO CONTACT CUST SERVICE LINE IF FURTHER ASST IS NEEDED. MONISHA CARTER/ATK/CORR; 0; 357171411
2001-04-27

CRM attempted to contact cust. CRM left a message notifying cust that letter was sent and left 800/file number. CRM sent letter. monisha carter/atx/corr; 0; 357258323
2001-05-02

LETTER APPROVED

MAAMAM PHILLIPS/APPROVER/ATK; 0; 357669771

*****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:

*****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:

About Your Service Consultant/Advisor - Continued

6. How satisfied were you with the explanation you were given of all services performed? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The ease of getting your vehicle? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The condition in which it was returned? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

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? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice? ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ☒ Yes ☐ No ☐ Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Autaway Chevrolet? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely ☐ Probably ☐ Maybe ☐ Not Sure ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your:
- Dealership: Patly King is an asset to your dealership
- Vehicle: My steering wheel has locked on me three times

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: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to **0199**
CHEVROLET MOTOR DIVISION, P.O. BOX 10993, TOLEDO, OH 43686-0993 **0199**

April 30, 2001

[REDACTED]
Tampa, FL [REDACTED]

Request: C03972046

Dear [REDACTED]

Thank you for your response to our Service Satisfaction Survey regarding your 1998 Chevrolet Corvette. Feedback from customers, such as you, as to your impressions and experiences, allows us to improve our products and increase customer satisfaction.

Unfortunately, we have been unable to reach you at the telephone number listed in our records.

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. The telephone conversation should only take a few minutes and would be greatly appreciated. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Monisha Carter
Customer Relationship Manager

SU0003-A/njp

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Saint Martinville
LA

HOME PHONE:

CASE NUMBER: 1-18443500

VIN: 1G1YY22G1W5127832

MODEL YEAR: 1998

DATE OPENED: 2002-07-23

SERIES: Corvette

DATE CLOSED: 2002-07-23

MILEAGE: 31000.0000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/AYes

DEALER NAME: Service Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 4313 Cameron St, Lafayette, LA, 70506-1403, USA

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

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

Sticks

*****WORK HISTORY*****

Campaign 01044; ; 2002-07-23
2002-07-23

Called dlr for appt.; ; 2002-07-23
2002-07-23

Service Request has been Closed Satisfied.; ; 2002-07-23

*****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:
FAR 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:	

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

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

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

ST LOUIS, MO

CASE NUMBER: 04703227 VIN: 1G1YY22G1W5127975
MODEL YEAR: 1998
DATE OPENED: 2001-06-26 SERIES: UNKNOWN
DATE CLOSED: 2001-06-26 MILEAGE: 30000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M02 Steering Linkage/Component Parts Other
0 REPAIR ATTEMPT(S) STEERING WHEEL LOCK

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owner's 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 STS STEERING WHEEL HAS PROB W/ STEERING COLUMN, WON'T UNLOCK. CUST STS TO SEE IF THERE IS EXISTING RECALL/SPC POLICY W/ PROB. PER WEEK ADV CUST NO SUCH BULLETINS, ADV CUST TO TAKE VEH TO DLR. NO FURTHER ACTION. MITCH PERRY/CAC/ATX; 0; 362443557

*****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:

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
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 RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Naples, FL

CASE NUMBER: 1-31743708 VIN: 1G1YY22G1W5129337
MODEL YEAR: 1998
DATE OPENED: 2002-09-10 SERIES: Corvette
DATE CLOSED: 2002-09-10 MILEAGE: 42000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A No DEALER NAME: Bob Taylor Chevrolet, Inc.
BRC PARTENT: DEALER ADDRESS: 5665 N Airport Pulling Rd, Naples, FL, 34109, USA

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

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

*****WORK HISTORY*****

Steering column lock; ; 2002-09-10
2002-09-10
cost asst inquiry; ; 2002-09-10
2002-09-10
Service Request has been Closed Satisfied.; ; 2002-09-10

*****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 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:
ADDRESS: CONTACT PHONE:

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

296795

CASE NUMBER: 99-0549826 VIN: 1G1TY22G1N5129922
DATE OPENED: 10/20/99 MODEL YEAR: 98
DATE CLOSED: 10/22/99 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 24000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] FORRENTO FL [REDACTED]
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

CUST STATES STEERING WHEEL HAS HAD EPISODES OF LOCKING UP AND SHE FEAR HER LIFE IS IN DANGER. WHEN IT LOCKS UP IT SAYS REINSERT IGNITION KEY IN 10 SECONDS. THEN, AFTER KEY IS REINSERTED IT SAYS SERVICE COLUMN LOCK. AFTER HALF HOUR IT WILL UNLOCK. DLR DOESN'T KNOW WHAT TO DO BECAUSE IT NEVER HAPPENS WHEN THEY HAVE IT. CUST SEEKS TO GET PART FIXED. CRM ADVISES MORE RESEARCH TO BE DONE ON SITUATION.

RYAN TUCKER/ TIER2 AUSTIN

***** REQUEST CODE AND COMMENTS *****

CDE # DESC	CDE COMMENTS
MA0 0	CUST STATES STEERING COLUMN LOCKS UP
	CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:BONITA SPRINGS
FL

HOME PHONE:

CASH NUMBER: 04905997

VIN: 1G1YY22G1W5130424

MODEL YEAR: 1998

DATE OPENED: 2001-07-13

SERIES: UNKNOWN

DATE CLOSED: 2001-07-13

MILEAGE: 35000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BOB TAYLOR CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 5665 N AIRPORT FILLING RD., NAPLES, FL, 34109, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
locked

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
 - * Determine Customer's 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
- campaign 00034

dlr - Phone: 9415910991

*****WORK HISTORY*****

Customer states his steering column locked up. Veh is not at the dealer at this time. cust states he is just outside of warranty

Customer seeks cost assistance

crm advised cust that for cost assistance to be considered the veh must first be diagnosed by GM dealer. advised customer just because he takes veh to GM dealer to be diagnosed does not GUARANTEE assistance.

flaidley.cars.tampa.tier1; 0; 363886576

2001-07-13

CUST STATES THAT HIS STEERING COLUMN LOCKED UP AND THAT HE NEEDS TO GET IT FIXED. CUST SEEKS TO HAVE ASSISTANCE ON THIS. CRM ADVISED THAT I WOULD NEED TO RESEARCH. CRM CONTACTED THE DLR AND SPOKE TO MIKE(SVC ADV) WHO STATES THAT HE HAS NO PROB ASSISTING IN THIS REPAIR SINCE IT IS SUCH A KNOWN PROBLEM. CRM THANKED AND EXPLAINED FURTHER THAT HE SHOULD BE GETTING SOME INFO ON THE RECALL THAT IS COMING OUT ON THESE VEHICLES. HE THANKED AND ASKED FOR SOME INFO TO BE FAXED TO HIM. CRM EXPLAINED TO THE CUST THAT THE DLR WILL TAKE CARE OF IT. CUST THANKED FOR ALL THE ASSISTANCE. MIKE BODKIN/TAMPA/TIER2; 0; 363886558

*****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
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:

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

ORANGE , CA

CASE NUMBER: 05110145 VIN: 1G1YY22G1W5130472
MODEL YEAR: 1998
DATE OPENED: 2001-07-30 SERIES: UNKNOWN
DATE CLOSED: 2001-07-30 MILEAGE: 44000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BELMAN CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 1800 E CHAPMAN, ORANGE, CA, 92667, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) locked up on corvette

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) 01044

Campaign Recalls performed at any Dealership

INFORM THE CALLER:

"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any XXX dealership in order to have the recall performed on your vehicle."

Campaign Recalls performed at any Dealership

*****WORK HISTORY*****

cust states has brought 1998 corvette/seeks campaign on lock steering wheel. cust seeks to get information on campaign and dlr to get campaign done on vehicle. crm advised cust name of dlr and advised the campaign #01044 is showing on the vin# profile.crm contact dlr and transferred cust to speak with rich/srv advisor. karen bode/atx; 0; 365363410

*****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:
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: ,

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

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

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

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6049827	VIN Number:	1G1YY22G1X310153B
Date Opened:	11/19/2002	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B20104	Mileage:	75248
Address:	VERMONT CHEVROLET-BULOS ANGELES	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK PERFORMANCE STEERING STEERING COL

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/19/2002 17:02:58 SBD TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 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) EARIC SAINTALBIN TECH

CUSTOMER CONCERN -SERVICE COLUMN MESSAGE, STEERING COLUMN LOCKED

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

TECH PERFORMED 01044 IN APRIL, HAD TO GO TO CUSTOMERS HOUSE AND TAP ON ELC TO GET IT TO UNLOCK.

TECH STS REPLACED ELC AND RELAY TO CORRECT COLUMN LOCK CONCERN.

TECH STS THE LOCKPLATE DID NOT COME IN KIT FOR AUTO TRANS SO ORIGINAL PLATE WAS INSTALLED.

TECH PERFORMED SAME RECALL ON MANUAL TRANS AND DID NOT REPLACE LOCKPLATE DUE TO NOT BEING IN KIT AND APPARENTLY THAT VEHICLE HAD COLUMN LOCK MESSAGE ALSO.

SERVICE MANAGER CALLED SOMEONE IN DETROIT, (UNKNOWN WHOM IT WAS) AND WAS FAXED PROCEDURE THAT INDICATED SHOULD HAVE REPLACED LOCKPLATE.

EA02-031 / GM22C

Page 1 of 2

TECH STS THERE IS CONFUSION OF WHAT IS TO BE REPLACED ON THESE VEHICLES,
AND WHY LOCKPLATE IS NOT PROVIDED IN SOME OF THE KITS.

TAC RECOMMENDATION -

ADVISED THAT ACCORDING TO 01044 ONLY THE AUTO TRANSMISSIONS ARE TO GET
THE DIFFERENT LOCKPLATE.

11/19/2002 17:02:59 HISTORY - BACK

DIV: CHEVROLET CASE 990572837 TYPE: G-GENERAL
NAME:
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: HOUSTON
VIN: 1G1YY22G1X5104729
RESP DEALER: 00000
MILEAGE: 8500
YEAR/MODEL: 1999/CORVETTE

STATE: TX ZIP: [REDACTED]
DELIVERY DATE:
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 11/12/1999 ORIG OPEN DATE: 11/12/1999
REOPENED: N
LAST ACTIVITY DATE: 11/12/1999 BY: BELIMA FLORES
CLOSE DATE: 11/12/1999 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
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:

DEALER CONTACTED: N
CONTACTED DATE: 11/12/1999
DEALER CLOSED : 11/12/1999

DEALER NUMBER: 30636
NAME:
CITY:

BT:

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M40	0		STEERING WHEEL LOCKED

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/12/1999 00:00:01
CRM DOCUMENTED COMMENTS AND GAVE
CUSTOMER ADDRESS TO CHEVROLET

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/12/1999 09:09:14
CUSTOMER CALLED IN STATING STEERING WHEEL LOCKED AND IS
STANDED AT HOME. CRM ADVISED SHE COULD CALL ROADSIDE ASSISTANCE.
CUSTOMER STATED HE HAS ALREADY DONE THAT. CUSTOMER STATED THAT
THE REASON HE CALLED WAS THAT HE HAD PAID 50,000 FOR A VEHICLE
AND KEEPS HAVING PROBLEMS WITH IT. CRM ADVISED CUSTOMER SHE
WOULD DOCUMENT HIS CONCERNS. CUSTOMER WANTED TO SPEAK WITH
SOMEONE OTHER THAN CRM, CRM GAVE CUSTOMER ADDRESS TO CHEVROLET.
CRM APOLOGIZED.

SELINA FLORES/AUSTIN/T2

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: HOUSTON

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: TX

HOME PHONE: [REDACTED]

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.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3311187	VIN Number:	1G1YY22G1X5104882	
Date Opened:	7/1/1999	Model Year:	1999	
Date Closed:	7/12/1999	Series:	Corvette	
Dealer Code:	B11290	Mileage:	8577	
Address:	BILL JACOBS JOLIET, JOLIET	IL	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN WOULD NO
RESOLUTION ABSTRACT- MAIN BODY WRG REP

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/01/1999 13:02:12 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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.)

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

N (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.)

07/01/1999 13:02:12 HISTORY - RADZIOCH

DEALER STATES CUSTOMER CONCERN IS STEERING WHEEL WOULD NOT UNLOCK TECH
PULL 25 AMP FUSE AND REINSTALLED AND NOW CAR WORKS FINE. NO OTHER CHECK
DONE AT THIS TIME .

ADVISED TECH TO CHECK

1.GROUNDS IN A FILLER

2.RUN THROUGH SYSTEM CHECK

07/12/1999 09:46:15 RAMOS

- FAXED CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3113439	VIN Number:	1G1YY22G1X5104958
Date Opened:	3/17/1999	Model Year:	1999
Date Closed:	3/24/1999	Series:	Corvette
Dealer Code:	B47020	Mileage:	4801
Address:	LOU BACHRODT CHEV ROCKFORD	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN WON'T UNLOCK

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—

03/17/1999 17:44:14 SBD TEMPLATE - CRAVENS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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)

_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

03/17/1999 17:44:14 HISTORY - CRAVENS

CONCERN: TECH (CHARLES) CALLED AND STS. THAT THE STEERING COLUMN WON'T UNLOCK. CHARLES STS. THAT HE HAS CHECKED CIRCUITS 812 AND 1604 AND HE IS GETTING POWER IN EITHER DIRECTION AND THE TECH 2 DOES RECOGNIZE THE KEY.

SUGGESTION: TECH TO REPLACE THE LOCK MODULE. CHARLES #43545.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Norman , OK

CASE NUMBER: 1-131947534 VIN: 1G1YY22G1X5107162
MODEL YEAR: 1999
DATE OPENED: 2003-08-19 SERIES: Corvette
DATE CLOSED: 2003-09-08 MILEAGE: 22400.000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Marc Heitz Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2424 W Main, Norman, OK, 73069-6328, USA

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

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

*****WORK HISTORY*****

update; ; 2003-08-25
2003-08-19

update; ; 2003-08-25
2003-08-19

steering column lock concern; ; 2003-08-19
2003-08-19

steering column diagnosis; ; 2003-08-25
2003-08-20

updt; ; 2003-08-25
2003-08-25

CAC Letter; ; 2003-08-25
2003-08-25

Created: CAC_RS0006. SR#1-131947534; ; 2003-08-25
2003-08-25

CAC Letter; ; 2003-08-25
2003-09-02

Service Request has been Closed Satisfied.; ; 2003-09-02
2003-09-02

SR in Status of Closed has been Re-Opened by TEMPGARZ; ; 2003-09-02
2003-09-02

RFI-cust calling back waiting for someone to authorized steering column.; ; 2003-09-08
2003-09-02

recall; ; 2003-09-02
2003-09-02

Cust calle; ; 2003-09-08
2003-09-08

Did customer take veh into dlr; ; 2003-09-08
2003-09-08

updae; ; 2003-09-08
2003-09-08

daytime telephone#; ; 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: 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:
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: 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:

October 23, 2003

[REDACTED]
Norman, OK [REDACTED]

Service Request: 1-131947534

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1999 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,

Lakeshia Smith
Customer Relationship Manager

RS0006-P/lb

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:MURRELLS INLET
SC

HOME PHONE:

CASE NUMBER: 02458164 VIN: 1G1YY22G1X5107226
MODEL YEAR: 1999
DATE OPENED: 2000-12-06 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-12-06 MILEAGE: 14000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MYRTLE BEACH CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 1785 HWY 501, MYRTLE BEACH, SC, 29577, USA

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

M01 Steering General
1 REPAIR ATTEMPT(S)Other
LOCKED

REQUEST FOR INFORMATION

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."**Use the dealer locator process if the caller would like to locate their nearest dealer.

STEERING

*****WORK HISTORY*****

CUST STATES; STARTED ENGINE & GOT INTO GEAR & STEERING LOCKED...CUST SEEKS; FIND OUT WHAT WOULD HAPPEN IF CUST WAS DRIVING 50MPH ON THE FREEWAY, COULD THIS HAPPEN AGAIN...CRM INFORMED CUST THAT WE DID NOT HAVE THIS TYPE OF INFORMATION & CRM CONTACTED THE DLR & WAS INFORMED BY JIMMY THE SVC MGR THAT THE REASON THAT THIS HAPPEND TO THE VEHICLE WAS DUE TO THE SECURITY SYSTEM, WHE NTHE VEHICLE IS TURNED OFF THE STEERING AUTOMATICALLY LOCKS & WHEN THE CUST WENT & TURNED THE VEHICLE BACK ON, THE SECURITY SYSTEM DID NOT DISENGAGE THE STEERING WHEEL, THEREFOR CAUSING IT TO STAY LOCKED UP....CRM INFORMED CUST SARA FLORES/ATX/CARS; 0; 344967022

*****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:
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:	3170886	VIN Number:	1G1YY22G1X5107338
Date Opened:	4/16/1999	Model Year:	1999
Date Closed:	6/14/1999	Series:	Corvette
Dealer Code:	B06001	Mileage:	12815
Address:	FOLSOM CHEVROLET FOLSOM	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK SERVICE COLUMN LOCK MESSAGE

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---

04/16/1999 16:03:37 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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.)

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

N (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.)

04/16/1999 16:03:37 HISTORY - MILLER

TECH STATES THAT VEHICLE IS IN FOR A SERVICE COLUMN LOCK MESSAGE.

CUSTOMER WAS LEFT STRANDED, VEHICLE STARTED BUT COLUMN WOULD NOT UNLOCK.

TECH STATES THAT VEHICLE HAS NOT DTC'S STORED.

ADVISED TECH TO REMOVE KEY IN IGNITION INPUT FROM BCM, START VEHICLE AND EVALUATE RESULTS.

IF DTC'S ARE SET THAN THE MOST LIKELY CAUSE FOR CUSTOMER COMPLAINT WILL BE THE COLUMN LOCK ACTUATOR.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

CAMARILLO

CA

HOME PHONE:

CASE NUMBER: 04367704 VIN: 1G1YY22G1X5108070
MODEL YEAR: 1999
DATE OPENED: 2001-05-30 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-06 MILEAGE: 46000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SANTA PAULA CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 101 N HARVARD, , SANTA PAULA, CA, 93060, USA

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

M40 Steering Wheel Broken
0 REPAIR ATTEMPT(S) LOCKING

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\Iexplore.exe

http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3_1.pdf]]

Final Repair Attempt

*****WORK HISTORY*****

CUST STATES THAT HE IS HAVING MANY PROBLEMS WITH THE STEERING WHEEL LOCKING.. CUST STATES THAT HE HAS BEEN HAVING THIS PROBLEMS SINCE HE HAD THE VEH 3 DAYS AFTER PURCHASING IT.. CUST STATES THAT HE HAD TO CALL ROADSIDE ASSISTANCE BECAUSE OF THIS LAST THURSDAY AND WHEN THE TOW TRUCK CAME AND WAS PUTTING THE VEH ON THE TRUCK THE STEERING WHEEL UNLOCK..CUST STATES THAT THIS VEH IS A LEMON AND HE DOES NOT WANT TO TAKE GM TO COURT BUT IF HE HAS TO HE WILL.. CUST STATES THAT HE IS NOT PAYING FOR THIS DEFECT REPAIR.. CUST SEEKS A RESOLUTION FOR THIS PROBLEM... CRM CONTACTED SVC MGR BILL EDWARDS WHO STATES THAT THE CUST DOES HAVE A PROBLEM WITH THIS BUT CAN NOT DUPLICATE THE PROBLEM UNTIL CUST BRINGS IT IN.. BILL STATES THE LAST TIME THIS HAPPEN HE PROVIDED ROADSIDE ASSISTANCE FOR HIM BUT HE DID NOT BRING IT IN..CRM ADV CUST THAT HE IS NEEDING TO TAKE VEH INTO DLR... LA MIRACLE MANNING ATX CAC; 0; 360104970
2001-05-31

CUST STATES THAT HE IS STILL SEEKING A BETTER RESOLUTION FOR HIS CASE. CUST SEEKS FOR THE DLR TO TAKE THE UNIT OUT THAT LOCKS THE STEERING WHEEL AS HE FEELS THIS WILL FIX THE INTERMITTENT CONCERN ABOUT THE STEERING LOCKING UP. CUST STATES THAT HIS BRAKES ARE ALSO OF CONCERN TO HIM AS THEY HAVE HAD TO REPLACE THE ROTORS AND TURN THEM ABOUT EVERY 10,000 MILES. CUST HAS ALSO PURCHASED FOUR CORVETTES. CRM ADVISED THAT I COULD CALL HIS DLR. CRM CALLED DLR BUT SVC MGR BILL EDWARDS WAS NOT AVAIL CRM GOT BACK TO CUST AND ADVISED I WOULD CALL HIM TOMORROW FROM 5-7 PM PACIFIC TIME WITH SOME KIND OF ANSWER. CRM SUSPENDING CASE UNTIL I CAN CALL THE SVC MGR IN THE MORNING. LAURIE GERTNER/CARS/PDX; 0; 360188694
2001-06-01

CRM CALLED THE SVC MGR BILL EDWARDS WHO ADVISED THIS CRM THAT HE HAD ALREADY BEEN CONTACTED OVER THIS CUST. SVC MGR STATES THAT THE CUST HAS BEEN ASSISTED WITH GOODWILL ON HIS BRAKES FROM DLR EMPOWERMENT SINCE HE HAS BEEN OUT OF WARRANTY AND THAT THE STEERING LOCK IS SO INTERMITTENT THAT HE HAS NOT BEEN ABLE TO DUPLICATE IT THE LAST FEW TIMES. SVC MGR STATES THAT UNTIL THEY DUPLICATE IT, THEY CANNOT WORK ON IT. DLR ALSO STATES THAT THE CUST HAS CALLED HIM AT HIS HOME NUMBER AT 10:30 AT NIGHT TO HAVE THE VEH TOWED. SVC MGR STATES THIS IS THE SECOND TIME IN ONE WEEK THAT CUST ASSISTANCE HAS CALLED HIM AND HE HAS ALREADY ASSISTED THIS CUST AS MUCH AS HE CAN. CRM WILL CALL THE CUST AND ADVISE HIM THAT GM IS DOING ALL THEY CAN TO ASSIST HIM BUT IT HAS TO BE DUPLICATED FIRST. LAURIE GERTNER/CARS/PDX; 0; 360274181
2001-06-01

CRM CALLED THE CUST BACK AT THE SCHEDULED TIME OF 5-7 PM PACIFIC TIME AT 5:16 PM. CRM L/M FOR CUST BASED ON PREVIOUS FINDINGS FROM HIS SVC MGR BILL EDWARDS AT HIS DLR. CRM ADVISED THAT HE WOULD HAVE TO HAVE THAT CONCERN BE ABLE TO BE DUPLICATED TO BE WORKED ON AT THE DLR'S AND THAT THE CUST HAD BEEN PREVIOUSLY ASSISTED SINCE OUT OF WARRANTY ON HIS BRAKES. CRM ADVISED THAT THE RESPONSIBILITY OF THE VEH IS IN THE CUSTOMER'S HANDS AT THIS POINT SINCE HE IS OUT OF WARRANTY. IF THE CONCERN CAN BE DUPLICATED AT THE DLR EVENTUALLY, THEY WILL WORK WITH IT AT THAT POINT. LAURIE GERTNER/CARS/PDX; 0; 360296316
2001-06-06

CUST CALLED IN WANTED TO SPEAK TO LAST CRM. I TRIED TO HELP. LET CUST KNOW WHAT THE NOTES SAID. CUST WATS TO SPEAK TO LAST CRM. SENT HER AN ALARM TO CALL CUST. KIMBERLEE WEISKER/PDX-CAC; 0; 360702796
2001-06-06

CRM CALLED THE CUST AND REPEATED THE STANCE OF GM IN THIS CUST'S CASE. CUST WAS VERY ANKRY AND BECAME VERBALLY ABUSIVE. CUST STATED THAT HE WOULD BE TAKING GM TO COURT AND DISCONNECTED. CRM CLOSING CASE. LAURIE GERTNER/CARS/PDX; 0; 360704963
2001-06-06

CRM CALLED THE DLR AND L/M W/ SVC TECH RICARDO WHO WILL INFORM BILL EDWARDS THAT THE CUST IS DISSATISFIED AND WILL BE GOING TO COURT. LAURIE GERTNER/CARS/PDX; 0; 360705287

*****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:
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:
LIMON 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:

•ADE INFORMATION

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS, 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGES:

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:	3482476	VIN Number:	1G1YY22G1X5108358
Date Opened:	9/28/1999	Model Year:	1989
Date Closed:	10/13/1999	Series:	Corvette
Dealer Code:	B07348	Mileage:	9988
Address:	HUFFINES CHEVROLET CLEWISVILLE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN WONT UNLOCK

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/28/1999 14:12:26 S&D TEMPLATE - EDWARDS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

11 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.)

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

N (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.)

09/28/1999 14:12:26 HISTORY - EDWARDS

MACK STATES CUST CONCERN IS COLUMN WONT UNLOCK.

MACK HAS NOT DUPLICATE CUST CONCERN ,CUST CAME IN TO DLR WITH 5 BULLETIN OFF INTERNET AND MACK COULD NOT PULL THEM UP SO HE ASK ME TO.

ADVISED MACK INFO IN BULLETIN AND ADVISED MACK TO RPL COLUMN LOCK MOTOR. MACK WILL CALL WITH RESULTS.

REPLACED STEERING COLUMN LOCK ACTUATOR

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

CASE NUMBER: 04711898 VIN: 1G1YY22G1X5111437
MODEL YEAR: 1999
DATE OPENED: 2001-06-27 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-12 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MILLER BROTHERS CHEVROLET INC
BRC PARTNT: DEALER ADDRESS: 9035 BALTIMORE NATL PIKE, ELLICOTT
CITY, MD, 21042, USA

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

M01 Steering General Other
2 REPAIR ATTEMPT(S) COLUMN LOCKING

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 HIS STEERING WHEEL KEEPS LOCKING AND SEEMS TO KNOW WHAT TO DO B/C GM HAS NO RECALLS AND FEELS THAT HE IS GOING TO KILL SOMEONE

CUST SEEKS RESOLUTION

CRM SET UP CALL BACK ON MONDAY JULY 2ND ANYTIME

TIFFENIE MASHBURN/PDX/CAC; 0; 362514492

2001-07-02

CRM CONTACTED MILLER BROTHERS CHEV SPOKE W/SVC ADVISOR KRISTY AND SHE STATED THAT CUST HAS ONLY BEEN IN ONCE FOR THE LOCKING OF THE STEERING WHEEL

THERE ARE NO OPEN CAMPAIGN, SPECIAL POLICIES, OR BULLETINS ON THE VEH

TIFFENIE MASHBURN/PDX/CAC; 0; 362944635

2001-07-02

CRM TRIED CONTACTING CUST BUT HE WAS AT WORK NO WORK NUMBER COULD BE PROVIDED

TIFFENIE MASHBURN/PDX/CAC; 0; 362954054

2001-07-10

CRM TRIED CONTACTING CUST BUT THERE WAS NO ANSWER

TIFFENIE MASHBURN/PDX/CAC; 0; 363654579

2001-07-10

*****PLEASE ADVISE CUST THAT WE DO NOT HAVE ANY SP OR RECALLS OUT ON THE VEH AND THAT WE WOULD LIKE TO CONTINUE TO WORK UNDER THE TERMS OF THE WARRANTY AND W/DLR TO RESOLVE THE PROBLEMS

TIFFENIE MASHURN/PDX/CAC; 0; 363654672
2001-07-10

CRM SENDING CALL CAC LETTER TO CUST TRIED TWO DIFFERENT TIMES TWO DIFFERENT DAYS AND CANNOT REACH CUST
TIFFENIE MASHURN/DPX/CAC; 0; 363654707
2001-07-20

GL HAS REVIEWED FILE AND APPROVED LETTER RS0006. KATIE DESMOND/GL/PDX; 0; 364537206

*****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:
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: 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:

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

GLENORA, CA

CASE NUMBER: 06668861 VIN: 1G1YY22G1X5111499
MODEL YEAR: 1999
DATE OPENED: 2002-04-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-16 MILEAGE: 31000
SOURCE: DELIVERY DATE:
BRC TYPE: LEGAL No DEALER NAME: None provided
BRC PARENT: 06510516 DEALER ADDRESS:

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

N01 Electrical General Other
4 REPAIR ATTEMPT(S) Electrical Concerns

T28 Possible Lemon Law Other
0 REPAIR ATTEMPT(S) NISM

M41 Steering Column/Lock/Attaching Parts Other
5 REPAIR ATTEMPT(S) STEERING LOCKS UP

*****WORK HISTORY*****

*****ATTENTION*****

THIS FILE IS NOW ESTABLISHED AS A LEGAL FILE.
THIS FILE SHOULD NOW BE HANDLED AS ANY LEGAL CASE.

NOTE: CUSTOMER HAS HIRED AN ATTORNEY. DO NOT TALK TO THE CUSTOMER
IF YOU HAVE ANY QUESTIONS, PLEASE DIRECT THEM TO THE LEGAL DEPARTMENT

BERNIE LUDWIG / BRC LEGAL CRM / TAMPA
1-800-231-1841 PROMPT 9 EXT 58508

2002-04-08

SEE COMMENTS FILES 06510516, 05607671, 05462036, 05407458. BERNIE LUDWIG/BRC LEGAL 58508; 0;
387123627
2002-04-08

LEFT MESSAGE FOR 2 AVN'S BRAD HARDER, 80509-58685, AND JOEL JORRGI, 80509-58733, ADVISING OF
CASE. BERNIE LUDWIG/BRC LEGAL 58508; 0; 387125990
2002-04-08

fax to william r mcgee, 858-485-9763, advising i have case. bernie ludwig/brc legal 58508;
0; 387126579
2002-04-08

CALLED CHEVROLET OF EL MONTE, 626-579-0500, UNABLE TO LEAVE MESSAGE, FAXED REQUEST FOR
INFORMATION. BERNIE LUDWIG/BRC LEGAL 58508; 0; 387127102
2002-04-08

CALLED GLENORA CHEVROLET, 909-394-9899, UNABLE TO LEAVE MESSAGE, FAXED REQUEST FOR
INFORMATION. BERNIE LUDWIG/BRC LEGAL 58508; 0; 387129220

2002-05-13

CALLLED CHEVROLET OF EL MONTE, 626-579-0500. THE SALES MANAGER WE WORKED WITH IS NO LONGER THERE. LEFT MESSAGE FOR NEW GENERAL SALES MANAGER. BERNIE LUDWIG/BRC LEGAL 58508; 0; 390154454
2002-05-13

GENERAL MANAGER FO CHEVROLET OF EL MONTE RETURNED MY CALL. CONTACT WILL BE ROBERT AVILA, FLEET MANAGER. BERNIE LUDWIG/BRC LEGAL 58508; 0; 390156874
2002-05-13

called avm's joraki 80509-58733 and harder 80509-58685 to advise of status of case. bernie ludwig/brc legal 58508; 0; 390159764
2002-05-13

BUSINESS SUMMARY. CASE ASSIGNED 4-8-02, DECISION MADE REPURCHASE, DECISION-MAKER, BERNIE LUDWIG & SHARON LINDLEY. BERNIE LUDWIG/BRC LEGAL 58508; 0; 390164753
2002-04-08

AVM HARDER RETURNED MY PHONE CALL. HE DOES NOT KNOW CUST. STATES JIM HARDER DOES NOT KNOW EITHER. BERNIE LUDWIG/BRC LEGAL 58508; 0; 387153188
2002-04-08

AVM JOEL JOSEKI RETURNED MY CALL. HE KNOWS CUST. SHE SOPPED THE VEHICLE AROUND TO BUILT UP RO'S. HE STATES HE HAS ALREADY SPOKE WITH DEALER THAT DID NUMBER OF REPAIRS. HE UNDERSTANDS IT IS A ROUGH CASE AND WE MAY HAVE TO REPURCHASE. BERNIE LUDWIG/BRC LEGAL; 0; 387153347
2002-04-10

avm brad harder to review case again. bernie ludwig/brc legal 58508; 0; 387310967
2002-04-23

CALLLED ATTY MCGEE AND ADVISED WILL HAVE OFFER OUT THIS WEEK. BERNIE LUDWIG/BRC LEGAL 58508; 0; 388436078
2002-04-23

CALLLED ATTY MCGEE AND ADVISED WILL HAVE OFFER OUT THIS WEEK. BERNIE LUDWIG/BRC LEGAL 58508; 0; 388436164
2002-04-23

CALLLED KEY BANK 800-539-0102 TO FIND OUT FAX NUMBER TO SENT SIGNED AUTHORIZATION FOR PAYMENT INFORMATION. BANK STATED THEY WOULD NOT GIVE OUT ANY INFORMATION. CALLED ATTY MCGEE OFFICE, 858-485-9332 AND REQUEST THEY HAVE CUST OBTAIN INFORMATON. BERNIE LUDWIG/BRC LEGAL 58508; 0; 388439756
2002-05-02

CASE ASSESSMENT ATTACHED THIS DATE. BERNIE LUDWIG/BRC LEGAL 58508; 0; 389193439
2002-05-02

received payment information from key bank. bernie ludwig/brc legal 58508; 0; 389198830
2002-05-02

CALLLED ATTY MCGEE AND REVIEWED PAYMENT HISTORY. PAYMENTS WITH OUT LATE FEES. ALSO ADVISED WILL DEDUCT GMPP AS CUST USED WHEN OUT OF WARRANTY BY YEARS. BERNIE LUDWIG/BRC LEGAL 58508; 0; 389200488
2002-05-07

offer faxed this date. bernie ludwig/brc legal 58508; 0; 389646712
2002-05-13

RECEIVED SIGNED OFFER AND RELEASE. BERNIE LUDWIG/BRC LEGAL 58508; 0; 390143327

*****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:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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:

DID OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

July 20, 2001

[REDACTED]
West Minister, MD [REDACTED]

Request: C04711898

Dear [REDACTED]

We would like to discuss your concerns regarding your 1999 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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Tiffenie Mashburn
Customer Relationship Manager

RS0006-P/kld

*Law Offices of
William R. McGee*

Serving California Residents For 16 Years

www.CaliforniaLemonLawAttorneys.com

16855 West Bernardo Drive, Suite 380

San Diego, CA 92127

General Motors Corporation
Business Resource Center
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146

*The Law Offices of
William R. McGee*

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: Experts4u@aol.com

March 27, 2002

General Motors Corporation
Business Resource Center
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146

Re: [REDACTED]
1999 Chevrolet Corvette
VIN: 1G1YY22G1X5111499

Dear Gentlemen:

Please be advised that this law firm has been retained by [REDACTED] to enforce her legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] purchased her new 1999 Chevrolet Corvette on or about December 29, 1998 (A copy of the purchase contract is enclosed for your reference.) [REDACTED] was understandably excited about her sporty and luxurious 1999 Chevrolet Corvette, feeling that she had made a quality choice for her driving needs and enjoyment with Chevrolet's "flagship" sports car since its introduction in 1954. [REDACTED] anticipation, excitement and confidence, however, have turned to disappointment and frustration due to warranty nonconformities which have substantially impaired the vehicle to her. This is not what [REDACTED] was promised nor bargained-for when she purchased her new 1999 Chevrolet Corvette.

The subject vehicle has suffered from several defects and nonconformities to warranty, including five repair occasions for "Steering Column Lock" (including complete steering wheel LOCKUP), multiple occasions for electrical system problems including no-start, instrumentation, battery leakage, PCM destroyed by battery acid, instrument cluster light unintended/undesired activation, failed alternators, ignition switch and much more!. The warranty repair history on this vehicle is simply too voluminous to properly address within the scope of this

demand letter. Copies of the relevant repair orders in [REDACTED] possession are enclosed for your review.

[REDACTED] cannot continue to deal with this problematic and obviously unsafe vehicle. Accordingly, [REDACTED] is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the

judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that General Motors Corporation is obligated to make restitution to [REDACTED] for the "lemon" which was sold to her. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[REDACTED] is willing to litigate this matter, however, she would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in General Motors Corporation's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [REDACTED] is willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of the subject vehicle and restitution in the following amount:

Down payment (less rebate)	\$19,477.92
Monthly payments (36 @ \$915.19)	32,948.84
2003 registration (prorated)	223.33
Less use of 8,243 miles	(1,913.03)
Attorney's fees	<u>2,500.00</u>

SUBTOTAL: \$53,235.08

Please give this demand the serious consideration it deserves. If I do not hear from you by April 27, 2002, I shall assume that General Motors Corporation is denying its obligations under the law and Carol Mosso will be left with no choice but to initiate legal proceedings.

March 27, 2002
Page 4

Thank you for your prompt attention to this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "William R. McGee". The signature is written in a cursive, slightly stylized font.

WILLIAM R. MCGEE

Enclosures

cc: 

PHONE NO. :
AND SECURITY AGREEMENT

FROM :

CREDITORS

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DATE OF CONTRACT

12/29/1998

AGREEMENT No.

12729/1998

Sheet No.

79653

Source

GEORGE VRSO

Salesperson

12729/1998

Date

12729/1998

Bus. Phone

12729/1998

Res. Phone

12729/1998

In this contract the words "we," "us," and "our" refer to the creditor (seller) named below or, upon any assignment, its assignee. The words "you" and "your" refer to the buyer or co-buyer if any named below. We sell you the motor vehicle described below on credit. The credit price is shown below as the "Total Sale Price." The "Cash Price" is also shown below. By signing this contract you agree to buy the "vehicle" on credit and agree to pay the Total Sale Price, according to the schedule, terms and conditions shown on the front and back of this contract. If this contract is signed by a buyer and co-buyer, each is jointly and severally and together responsible for all payments in the contract. SEE OTHER SIDE FOR ADDITIONAL TERMS AND AGREEMENTS.

MAKE	MODEL	YEAR	COLOR	TYPE	PRICE	FINANCE	SALES TAX	REGISTRATION	SALES
CHEVROLET	CORVET	1998	BLACK	2DR	33632.16	34777.22	1811.99	1811.99	1811.99
NEW	BLACK	BLACK	INTL	AUTO	DR36	1811.99	1811.99	1811.99	1811.99

DISCLOSURES PURSUANT TO THE TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of \$
8.00 %	4145.06 (0)	30632.16	34777.22 (0)	34777.22 (0)

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
37 Payments	915.19	Monthly, beginning 01/08/1999
One Final Payment	915.19	DUE ON 02/08/2002

SECURITY: You are giving a security interest in the goods or property being purchased. (a) makes an affidavit

LATE CHARGES: () Applies only if checked. If any payment is more than 10 days late you will be charged 5% of the late amount.

() Applies only if checked. If any payment is not received by the first banking day which is at least 11 days after the due date, you will be charged 5% of the delinquent installment or \$25.00, whichever is less.

PREPAYMENT: If you pay your contract in full before its maturity, you may be charged a minimum finance charge. See your contract documents for any additional information about prepayment, default, any required prepayment in full before the scheduled date and a minimum finance charge payable upon prepayment.

NOTICE: The names and addresses of all persons to whom the notice required or permitted by law to be sent are set forth at the top of this form.

If you are leasing a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulations may require a certain buyer guide to be disclosed on the vehicle.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM CHANGES ANY CONTRACT PROVISIONS IN THE CONTRACT OF SALE.

STATEMENT OF INSURANCE

NOTICE: The person is required to maintain a minimum of \$100,000 of liability insurance for the vehicle. The person is required to maintain a minimum of \$100,000 of liability insurance for the vehicle.

You have requested Seller to include in the balance due under this agreement the following:

Insurance, including but not limited to, before or after the due date of the last installment. Buyer agrees to pay the cost of such insurance.

Buyer agrees to pay the cost of such insurance upon the scheduled property payment for the last installment of this agreement. Any insurance will not be in force until accepted by the insurance carrier.

PREMIUM

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

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\$ N/A

\$ N/A

\$ N/A

ITEMIZATION OF AMOUNT FINANCED

A. Cash Price Motor Vehicle and Accessories: \$ 43785.00 (A)

1. Cash Price Vehicle: \$ 43785.00

2. Cash Price Accessories: \$ N/A

B. Document Preparation Charge: \$ 45.00 (B)

C. Sales Fee Paid in Seller: \$ N/A (C)

D. Sales Tax (on A+B+C): \$ 3415.98 (D)

E. Luxury Tax: \$ 341.18 (E)

F. Service Contract (optional): \$ 1200.00 (F)

G. Other: \$ N/A (G)

To whom paid: \$

TOTAL CASH PRICE (A to G): \$ 49194.16

AMOUNTS PAID TO PUBLIC OFFICIALS

A. License: \$ 915.00 (A)

B. Registration: \$ 1811.99 (B)

C. Sales Tax Paid: \$ N/A (C)

TOTAL OFFICIAL FEES (A+B+C): \$ 915.00

AMOUNT PAID TO INSURANCE COMPANIES:

(Total premiums per Statement of Insurance: \$ N/A)

SALES CERTIFICATION FEE PAID TO STATE: \$ N/A

TOTAL (1 to 4): \$ 58118.16

A. Trade-In (if applicable)

Yr. 1997 Make CHEVROLET

Model CORVETTE

V.I.N. 1811192287V5111499

Color 13178

14722.00 (A)

18277.92 (B)

18277.92 (C)

18277.92 (D)

18277.92 (E)

18277.92 (F)

18277.92 (G)

18277.92 (H)

18277.92 (I)

18277.92 (J)

The Law Offices of
William R. McGee

Bernardo Executive Center

16855 West Bernardo Drive, Su. 380, San Diego, CA 92127

(858)485-9332, Fax: (858)485-9763

E-mail: Experts4u@aol.com

AUTHORIZATION RE: RELEASE OF LOAN/LEASE INFORMATION

[REDACTED] ✓ hereby authorize KEY BANK USA
(Client/Customer) (Name of lender/lessor/credit union)

[REDACTED] ✓ to release to GENERAL MOTORS or its
(Phone number of lender/lessor/credit union) (Vehicle Manufacturer)

representative, any requested information regarding my vehicle loan/lease, Account #: 03211008809407, including, but not limited to, the loan/lease pay-off balance and the payment history.

Dated: 3/26/02 ✓

[REDACTED]
Client/Customer Signature

FROM :

PHONE NO. :

REGISTRATION CARD VALID FROM: 01/02/2002 TO: 01/02/2003

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	1999	1998	LZ	1999	120	69	LADIES
BODY TYPE MODEL	MP	NO					VEHICLE ID NUMBER
CP	G	GZ					1G1YY22G1X5111499
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE		12/28/01	19	12/28/01	8		50140311

PR EXP DATE: 01/02/2002

 AMOUNT PAID
 \$ 268.00

REGISTERED OWNER

AMOUNT DUE	AMOUNT RECVD
\$ 268.00	CASH :
	CHCK : 268.00
	CRDT :

 GLENDORA
 CA

LIENHOLDER

 KEN BK USA NA
 4910 TIEDMAN RD STE B

*PAID off
12/01*

 BROOKLYN
 OH

44144

I05 C55 5R 0026800 0003 CS I05 122801 69 LADIES 499

FROM :

PHONE NO. :

May. 25 2002 11:53AM P4



GUNDERSON CHEVROLET

3333 SANTA ANITA AVE.

EL MONTE, CA 91731

(626) 579-0500

S.A.R. REG. # AA-128732

E.P.A. # CAD991289404

Service & Parts Hours

Monday - Friday

7:00 AM - 6:00 PM

Saturday

7:00 AM - 3:00 PM



Customer No. 128841	Vehicle GUNDISON 104	Year 1999	Model GUNDISON	Color BLACK/BLACK
Customer Name [REDACTED]	License No. LAUPE	Plate No. 5343	Engine No. 151YY2261X5111498	Transmission No. [REDACTED]
Address GLADORA, CA [REDACTED]	City [REDACTED]	State CA	Zip 91708	Phone [REDACTED]

JOB 1 CHARGES

LABOR

SP 1 140/281

TECH(S): 8727

WARRANTY

PARTS

CITY

1

SP 1 140/281

LABOR

SP 1 140/281

LABOR

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COPY



GUNDERSON CHEVROLET

3333 SANTA ANTA AVE

TE. MONTH CA 2/23/

1674 374 12411

D.A.R. REQ. #A6702654

E.P.A. #CADD#199404

Service de Parts d'Usure

Monday - Friday

7:00 AM - 12:00 PM

Sun underwear

7:30 AM - 9:00 PM



01/20/2004	JOHN COLEMAN	8005	2520	040100	TRC237005
	CARD TYPE	120100	14030	BLACK/BLACK	00003
	UNIQUE IDENTIFICATION	UNIQUE IDENTIFICATION	UNIQUE IDENTIFICATION	UNIQUE IDENTIFICATION	UNIQUE IDENTIFICATION
	CHEVROLET CORVETTE			120100	236
	181112281X5111400			040100	00003
GLENDORA, CA	181112281X5111400			040100	00003
	181112281X5111400			040100	00003
	181112281X5111400			040100	00003

[illegible]

ORDERS		TOTAL	
DATE	AMOUNT	DATE	AMOUNT
10/10/78	100.00	10/10/78	100.00
10/11/78	100.00	10/11/78	100.00
10/12/78	100.00	10/12/78	100.00
10/13/78	100.00	10/13/78	100.00
10/14/78	100.00	10/14/78	100.00
10/15/78	100.00	10/15/78	100.00
10/16/78	100.00	10/16/78	100.00
10/17/78	100.00	10/17/78	100.00
10/18/78	100.00	10/18/78	100.00
10/19/78	100.00	10/19/78	100.00
10/20/78	100.00	10/20/78	100.00
10/21/78	100.00	10/21/78	100.00
10/22/78	100.00	10/22/78	100.00
10/23/78	100.00	10/23/78	100.00
10/24/78	100.00	10/24/78	100.00
10/25/78	100.00	10/25/78	100.00
10/26/78	100.00	10/26/78	100.00
10/27/78	100.00	10/27/78	100.00
10/28/78	100.00	10/28/78	100.00
10/29/78	100.00	10/29/78	100.00
10/30/78	100.00	10/30/78	100.00
10/31/78	100.00	10/31/78	100.00
TOTALS	3000.00	TOTALS	3000.00

THANK YOU FOR CHOOSING CHEVROLET. CHEVROLET/SALES FOR YOUR BUSINESS. YOUR COMPLETE SATISFACTION IS OUR GREATEST CONCERN. YOU MAY NOW RECEIVE A \$100.00 CASH CHEVROLET BONUS TO BE USED ON ANY CHEVROLET. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT CHEVROLET FINANCIAL SERVICES, 100-1000.

NOTE: ALL CHEVROLET STRIVES TO ACHIEVE COMPLETE CUSTOMER SATISFACTION.

"BY LAW, YOU NOW CHOOSE ANOTHER LICENSED SMOG CHECK STATION TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY."

CUSTOMER SIGNATURE

(COPY)

FROM :

PHONE NO. :

Mar. 25 2002 12:09PM P15



GUNDERSON CHEVROLET

3113 SANTA ANITA AVE.
EL MONTE, CA 91731

S.A.R. REG. # AA-128722

(626) 379-0500

E.R.A. # CAD001000004



Service & Parts Hours

Monday - Friday

7:00 AM - 7:00 PM

Saturday

8:00 AM - 5:00 PM

Customer No 138043	Technician JOHN COLGAN	DO NO 3368	INVOICE DATE 03/27/02	INVOICE NO. CNC251500
Vehicle Make [REDACTED]	Vehicle Model CADILLAC	Vehicle Year 1994	Vehicle Color [REDACTED]	Vehicle Mileage [REDACTED]
Vehicle VIN [REDACTED]	Vehicle License [REDACTED]	Vehicle Title [REDACTED]	Vehicle Insurance [REDACTED]	Vehicle Registration [REDACTED]
Customer Name [REDACTED]	Customer Address [REDACTED]	Customer City [REDACTED]	Customer State [REDACTED]	Customer Zip [REDACTED]
Customer Phone [REDACTED]	Customer E-Mail [REDACTED]	Comments [REDACTED]	Invoice Date 03/27/02	

JOB 1 CHARGES

LABOR

JP 1 JACV203

CL ELECTRICAL SYS
CUSTOMER REQUESTS THAT SERVICE WIRE CONTROL LIGHT AND ACTIVE
WIRE IN LIGHTS CAME ON THE WASH SERVICE CENTER
FROM COMMUNICATION CODE STUCK IN HUBBY
TO THE SERVICE OF ALL 4 TUBES
CLEAN FOR THE AIR TO ALL TUBES *TEST DRIVE SEDS
FINE AT THIS TIME

TECH(S) 0500

WARRANTY

JOB 1 TOTALS

JOB 1 JOURNAL PREFIX CYCS JOB 1 TOTAL

0.00

JOB 2 CHARGES

LABOR

JP 2 JACV201

CHECK & ADVISE
CUSTOMER REQUESTS THAT STEERING WHEEL HAS LOCKED AND WAS
UNABLE TO TURN
ONLY FROM FROM INTERMITTENT COMMUNICATION CODE
TEST WHEEL AND TRIED COLUMN LOCK SEVERAL TIMES OK
AT THIS TIME

TECH(S) 0500

WARRANTY

JOB 2 TOTALS

JOB 2 JOURNAL-PREFIX CYCS JOB 2 TOTAL

0.00

TOTALS

THANK YOU FOR CHOOSING GUNDERSON CHEVROLET/SED FOR YOUR
SERVICE. YOUR COMPLETE SATISFACTION IS OUR GREATEST
GOAL. YOU MAY RECEIVE A SURVEY FROM CHEVROLET/SED
WHICH WILL BE USED TO IMPROVE OUR SERVICE. IF FOR ANY REASON YOU ARE
UNABLE TO ACCESS OUR ONLY SATISFIED PLEASE CONTACT
KARLINA CORDERO, # (626) 379-0233.

NOTE ALL GUNDERSON CHEVROLET STRIVES TO ACHIEVE COMPLETE
CUSTOMER SATISFACTION.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK STATION
TO HAVE YOUR VEHICLE REPAIRED OR MAINTAINED. THE SMOG
CHECK TEST INDICATES ARE NECESSARY.

CUSTOMER SIGNATURE

COPY

SERVICE HOURS
MONDAY THROUGH FRIDAY
7:30AM TO 6:00PM
SATURDAY



PARTS HOURS
MONDAY THROUGH FRIDAY
7:30AM TO 6:00PM
SATURDAY



GUNDERSON CHEVROLET

3000 SANTA ANITA AVE.
RL MONTG, CA 91731
(626) 879-1500

E.P.A. REG. 8AR203284

E.P.A. 1CA088188484

Service & Parts Hours
Monday - Friday
7:30 AM - 6:00 PM
Saturday
7:30 AM - 3:00 PM



DATE 11/28/00	NAME DONNA J. BERGMAN 8154	PHONE 2125	ADDRESS 11/28/00	CITY CUCUMBER
MAKE [REDACTED]	MODEL LADO	YEAR 2004	DEALER BLACKBACH	SALES [REDACTED]
GLENDORA, CA	10111111111111111111	11/28/00	11/28/00	11/28/00
MO: 20045				

JOB 1 CHANGES

LABOR
JACKMAN 01AM SEAT BELT TECH(S): 8250 WARRANTY

INSTALL SAFETY BELT GUIDES IN SEAT RETRACTORS

JOB 1 TOTALS

JOB 1 JOURNAL PREFIX CYCS JOB 1 TOTAL 0.00

JOB 2 CHANGES

LABOR
JACKMAN LUBE OIL FLTR SYN TECH(S): 10304 9.97

WASH OIL FLTR USE SYNTHETIC MOTOR OIL
WASH OIL FLTR USE SYNTHETIC OIL

JOB 2 TOTALS

JOB 2 JOURNAL PREFIX CYCS JOB 2 TOTAL 68.91

LABOR

WASH

WASH

WASH

WASH

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WASH

COPY

FROM :

PHONE NO. :

Mar. 25 2002 12:08PM P13

SERVICE HOURS

MONDAY THROUGH FRIDAY

7:00AM TO 8:00PM

SATURDAY

ADAM TO 2:00PM

B.A.B. NEG. 1 AM101421



1999 AUTO CENTRE DRIVE • BLENDSMA, CA 91740-5714

傳呼) 354-5000 • 傳真) 515-1142

www.chicorichem.com

PARTS HOURS

MONDAY THROUGH FRIDAY

7:30AM TO 4:00PM

SATURDAY

8:00AM TO 2:00PM

E.P.A. # CAL000127652

[illegible]

SERVICE HOURS
Monday Through Friday
7:00 AM to 6:00 PM
Saturday
8:00 AM to 3:00 PM
P.A.R. Box # AM10142



1999 Auto Centre Drive • GLENORA, CA 91740-0714
(909) 394-8808 • (909) 515-1147
www.glenoraohwy.com

PAINTS MONITOR
Monday Through Friday
7:30 AM to 6:00 PM
Saturday
11:00 AM to 2:00 PM
E.P.A. # CAL0001878M

RECOMMENDED SERVICES

2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995	1994	1993	1992	1991	1990	1989	1988	1987	1986	1985	1984	1983	1982	1981	1980	1979	1978	1977	1976	1975	1974	1973	1972	1971	1970	1969	1968	1967	1966	1965	1964	1963	1962	1961	1960	1959	1958	1957	1956	1955	1954	1953	1952	1951	1950	1949	1948	1947	1946	1945	1944	1943	1942	1941	1940	1939	1938	1937	1936	1935	1934	1933	1932	1931	1930	1929	1928	1927	1926	1925	1924	1923	1922	1921	1920	1919	1918	1917	1916	1915	1914	1913	1912	1911	1910	1909	1908	1907	1906	1905	1904	1903	1902	1901	1900	1899	1898	1897	1896	1895	1894	1893	1892	1891	1890	1889	1888	1887	1886	1885	1884	1883	1882	1881	1880	1879	1878	1877	1876	1875	1874	1873	1872	1871	1870	1869	1868	1867	1866	1865	1864	1863	1862	1861	1860	1859	1858	1857	1856	1855	1854	1853	1852	1851	1850	1849	1848	1847	1846	1845	1844	1843	1842	1841	1840	1839	1838	1837	1836	1835	1834	1833	1832	1831	1830	1829	1828	1827	1826	1825	1824	1823	1822	1821	1820	1819	1818	1817	1816	1815	1814	1813	1812	1811	1810	1809	1808	1807	1806	1805	1804	1803	1802	1801	1800	1799	1798	1797	1796	1795	1794	1793	1792	1791	1790	1789	1788	1787	1786	1785	1784	1783	1782	1781	1780	1779	1778	1777	1776	1775	1774	1773	1772	1771	1770	1769	1768	1767	1766	1765	1764	1763	1762	1761	1760	1759	1758	1757	1756	1755	1754	1753	1752	1751	1750	1749	1748	1747	1746	1745	1744	1743	1742	1741	1740	1739	1738	1737	1736	1735	1734	1733	1732	1731	1730	1729	1728	1727	1726	1725	1724	1723	1722	1721	1720	1719	1718	1717	1716	1715	1714	1713	1712	1711	1710	1709	1708	1707	1706	1705	1704	1703	1702	1701	1700	1699	1698	1697	1696	1695	1694	1693	1692	1691	1690	1689	1688	1687	1686	1685	1684	1683	1682	1681	1680	1679	1678	1677	1676	1675	1674	1673	1672	1671	1670	1669	1668	1667	1666	1665	1664	1663	1662	1661	1660	1659	1658	1657	1656	1655	1654	1653	1652	1651	1650	1649	1648	1647	1646	1645	1644	1643	1642	1641	1640	1639	1638	1637	1636	1635	1634	1633	1632	1631	1630	1629	1628	1627	1626	1625	1624	1623	1622	1621	1620	1619	1618	1617	1616	1615	1614	1613	1612	1611	1610	1609	1608	1607	1606	1605	1604	1603	1602	1601	1600	1599	1598	1597	1596	1595	1594	1593	1592	1591	1590	1589	1588	1587	1586	1585	1584	1583	1582	1581	1580	1579	1578	1577	1576	1575	1574	1573	1572	1571	1570	1569	1568	1567	1566	1565	1564	1563	1562	1561	1560	1559	1558	1557	1556	1555	1554	1553	1552	1551	1550	1549	1548	1547	1546	1545	1544	1543	1542	1541	1540	1539	1538	1537	1536	1535	1534	1533	1532	1531	1530	1529	1528	1527	1526	1525	1524	1523	1522	1521	1520	1519	1518	1517	1516	1515	1514	1513	1512	1511	1510	1509	1508	1507	1506	1505	1504	1503	1502	1501	1500	1499	1498	1497	1496	1495	1494	1493	1492	1491	1490	1489	1488	1487	1486	1485	1484	1483	1482	1481	1480	1479	1478	1477	1476	1475	1474	1473	1472	1471	1470	1469	1468	1467	1466	1465	1464	1463	1462	1461	1460	1459	1458	1457	1456	1455	1454	1453	1452	1451	1450	1449	1448	1447	1446	1445	1444	1443	1442	1441	1440	1439	1438	1437	1436	1435	1434	1433	1432	1431	1430	1429	1428	1427	1426	1425	1424	1423	1422	1421	1420	1419	1418	1417	1416	1415	1414	1413	1412	1411	1410	1409	1408	1407	1406	1405	1404	1403	1402	1401	1400	1399	1398	1397	1396	1395	1394	1393	1392	1391	1390	1389	1388	1387	1386	1385	1384	1383	1382	1381	1380	1379	1378	1377	1376	1375	1374	1373	1372	1371	1370	1369	1368	1367	1366	1365	1364	1363	1362	1361	1360	1359	1358	1357	1356	1355	1354	1353	1352	1351	1350	1349	1348	1347	1346	1345	1344	1343	1342	1341	1340	1339	1338	1337	1336	1335	1334	1333	1332	1331	1330	1329	1328	1327	1326	1325	1324	1323	1322	1321	1320	1319	1318	1317	1316	1315	1314	1313	1312	1311	1310	1309	1308	1307	1306	1305	1304	1303	1302	1301	1300	1299	1298	1297	1296	1295	1294	1293	1292	1291	1290	1289	1288	1287	1286	1285	1284	1283	1282	1281	1280	1279	1278	1277	1276	1275	1274	1273	1272	1271	1270	1269	1268	1267	1266	1265	1264	1263	1262	1261	1260	1259	1258	1257	1256	1255	1254	1253	1252	1251	1250	1249	1248	1247	1246	1245	1244	1243	1242	1241	1240	1239	1238	1237	1236	1235	1234	1233	1232	1231	1230	1229	1228	1227	1226	1225	1224	1223	1222	1221	1220	1219	1218	1217	1216	1215	1214	1213	1212	1211	1210	1209	1208	1207	1206	1205	1204	1203	1202	1201	1200	1199	1198	1197	1196	1195	1194	1193	1192	1191	1190	1189	1188	1187	1186	1185	1184	1183	1182	1181	1180	1179	1178	1177	1176	1175	1174	1173	1172	1171	1170	1169	1168	1167	1166	1165	1164	1163	1162	1161	1160	1159	1158	1157	1156	1155	1154	1153	1152	1151	1150	1149	1148	1147	1146	1145	1144	1143	1142	1141	1140	1139	1138	1137	1136	1135	1134	1133	1132	1131	1130	1129	1128	1127	1126	1125	1124	1123	1122	1121	1120	1119	1118	1117	1116	1115	1114	1113	1112	1111	1110	1109	1108	1107	1106	1105	1104	1103	1102	1101	1100	1099	1098	1097	1096	1095	1094	1093	1092	1091	1090	1089	1088	1087	1086	1085	1084	1083	1082	1081	1080	1079	1078	1077	1076	1075	1074	1073	1072	1071	1070	1069	1068	1067	1066	1065	1064	1063	1062	1061	1060	1059	1058	1057	1056	1055	1054	1053	1052	1051	1050	1049	1048	1047	1046	1045	1044	1043	1042	1041	1040	1039	1038	1037	1036	1035	1034	1033	1032	1031	1030	1029	1028	1027	1026	1025	1024	1023	1022	1021	1020	1019	1018	1017	1016	1015	1014	1013	1012	1011	1010	1009	1008	1007	1006	1005	1004	1003	1002	1001	1000	999	998	997	996	995	994	993	992	991	990	989	988	987	986	985	984	983	982	981	980	979	978	977	976	975	974	973	972	971	970	969	968	967	966	965	964	963	962	961	960	959	958	957	956	955	954	953	952	951	950	949	948	947	946	945	944	943	942	941	940	939	938	937	936	935	934	933	932	931	930	929	928	927	926	925	924	923	922	921	920	919	918	917	916	915	914	913	912	911	910	909	908	907	906	905	904	903	902	901	900	899	898	897	896	895	894	893	892	891	890	889	888	887	886	885	884	883	882	881	880	879	878	877	876	875	874	873	872	871	870	869	868	867	866	865	864	863	862	861	860	859	858	857	856	855	854	853	852	851	850	849	848	847	846	845	844	843	842	841	840	839	838	837	836	835	834	833	832	831	830	829	828	827	826	825	824	823	822	821	820	819	818	817	816	815	814	813	812	811	810	809	808	807	806	805	804	803	802	801	800	799	798	797	796	795	794	793	792	791	790	789	788	787	786	785	784	783	782	781	780	779	778	777	776	775	774	773	772	771	770	769	768	767	766	765	764	763	762	761	760	759	758	757	756	755	754	753	752	751	750	749	748	747	746	745	744	743	742	741	740	739	738	737	736	735	734	733	732	731	730	729	728	727	726	725	724	723	722	721	720	719	718	717	716	715	714	713	712	711	710	709	708	707	706	705	704	703	702	701	700	699	698	697	696	695	694	693	692	691	690	689	688	687	686	685	684	683	682	681	680	679	678	677	676	675	674	673	672	671	670	669	668	667	666	665	664	663	662	661	660	659	658	657	656	655	654	653	652	651	650	649	648	647	646	645	644	643	642	641	640	639	638	637	636	635	634	633	632	631	630	629	628	627	626	625	624	623	622	621	620	619	618	617	616	615	614	613	612	611	610	609	608	607	606	605	604	603	602	601	600	599	598	597	596	595	594
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SERVICE HISTORY

DATE	TIME	FROM	TO	STATION	TYPE	REMARKS	REMARKS
07/12/01	0052	28109	222	1300 250 1300 247	W W W W	110V 240V 500V 100V	100V ELECTRICAL 240V ELECTRICAL 500V ELECTRICAL 100V ELECTRICAL

211: 22-0110

● 打倒「中三」

[illegible]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

W 451217 BODY ELECT RECALL
CUST RED CHINA STEERING COLUMN LOCK

COPY

PAGE 1 OF 1 61888

With your service today may we change
your license plate frame to read:
Glanders Chevrolet?
yes or no



53385

INVOICE

LELIA

AMERICAN CREDIT

CHEVROLET OF REDDING

300 EAST CYPRUS AVENUE

REDDING, CA 96002-0112

(909) 800-CHEV

(909) 223-1132 • FAX (909) 223-0785

PAGE 1

SERVICE ADVISOR: 2767 DON HERTZOG

01 JAN 1999	17:00 31AUG01	0.00	CASH	068KP2001
OPTIONS: ENG:5.7 Liter V8 opt				

12:12 31AUG01 10:33 068KP01

LMS OKC02 100 TYPE H000A

LIST NET TOTAL

CAR NOT START

BI BODY INTERIOR AND RELATED REPAIRS

1 10245848 SWITCH

(W/C)

CLAIM TYPE:

BATTERY LEAK KED ONTO PCM AND WIRING

CLOPS

ORIGINAL ESTIMATE #				FINAL REVISED ESTIMATE #			TOTAL	
DATE	TIME	PHONE #	REASON	AUTHORIZED BY	ADDITIONAL AMOUNT	ROUND TOTAL		
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MIKE CHARGES	0.00
							TOTAL CHARGES	0.00
							LESS INVOICED	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

I acknowledge notice and oral approval of an increase in the original estimate price.

I acknowledge receipt of vehicle and I have received a copy of this invoice.

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER COPY

WAF CAL 000143854 BAR # 45180794

SERVICE HOURS
 MONDAY THROUGH FRIDAY
 7:00AM TO 8:00PM
 SATURDAY
 8:00AM TO 2:00PM

BLA. REG. # AM181421



1999 AUTO CENTRE DRIVE • GLENDORA, CA 91740-8714
 (909) 304-9999 • (828) 818-1147
 www.glendora-chevy.com

PARTS HOURS
 MONDAY THROUGH FRIDAY
 7:30AM TO 8:00PM
 SATURDAY
 8:00AM TO 2:00PM

E.P.A. # CAL000127652

CUSTOMER NO. 17000	TECHNICIAN TERRY OFFUTT 223	SALES LADIES 27455	WORK DATE 08/17/01	WORK TIME 08:00-12:00
GLANDORA, CA	1011772081X5 1-1-1-0-0-0			
REPAIR FROM	FINANCE FROM	DATE		

LABOR & PARTS
 JOB # 1 800204

CHECK CHARGING SYS
 CUSTOMER REQUESTS CHARGING SYSTEM CHECK
 LIGHTS ON DISPLAY FROM SYSTEM FAULT.
 INTERMITTENT
 TESTED ELECTRICAL SYSTEM & RE-PROGRAMMED PCM.
 OK AT THIS TIME.

TECH(S): 10497

WARRANTY

NOTICE TO CONSUMER:
 PLEASE READ IMPORTA
 INFORMATION ON BACK

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS \$0.00				

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL LABOR & PARTS \$0.00				

TRIM ELECTRICAL
 CUSTOMER STATES DASH LIGHTER INOP.
 REPAIR INOP
 REPAIR DONE TO REPLACE ELEMENT & RE-ASSEMBLED.

TECH(S): 18962

WARRANTY

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS \$0.00				

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL LABOR & PARTS \$0.00				

POWER LOCKS
 CUSTOMER STATES BOTH SIDE POWER LOCK INOP FROM BOTH SWITCHES
 REPAIR DONE TO THE INP.
 REPAIR DONE FOR CONCERN
 OK AT THIS TIME AFTER PCM RE-PROGRAM.

TECH(S): 18962

WARRANTY

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS \$0.00				

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL LABOR & PARTS \$0.00				

INTERIOR TRIM
 CUSTOMER STATES INTERIOR PANEL LEFT SIDE ABOVE DRIVER
 REPAIR DONE TO THE INP.
 REPAIR DONE FOR CONCERN
 PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

TECH(S): 18962

WARRANTY

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS \$0.00				

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL LABOR & PARTS \$0.00				

COPY

S.A.F. REG. # AH101421



www.glenboracherry.com

8:00AM TO 2:00PM

EPA # CAL000197052

DISPATCH NO. 17000 [REDACTED]	SUBJECT THEFT OFFUTT [REDACTED]	FBI NO. 005	OFFENSE DATE 10/1/81	OFFENSE NO. 00000000
[REDACTED]	LOCATION LOUISIANA	YEAR / MONTH / DAY 1981	REPORT DATE 10/01/81	REPORT TIME 10:01:01
GLENORA, CA [REDACTED]	VEHICLE MAKE BUICK	VEHICLE MODEL WILDCAT	VEHICLE COLOR BLACK	VEHICLE VIN 1G2Y73061X1411400
FORWARD PHONE [REDACTED]	DISPATCH PHONE [REDACTED]	DISPATCHING 10/01/81	DISPATCHING 10/01/81	DISPATCHING 10/01/81

LAND & BUDGET

References

STANDARD MILE SERVICE
REPLACE ENGINE OIL & FILTER CHANGE LUBRICANTS ALL
CHECK & ADJUST TIRES, SET TIRE PRESSURE, VIN-OFF FLAME
CHECK WASH/WAX
STANDARD MILE SERVICE CONTINUED

14.15

NOTICE TO CONSUMER:

**PLEASE READ IMPORTANT
INFORMATION ON BACK**

DATE	QTY	PK	NAME	DESCRIPTION	UNIT PRICE	
JAN 91	1		100-1000	DRILL BIT 1/2"	7.99	1.00
JAN 91	1		100-1000	DRILL BIT 3/8"	7.99	2.00
				JOB # 1 TOTAL PARTS		3.00
				JOB # 1 TOTAL LABOR & PARTS		62.00

中国书画函授大学肇庆分校
 招生办

HEALTH ACADEMIES RECEIVING

TOTAL \$100.00

```

# [ ] CASH [ ] CHECK CR NO. [ ]
# [ ] VISA [ ] MASTERCARD [ ] DISCOVER
# [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE
# [ ] CARRIER INITIALS

```

TOTAL LABOR	18.75
TOTAL SHELTER	1.00
TOTAL FOOD	1.00
TOTAL MEDICINE	1.00
TOTAL OTHER	1.00
TOTAL	3.75
TOTAL DEDUCTIONS	6.25

IF YOU WOULD RECEIVE A SURVEY FROM US, PLEASE MAIL IT TO: THE DIRECTOR, FBI, 400 ANDREWS AVENUE, BOSTON, MASSACHUSETTS 02118. PLEASE CONTACT US IF YOU HAVE ANY COMMENTS OR QUESTIONS. WE WILL BE GLAD TO ASSIST YOU IN ANY WAY POSSIBLE. YOUR COMPLETE SATISFACTION IS OUR GOAL.

CUTTING EDGE

COPY

PARTS HOUSE
Monday Through Friday
7:30 AM to 6:00 PM
Saturday
8:00 AM to 2:00 PM
E.P.A. # CAL00013785

RECOMMENDED SERVICES

[illegible]

SERVICE HISTORY

[illegible]

SAL PROSELYTIC MO.

1991年12月15日

FORMER <input type="checkbox"/> CASH ON HAND <input type="checkbox"/> CREDIT <input type="checkbox"/> DEBIT <input type="checkbox"/> OTHER <input type="checkbox"/>	ORDER NO. 161YY2281X6111488	ORDER TYPE ORDER VIOLET/CORNETTEZ DOOR HATCH	ORDER DATE 01/19/02	ORDER TIME 01/19/02
SAME REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	ORDER NO. 07-83am	ORDER DATE 01/19/02	ORDER TIME 08:00pm	ORDER TIME 4
ORDER NO. STATE REGD 3	ORDER DATE 01/19/02	ORDER TIME 08:00pm	ORDER TIME 4	ORDER TIME 4

ORIGINAL CLIENTER ESTIMATE: TOTAL

Y 6632

ENGINE ELECTRICAL
CUT STOPS VOLT GAUGE READS LOW.

COPY

PAGE 1 OF 1 60139

With your service today may we change
your license plate frame to read:
Glendora Chevrolet?
yes or no



GLENDORA CHEVROLET

1959 Auto Centre Drive • GLENDFIELD, CA 91740-8714
(909) 394-8888 • (909) 816-1147
www.standardschools.com

[illegible]

01/18/02	68136	20880	222	10457	W	51C-V2	ENGINE ELECTRICAL
10/07/01	62881	27057	222	235	W	50C-V2	ENGINE ELECTRICAL
10/11/01	62881	27057	222	11243	W	01C-V2007	27000 MILE SERVICE
08/17/01	63418	27405	222	10469	W	60C-V204	CHECK CHARGING SYS
				18562	W	32C-V2	THRU ELECTRICAL
				18562	W	51C-V208	POWER LOCKER

1997年12月

TERMS: <input type="checkbox"/> Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> Check <input type="checkbox"/> Other		OFFER DATE: 10/11/2012		VEHICLE MAKE: CHEVROLET		VEHICLE MODEL: CORVETTE		VEHICLE YEAR: 2012		VEHICLE COLOR: BLACK		VEHICLE VIN: 1G1YB2261X5111488		VEHICLE LICENSE: 1G1YB2261X5111488		VEHICLE TITLE: 1G1YB2261X5111488	
BUYER NAME: [REDACTED]		BUYER ADDRESS: [REDACTED]		BUYER CITY: [REDACTED]		BUYER STATE: CA		BUYER ZIP: 95030		BUYER PHONE: [REDACTED]		BUYER EMAIL: [REDACTED]		BUYER SIGNATURE: [REDACTED]		BUYER DATE: 10/11/2012	
VEHICLE MAKE: CHEVROLET		VEHICLE MODEL: CORVETTE		VEHICLE YEAR: 2012		VEHICLE COLOR: BLACK		VEHICLE VIN: 1G1YB2261X5111488		VEHICLE LICENSE: 1G1YB2261X5111488		VEHICLE TITLE: 1G1YB2261X5111488		VEHICLE VIN: 1G1YB2261X5111488		VEHICLE VIN: 1G1YB2261X5111488	
VEHICLE MAKE: CHEVROLET		VEHICLE MODEL: CORVETTE		VEHICLE YEAR: 2012		VEHICLE COLOR: BLACK		VEHICLE VIN: 1G1YB2261X5111488		VEHICLE LICENSE: 1G1YB2261X5111488		VEHICLE TITLE: 1G1YB2261X5111488		VEHICLE VIN: 1G1YB2261X5111488		VEHICLE VIN: 1G1YB2261X5111488	

	X.....	0.00
1	M 52C42	TRIM ELECTRICAL CUST STATES LOW VOLT LIGHT ON DASH COMES ON INT. PREY REPAIR HERE.
2	M 52C401	TRIM ELECT CONCERN CUST STATES POWER SEATSEAT MEMORY INOP INT.
3	M 52C422	TRIM ELECT CONCERN CUST STATES POWER LOCK PASS FRONT INOP INT FROM SWITCH ARMCHRE.

COPY

With your service today may we change
your license plate frame to read:
Glendora Chevrolet?
yes or no

[illegible]

NLR Doc. # AN161421



1960 Auto Centre Drive • GLENDORA, CA 91740-0714

(800) 384-0800 • (625) 815-1147

www.glenndocaphony.com

PATRICIA HOWARD

Monday Through Friday
7:30 AM to 5:00 PM

Discussion

8:00 AM to 2:00 PM

E.P.A. # CAL900127802

RECOMMENDED SERVICES

Case No.	Case Name	Case No.	Case Name	Case No.	Case Name	Case No.	Case Name

SERVICE HISTORY

DATE	TIME	LOCATION	TYPE	STATUS	REMARKS		
01/20/02	08007	30300	222	13048	W	13048	THRU ELECT. CONCERN
				13048	W	13048	THRU ELECT. CONCERN
				13048	W	13048	THRU ELECT. CONCERN
01/18/02	08139	30080	222	10487	W	10487	ENGINE ELECTRICAL
10/01/01	08051	27001	222	225	W	225	ENGINE ELECTRICAL
10/01/01	08051	27001	222	11242	C	11242	27000 MILE SERVICE

842535-1

LEWIS

[illegible]

ORIGINAL CUSTOMER ESTIMATE: TOTAL \$5.00

1 E 0107200

30000 MILE SERVICE
PERFORM ENGINE OIL & FILTER CHANGE, LUBRICATE ALL GREASE
POINTS & BORN NUTS, SET TIRE PRESSURE, TOP-OFF FLUIDS
USE MOBIL ONE

2 C 510721

BODY ELECT CONCERN
 CUSTOMER STATES WHIRRING CHIME OCCASIONALLY SOUNDS AND THE
 CHIME SYSTEM FAULTS READS ON DISPLAY. CHECK FUSE

COPY

PAGE 1 OF 1 69665

With your service today may we change
your license plate frame to read:
Glendora Chevrolet?
yes or no



PARTS HOUSE
Monday Through Friday
7:30 AM to 6:00 PM
Saturday
8:00 AM to 2:00 PM
E.P.A. # CAL000197829

RECOMMENDED SERVICES

Case No.	Case Name	Case Type	Case Status	Case Date	Case Location	Case Notes

SERVICE HISTORY

06/17/91	63480	27485	222	11007	W	61C204	DOCK CHAIRMAN SYS P
				18042	W	62C02	FORM ELECTRICAL
				18042	W	61C208	POWER LOCKS
				18042	W	60C02	INTERCOM FROM
				18042	W	61C017	BODY ELECT RECALL
06/01/91	61808	26501	222	13048	W	61C02	BODY ELECTRICAL
07/1/91	60802	26180	222	13048	W	61C02	BODY ELECTRICAL

2011年11月11日

13.111-

[illegible]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

XXXXXXXXXXXXXXXXXXXXXX

C. 100000

27000 MILE SERVICE
PERFORM ENGINE OIL & FILTER CHANGE, LUBRICATE ALL GREASE
POINTS & FOUR WHEELS, SET TIRE PRESSURE, TOP-OFF FLUIDS

COPY

PAGE 1 OF 1 63820

With your service today may we change
your license plate frame to read:
Glandora Chevrolet?
yes or no



FROM :

PHONE NO. :

Mar. 25 2002 12:11PM P17



GUNDERSON CHEVROLET

333 SANTA ANITA AVE.

EL MONTE, CA 91731

16.303 579.1550

Service & Parts Hours

Monday - Friday

Symptoms

7:00 AM 7:00 PM

NAME AND SILE FBI

Call (626) 518-4237 For Service Appointments

SPA / CAMBODIA**BAR # 00000000**

RECOMMENDED SERVICES

RECOMMENDED SERVICE							
ENGINE OIL	SAE GRADE	SAE VISCOSITY	SAE GRADE	SAE VISCOSITY	SAE GRADE	SAE VISCOSITY	SAE GRADE
01CVZ01 46CVZ	LUBE, OIL & FILTER 1	MM MM		01CVZ01S	LUBE, OIL, FILTER & WAX	MM	

SERVICE HISTORY

DATE	TIME	FROM	TO	DURATION	TYPE	REMARKS
090600	237387	14183	8881	0220	W	24C5283 CK ELECTRICAL SYS
				0220	W	14C52 LITE REMOVED
090600	237005	14008	8885	0220	W	03C5204 DWA CALLING SYSTEM
030200	236838	13821	104	0227	W	14C5208 DWA CD PLAYER
				0227	W	00C5202 BATTLE COUNTRY
130200	237088	12372	104	0206	C	01C5201 LINE IN TO SW

9.147 **GERARD VASCHIZ**

REVIEW

[illegible]

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
	150.00	0.00	150.00

COMMENTS : RESERVATION

- 1 C *01CVZ018 LUBE. OIL, FLTR.SYN
LUBE, OIL, FILTER USE SYNTHETIC MOTOR OIL.
- 2 W *03CVZ01 DIAG & ADVISE
CUSTOMER STATES SERVICE ENGINE SOON ON MESSAGE CENTER
- 3 W *00CVZ02 SHUTTLE/COURTESY
SHUTTLE/COURTESY TRANSPORTATION

COPY

PAGE 1 OF 2 244730

CUSTOMER COPY

CONTENTS

**FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:**
Monday - Friday
7:00 AM - 7:00 PM

Thursday
6:00 A.M. - 5:00 P.M.

65364 578-0190

Service Fax (626) 401-4320

PLEASE ADVANCE TO PICK UP YOUR NEW BARNARD BOOKS NOW!

WE GUARANTEE OUR LABOR IS MONTHS OR 1500 MILES - WHATEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO US WITHIN 60 DAYS OF ACQUISITION.

[illegible]

PLEASE SEE IMPORTANT INFORMATION ON BACK

FROM :

PHONE NO. :

Mar. 25 2002 12:18PM P16



GUNDERSON CHEVROLET

3333 SANTA ANITA AVE
EL MONTE, CA 91731
(626) 579-0550

Service & Parts Hours

Munday - Friday 7:00 AM - 7:00 PM
Saturday 8:00 AM - 5:00 PM
Call (626) 579-0237 For Service Appointments



BAR # AB200554

RECOMMENDED SERVICES

EPA # CAD021000A

DATE	SERVICE	MI	DATE	SERVICE	MI
01/02/01 48CZ	LUBE, OIL & FILTER	MI	01/02/01	LUBE, OIL, FLTR, SW	MI

SERVICE HISTORY

DATE	MI	DATE	MI	DATE	MI	DATE	MI	DATE	MI
04/08/00	23707	14103	8885	8200	1407203	04/08/00	23707	14103	8885
04/01/00	23706	14103	8885	8200	1407203	04/01/00	23706	14103	8885
03/21/00	23698	13821	104	8727	1407203	03/21/00	23698	13821	104
12/20/99	23698	12922	104	8702	1407203	12/20/99	23698	12922	104

0147 GERARDO VASQUEZ

VEHICLE ID NO. 101YY2201X5111488 **VEHICLE MAKE/MODEL** CHEVROLET/CORVETTE/CP

DATE OF PURCHASE 12/20/99 **DEALER** 138843 **DEALER CITY** BUNNY **DEALER STATE** 1220100 **DEALER ZIP** 236 **DEALER PHONE** 0211804 **DEALER FAX** 80000 **DEALER NAME** DONNA J DEEMER

DATE OF SERVICE 07/26/00 **DATE OF RETURN** 08/22/00 **DATE OF DELIVERY** 08/22/00

STATE REG E

APPOINTMENT ☒ Yes ☐ No

FROM COMPLAINT ☒ YES ☐ NO

FROM COMPLAINT ☒ YES ☐ NO

FROM COMPLAINT ☒ YES ☐ NO

- 7 C 13CV214 AIR FLTR REPLCMNT
REPLACE AIR FILTER PER CUSTOMER REQUEST.
- 8 C 13CV213 BRAKE INSPECTION
PERFORM BRAKE INSPECTION PER CUSTOMER REQUEST.

COPY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
Monday - Friday 7:00 AM - 7:00 PM
Saturday 8:00 AM - 5:00 PM
(626) 579-0550
Service Fax (626) 451-1124
PLEASE ARRIVE TO PICK UP YOUR CAR DURING ABOVE HOURS

WE GUARANTEE OUR LABOR IS MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST. THIS GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

WE HAVE THE LATEST EQUIPMENT AND TOOLS TO SERVE YOU. WE HAVE THE BEST TECHNICIANS TO SERVE YOU. WE HAVE THE BEST PARTS TO SERVE YOU. WE HAVE THE BEST SERVICE TO SERVE YOU.



S.A.R. REG. #AB203854

E.L. FRANKLIN, C.A. #1731
(626) 579-0500

E.P.A. #CAD981998404

Service & Parts Hours

Monday - Friday

7:00 AM - 6:00 PM

Saturday

7:00 AM - 3:00 PM

DATE 12/04/83	NAME DONNA J DEESMER 8104	PLATE NO. 1214	DATE OF BIRTH 06/23/00	DATE OF DEATH 07/24/70
ADDRESS [REDACTED]	CITY [REDACTED]	STATE [REDACTED]	COLOR BLACK/BLACK	STOCK NO. 8883
VEHICLE TYPE [REDACTED]	YEAR/MAKE/MODEL 1987	VEHICLE NO. 181YY2281X511488	DELIVERY DATE 12/28/88	RENTAL RATE 230
GLINDORA, CA [REDACTED]	R.I.S. NO.	W.O. NO.	W.O. DATE 08/22/80	PRODUCTS NO.
INSURANCE CO. [REDACTED]	INSURANCE NO. [REDACTED]	COMMENTS		

SPECIAL ORDERED REAR COMPARTMENT CENTER COVER (BLACK)
FROM STOCK IN PARTS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	1841255	COVER 15.222 0 C		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

JOB 4 TOTALS.....

JOB 4 JOURNAL PREFIX CYCS JOB 4 TOTAL 0.00

JOB 5 CHARGES.....

LABOR.....

JOB 5 MCYZ LITE SERVICE TECH(S):8727 WARRANTY

BEZEL FOR DRIVER SIDE HEADLIGHT MISSING

MISSING PLUGS

REPLACED LEFT AND RIGHT HEADLIGHT BEZELS. UPDATED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	1843410	BUC 2.728 0 C		
	1	1843411	BEZEL 2.728 0 C		
	1	1843412	BEZEL 2.728 0 C		
				TOTAL - PARTS	0.00

JOB 5 TOTALS.....

JOB 5 JOURNAL PREFIX CYCS JOB 5 TOTAL 0.00

JOB 6 CHARGES.....

LABOR.....

JOB 6 MCYZ08 REPLACE FUEL FILTER TECH(S):8613 0.00

REPLACE FUEL FILTER

NOT REQUIRING SERVICE

JOB 6 TOTALS.....

JOB 6 JOURNAL PREFIX CYCS JOB 6 TOTAL 0.00

JOB 7 CHARGES.....

LABOR.....

JOB 7 13CZ14 AIR FILTER REPL. CONT. TECH(S):8613 4.50

REPLACE AIR FILTER PER CUSTOMER REQUEST.

REPLACE AIR FILTER.

SAN 8613

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2504262	AIR FLTR 8.418	19.35	
				TOTAL - PARTS	19.35

COPY



GUNDERSON CHEVROLET

3333 SANTA ANITA AVE.
EL MONTE, CA 91731
(626) 579-0300

R.A.R. REG. #AB222854

R.P.A. #CAD881898404

Service & Parts Hours

Monday - Friday
7:00 AM - 6:00 PM

Saturday
7:00 AM - 3:00 PM

VEHICLE # 758643	NAME DONNA J BREMER 8104	VEH # 1214	MODEL C62300	VEHICLE # CYC244730
	DATE 1/1/98	DATE 1/1/98	DATE 1/1/98	DATE 1/1/98
	VEHICLE # 161Y2281X5111498	VEHICLE # 161Y2281X5111498	VEHICLE # 161Y2281X5111498	VEHICLE # 161Y2281X5111498
GLENDORA, CA	VEHICLE # 161Y2281X5111498	VEHICLE # 161Y2281X5111498	VEHICLE # 161Y2281X5111498	VEHICLE # 161Y2281X5111498

JOB 7 TOTALS-----
LABOR 4.50
PARTS 19.35
JOB 7 JOURNAL PREFIX CYCS JOB 7 TOTAL 23.85

JOB 8 CHARGES-----
LABOR-----
J 8 13CV213 DRIVE INSPECTION PER CUSTOMER REQUEST. TECHCSJ-8791 0.00
REPAIR AT 7:30 AM AT 8:30 AM
REMOVE ALL FOUR WHEELS, MEASURE AND INSPECT DRIVE LINING.

JOB 8 TOTALS-----
JOB 8 JOURNAL PREFIX CYCS JOB 8 TOTAL 0.00

ESTIMATE
CUSTOMER SERVICE ADVISOR RECEIVING
ESTIMATE OF \$104.00 (+TAX)
APPROVED REVISED ESTIMATE OF \$104.00 (+TAX) ON 06/28/00 AT 14:10PM
BY GUNDERSON SERVICE COMMENTS LEFT MESSAGE AT HOME & VEHICLE UNTIL FRIDAY
BY GUNDERSON SERVICE COMMENTS LEFT MESSAGE AT HOME & VEHICLE UNTIL FRIDAY
BY GUNDERSON SERVICE COMMENTS LEFT MESSAGE AT HOME & VEHICLE UNTIL FRIDAY
RESERVATION

TOTALS-----
THANK YOU FOR CHOOSING GUNDERSON CHEVROLET AND FOR YOUR
BUSINESS. YOUR COMPLETE SATISFACTION IS OUR GREATEST
GOAL. YOU MAY REQUEST A SERVICE FROM GUNDERSON CHEVROLET BY
CALLING US AT (626) 579-0300. IF FOR ANY REASON YOU ARE
NOT COMPLETELY SATISFIED, PLEASE CONTACT
OUR MANAGER AT (626) 579-0300.
WE AT GUNDERSON CHEVROLET STRIVE TO ACHIEVE COMPLETE
CUSTOMER SATISFACTION.
TOTAL LABOR 4.50
TOTAL PARTS 19.35
TOTAL TAX 0.00
TOTAL INVOICE \$ 94.37

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SHOP CHECK STATION
TO INSURE ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SHOP
CHECK TEST INDICATES ARE NECESSARY.

CUSTOMER SIGNATURE

COPY

JUN 8 3 2000

Cash LP

W/ BLUES



BMC

Business Resource Center

Fax

To: WILLIAM R. MCGEE, ESQ.
Company: LAW OFFICES OF WILLIAM R MCGEE
Phone: 8584858332
Fax: 8584859961

From: Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 866-225-6780
Date: Monday, April 08, 2002 9:06:04 AM
Pages: 01
(not including cover)

Comments:

CONFIDENTIALITY

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GMC

Business Resource Center

Fax

To: Service Manager
Company: Glendora Chevrolet
Phone: 909-394-9899
Fax: 909-394-7610

From: Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 866-225-6780
Date: Monday, April 08, 2002 9:43:08 AM
Pages: 01
(not including cover)

Comments:

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April 8, 2002

Service Manager
Glendon Chevrolet
1959 Auto Ctr Dr
Glendon, CA 91740

Re: [REDACTED]
CARS File No.: 06668861
1999 Chevrolet Coupe
VIN # 1G1YY22G1X5111499

Dear Sir or Madam:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer.

Please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are all sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of my trade. Also needed are service and body shop repair orders of all internal, customer pay, and warranty repair orders, etc. (to include front and back of shop copies). Please mail them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please notify me and then mail them to the following address:

General Motors Corp. - CARS - Legal
c/o MSX International, MC 336-105-000
Attn: Legal - Bernie Ludwig
1426 Pacific Drive
Ann Arbor, MI 48106

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have any questions regarding this matter, feel free to contact me directly at the number below.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Bernie Ludwig', is written over a horizontal line.

Bernie Ludwig
BRC Legal Case Manager
Ext# 800-231-1841, prompt 9, prompt 5, extension 58508
FAX# 866-225-6780

cc: FILE

Glendora Chevrolet
1959 Auto Centre Drive
Glendora, CA 91740

22



General Motors Corp -
CO MSK International MC
ATTN: Legal BEHNE
1426 Pacific Drive
Auburn Hills, MI

SERVICE HOURS
Monday Through Friday
7:00 AM to 6:00 PM
Saturday
8:00 AM to 2:00 PM
B.A.P. Reg. # AM181421



PARTS HOURS
Monday Through Friday
7:30 AM to 5:00 PM
Saturday
8:00 AM to 2:00 PM
E.P.A. # CAL000127052

1800 Auto Centre Drive • GLENDORA, CA 91740-8714
(909) 394-0800 • (909) 815-1147
www.danaherchrysler.com

RECOMMENDED SERVICES

SERVICE HISTORY									
07/1201	60882	25100	222	13045 247	W W W W	610VZ 70C4203 60C42 40C42	BODY ELECTRICAL MUTUAL ENGINE ELECTRICAL BRAKES		

SALES/OPERATIONS MGR.

SERVICE

[illegible]

ORIGINAL CUSTOMER ESTIMATE: TOTAL
\$.00

~~W-513717~~

BODY ELECT RECALL
CST RED COLORED STEERING COLUMN LOCK

COPY

PAGE 1 OF 1 21600

With your service today, may we change
your license plate frame to read:
Glandorp Chevrolet?
yes, or no

[illegible]

CHARGE AND
CORRECTION JOB 1

1. Job No.	2. Job Date	3. Job No.
8	3-7	6-20
4. Job No.		

Perform Recall # CO1089

CHARGE AND
CORRECTION JOB 2

JOB 2 FL

CHARGE AND
CORRECTION JOB 3

JOB 3 FL

CHARGE AND
CORRECTION JOB 4

JOB 4 FL

CHARGE AND
CORRECTION JOB 5

JOB 5 FL

WARRANTY PARTS
RETURNED
JOB 1

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 3

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 4

Date _____
Rec. By: _____

CAUSE AND
CORRECTION JOB 1

*Recharge battery
Replace electrolyte
Wash - OK*

JOB 1 FLA

675014A-67

CAUSE AND
CORRECTION JOB 2

*Battery lacking acid?
Replace battery & repair
acid damage & check - OK*

JOB 2 FLA

EST 110110+04H-1.5

CAUSE AND
CORRECTION JOB 3

JOB 3 FLA

CAUSE AND
CORRECTION JOB 4

initiates

*140127
140137*

TIME	DATE	TIME	DATE
16			

Excessive Run out

Replace 4 Rotors

CAUSE AND
CORRECTION JOB 5

JOB 5 FLA

TIME	DATE	TIME	DATE
15			

WARRANTY PARTS

7-13-01

WARRANTY PARTS
RETURNED
JOB 1

Date
Rec. By:

WARRANTY PARTS
RETURNED
JOB 3

Date
Rec. By:

WARRANTY PARTS
RETURNED
JOB 4

Date
Rec. By:

SERVICE HOURS
Monday Through Friday
9:00 AM to 5:00 PM
Saturday
9:00 AM to 2:00 PM
R.A.P. Pool # AM15142



1800 Apple Center Drive • GLENHOLM, CA 91740-8714
(800) 384-8088 • (925) 515-1147
www.charlie-henry.com

PARTS HOUSE
Monday Through Friday
7:30 AM to 6:00 PM
Saturday
8:00 AM to 2:00 PM
N.P.A. # CA 000157802

RECOMMENDED SERVICES

WIFE HISTORY

0049701	63480	27455	222	1587	W	61C704	CHECK CHAIRS SYS
				1588	W	61C705	TRN ELECTRICAL
				1589	W	61C709	POWER LOCKS
				1590	W	61C710	INTERIOR TRN
0040101	61804	25501	222	1591	W	61C717	BODY ELECT RECALL
0040101	61804	25169	222	1592	W	61C717	BODY ELECTRICAL

REAL ESTATE PERSONNEL

SERVICE

[illegible]

ORIGINAL CUSTOMER ESTIMATE:	TOTAL
------------------------------------	--------------

ENGINE ELECTRICAL

CHARGE SYSTEM FAULT LIGHT COMES ON

COPY

With your service today, may we change
your license plate frame to read:
GARDENS OF ETERNITY?
Yes or No



CAUSE AND
CORRECTION

JOB 1

JOB 1 FLA

CAUSE AND
CORRECTION

JOB 2

JOB 2 FLA

CAUSE AND
CORRECTION

JOB 3

JOB 3 FLA

CAUSE AND
CORRECTION

JOB 4

JOB 4 FLA

CAUSE AND
CORRECTION

JOB 5

JOB 5 FLA

WARRANTY PARTS
RETURNED
JOB 1

Date

Rec. By

WARRANTY PARTS
RETURNED
JOB 2

Date

Rec. By

WARRANTY PARTS
RETURNED
JOB 3

Date

Rec. By

WARRANTY PARTS
RETURNED
JOB 4

Date

Rec. By

SERVICE HOURS
Monday Through Friday
7:00 AM to 6:00 PM
Saturday
8:00 AM to 2:00 PM
LAFC Reg. # AM18142



1959 Auto Centre Drive • GLENORA, CA 91740-8714
(908) 504-8880 • (800) 815-1147
www.glenorachery.com

PARTS HOURS
Monday Through Friday
7:30 AM to 5:00 PM
Saturday
8:00 AM to 2:00 PM
E.P.A. # CAL000127859

RECOMMENDED SERVICES

--	--	--	--	--	--	--	--	--

SERVICE HISTORY

05/17/01	6345D	27455	222	10487	W	5DCVZ04	CHECK CHARGES SYS
				10482	W	52CVZ	TRIM ELECTRICAL
				1542	W	51CVZ08	POWER LOGIC
				1542	W	50CVZ	INTERIOR TRIM
				1545	W	51CVZ17	BODY ELECT RECALL
				1545	W	51CVZ	BODY ELECTRICAL
06/01/01	81806	25501	222	10487	W	5DCVZ04	CHECK CHARGES SYS
06/20/01	80882	28189	222	10482	W	52CVZ	TRIM ELECTRICAL

SALESPERSON NO.

SERVICE

[illegible]

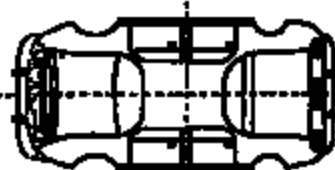
ORIGINAL CUSTOMER, ESTIMATE: TOTAL
\$5.00

1 - C 01CYZ027 27000 MILE SERVICE
11242 PERFORM ENGINE OIL & FILTER CHANGE LUBRICATE ALL GREASE
POINTS & BUSH WINGS SET TIRE PRESSURE TOP-OFF FLUIDS

12.6.1 ONR!!

COPY

With your service today, may we charge
your loan against your
Glendora Chevrolet?



CABLE AND
CORRECTION JOB 1

CPA

REMARKS
TIME POINT

PLANT RATE

NO. NO.

4

CABLE AND
CORRECTION JOB 2

JOB 2 FLA

CABLE AND
CORRECTION JOB 3

JOB 3 FLA

CABLE AND
CORRECTION JOB 4

JOB 4 FLA

CABLE AND
CORRECTION JOB 5

JOB 5 FLA

WARRANTY PARTS
RETURNED
JOB 1

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 3

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 4

Date _____
Rec. By: _____

SERVICE HOURS
Monday Through Friday
7:30 AM to 6:00 PM
Saturday
8:00 AM to 2:00 PM
B.A.R. Reg. # AM181421

GLENDORA CHEVROLET

1858 Auto Centre Drive • GLENDORA, CA 91740-8714
(909) 384-9999 • (909) 815-1147
www.glendora Chevy.com

PARTS HOURS
Monday Through Friday
7:30 AM to 6:00 PM
Saturday
8:00 AM to 2:00 PM
B.P.A. # CAL000127682

RECOMMENDED SERVICES

SERVICE HISTORY

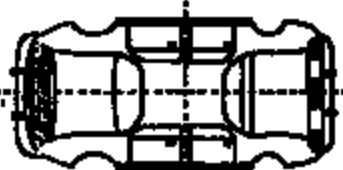
0001701 07/12/01	81808 88852	25601 25180	222 222	13448 13448 238 13448 247	W W W W W	61CVZ17 61CVZ 70CVZ03 60CVZ 40CVZ	BODY ELECT RECALL BODY ELECTRICAL RENTAL ENGINE ELECTRICAL BRAKES
---------------------	----------------	----------------	------------	---------------------------------------	-----------------------	---	---

SALESPERSON NO.		SERVICE	
181-Y-228185.11499		BONCHEVROLET/CORVETTE/BLACK/BLACK	
VIN: 1G1Y-228185.11499		17000	
GLENDORA, CA		COLOR: BLACK	
SALES: 27456		ADVISOR: 222	
SALES: 27456		ADVISOR: TERRY DUFFT	
STATE REG # 3		LAWYER: 4	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

1. 60CVZ04 CHECK CHARGING SYS
CUSTOMER REQUESTS CHARGING SYSTEM CHECK
LIGHT COMES ON DISPLAY SHOW SYSTEM FAULT.
2. 60CVZ TRIM ELECTRICAL
CUSTOMER STATES DASH LIGHTER INOP.
3. 61CVZ09 POWER LOCKS
CUSTOMER STATES RIGHT SIDE POWER LOCK INOP FROM BOTH SWITCHES
BATTERY HAS TO USE KEY.
4. 60CVZ INTERIOR TRIM
CUSTOMER STATES INTERIOR PANEL LEFT SIDE ABOVE DRIVER
INOP.

COPY



With your service today may we change
your license plate frame to read:
Glendora Chevrolet?
yes or no

CALLER AND
CORRECTION JOB 1

Chrysler Problems ?
m. 1000 1000 1000 1000
Test electrical Syst & Re program
PCM T-6355 xA 104

STANDARD TIME CHARGE	PLAT DATE	NO.
1 41		

CALLER AND
CORRECTION JOB 2

CUSTOMER AT CONVICTION INC.
RUSTIN REPAIR/TECH NOT ALLOWING ELEMENT
TO MAKE CONTACT W/REPAIR

STANDARD TIME CHARGE	PLAT DATE	NO.
8 16 00		

CALLER AND
CORRECTION JOB 3

REL'D CONVEYOR RAY, 21 MAR 1984 1000 1000 1000 1000

(10010.5
Add 3
16.00 0)

JOB 3 FLA

CALLER AND
CORRECTION JOB 4

JOB 4 FLA

CALLER AND
CORRECTION JOB 5

JOB 5 FLA

WARRANTY PARTS
RETURNED
JOB 1

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date 01-19-01
Rec. By: [Signature]

WARRANTY PARTS
RETURNED
JOB 3

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 4

Date _____
Rec. By: _____

THE SERVICE



www.glenbrookny.com

電話 03-3433-2222

FBI LABORATORY		www.fbi-laboratory.com	
Q10	Q11	Q12	Q13
			

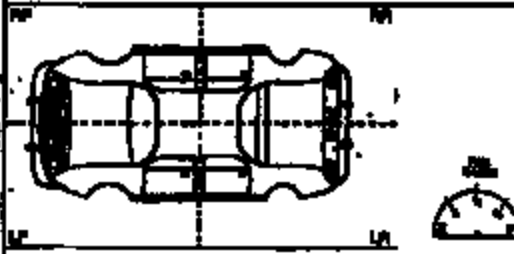
[illegible]

SELF-CARE

[illegible]

1992-1993

APPROVAL AUTHORITY <input type="checkbox"/>	APPROVED AUTHORITY <input type="checkbox"/>		
REVIEWED BY		APPROVED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PROGRAM	DATE	TIME
CHIEF'S & CO. SEC. BILLING STATE TAX	SEC. PROGRAM REVIEWED <input type="checkbox"/>	APPROVED AUTHORITY <input type="checkbox"/>	
REVIEWED BY		APPROVED BY	
APPROVED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PROGRAM	DATE	TIME



Cust. states low volts intermittent Replace all response cable NPF. 14400 + A 75		STANDARD TIME PRICE	FLAT RATE	NO. OF OPS

CHARGE AND CORRECTION JOB 2	JOB 2 FL

CHARGE AND CORRECTION JOB 3	JOB 3 FL

CHARGE AND CORRECTION JOB 4	JOB 4 FL

CHARGE AND CORRECTION JOB 5	JOB 5 FL

WARRANTY PARTS RETURNED JOB 1 Date: 6-16-02 Rec. By: [Signature]	WARRANTY PARTS RETURNED JOB 2 Date: _____ Rec. By: _____	WARRANTY PARTS RETURNED JOB 3 Date: _____ Rec. By: _____	WARRANTY PARTS RETURNED JOB 4 Date: _____ Rec. By: _____
--	--	--	--

CAUSE AND CORRECTION JOB 1

Remove R. F Door Panel
 A/ave Compartment TO Inspect
 Found R. F Door Wiring Harness
 Disconnected = Reconnect Wire harness
 Reck operation OK

JOB 1 FL

CAUSE AND CORRECTION JOB 2

C2160 = .4
 C3348 = .3
 K614 = 1.5

JOB 2 FL

CAUSE AND CORRECTION JOB 3

Remove L. F Door Panel To
 Inspect = Found Broken Wires at
 Door Lock Switch = Repair Wire & Reck
 OK
 C3358 = .3
 N6600 = .5

JOB 3 FL

CAUSE AND CORRECTION JOB 4

2.5

JOB 4 FL

CAUSE AND CORRECTION JOB 5

JOB 5 FL

WARRANTY PARTS
 RETURNED
 JOB 1

Date _____
 Rec. By: _____

WARRANTY PARTS
 RETURNED
 JOB 2

Date _____
 Rec. By: _____

WARRANTY PARTS
 RETURNED
 JOB 3

Date _____
 Rec. By: _____

WARRANTY PARTS
 RETURNED
 JOB 4

Date _____
 Rec. By: _____

CAUSE AND CORRECTION JOB 2

CK Charging system Fault Comes on Intermittently = Call Tech Assist = AS per Tech Assist CK All Ground Straps, Battery Cables, Starter Wires & ALL Feasible Links for Damaged wires &

CAUSE AND CORRECTION JOB 3

CK Generator Terminals = OK. Removed Lt. Ft Wheel well. For Inspect All Wiring To P.C.M. = Wires Are Damaged & Bare wires Are Showing & Touching & Damaged Di-

CAUSE AND CORRECTION JOB 4

attery Acid = Repair All Wires. To PCM & Disassemble P.C.M. to Inspect OK. = After Reassembly Starter Would not Disengage = Repl. Exh. System To Replace Starter Also Found Solenoid Internal Components To be Shorted out = New Starter Installed & Exh. Reinstl / Reht-

CAUSE AND CORRECTION JOB 5

Rehttested = OK

82
B 2 FL
JOB 3

JOB 4 FL

16601
JOB 5 FL
J 631

WARRANTY PARTS RETURNED
JOB 1
Date: _____
Rec. By: _____

WARRANTY PARTS RETURNED
JOB 2
Date: 2/27/02
Rec. By: [Signature]

WARRANTY PARTS RETURNED
JOB 3
Date: _____
Rec. By: _____

WARRANTY PARTS RETURNED
JOB 4
Date: _____
Rec. By: _____



BMC

Business Resource Center

Fax

To: ATTACHMENT
Company:
Phone:
Fax: 8662256780

From: Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 866-225-6780
Date: Tuesday, April 23, 2002 2:31:52 PM
Pages: 02
(not including cover)

Comments:

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Private and Confidential Information

CASE ASSESSMENT BY: B. LUDWIG

Customer Name: **[REDACTED]**

CARS Request No.: C06668861

GM Legal File No.: {number}

Vehicle ID No.: 1G1YY22GXS111499

In Service Date: 12/29/1999

Vehicle In: NEW

DLR's BAC Code:
164969

CRM Recommendation:

DEPEND: ()

SETTLE: (X)

FURTHER DISCOVERY: ()

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/COMPLAINT: STEERING LOCK

7-17-99	6243	1	STEERING COLUMN LOCKED STEERING LOCK ACTUATOR MOTOR INOP. DIAGNOSED AND PERFORMED BODY CONTROLL MODULE DIAGNOSTIC SYSTEM CHECK. REPLACED STEERING LOCK ACTUATOR MOTOR, CLEARED TROUBLE CODES AND CHECKED FOR PROPER OPERATION.
8-7-00	18524	1	CUST REPORTS THAT STEERING WHEEL HAS LOCKED AND WAS UNABLE TO TURN. MAY HAVE BEEN INTERMITTENT COMMUNICATION CODE TEST DROVE AND TRIED COLUMN LOCK SEVERAL TIMES. OK AT THIS TIME.
7-12-01	25160	1	CUST STATES STEERING COLUMN LOCKED ON START UP, DASH DISPLAY SHOWS SERVICE STEERING COLUMN LOCK. PULL-KEY. STEERING LOCK WILL NOT UNLOCK REPLACED STEERING LOCK.
8-1-01	25991	1	ELECT RECALL CUST REQ C01044 STEERING COLUMN LOCK.
8-31-01	26628	1	PULL KEY WAIT TEN SECONDS, SERVICE STEERING COLUMN, MESSAGE IS ON. CAR WONT START. CAUSE: IGNITION SWITCH FAILED. REPLACED SWITCH.

OTHER SYMPTOM/COMPLAINT: ELECTRICAL

4-1-00	14030	1	N0110-BATTERY REPLACE ONE
4-6-00	14193	1	N6600-BRAKE SYSTEM/TRACTION CONTROL
9-7-00	18524	1	N6626-STEERING /SUSPENSION/RIDE CONTROL
7-12-01	25169	1	N0110-BATTERY REPLACE ONE
8-31-01	26628	1	N2320-IGNITION SWITCH RPL
9-17-01	27485	1	N4010-CIG LIGHTER RPL
1-16-02	30060	1	N6600-BRAKE SYSTEM/TRACTION CONTROL

OTHER / MISCELLANEOUS:

Total Days Out of Service:

VEHICLE MIBTS PRESUMPTION: YES: XX

NO:

CRM FINAL OFFER: {CASH / REP / TRADE}: OFFER TO CUST: \$(Amount) ATTORNEY FEES: \$(Amount)

RECOMMENDATION:

TEAM MANAGER APPROVING: SEAREN LINDLEY

YES:

NO:

BRC Legal Case Manager: B.LUDWIG

Ph# 800-231-1841, prompt 9,
prompt 5, 58508

FAX# 1-800-228-6780

Reason for Removal

THIS SECTION IS FOR LOCAL COUNSEL USE ONLY

**THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH
SETTLEMENTS AND REPURCHASES**

LC FINAL OFFER: {CASH / REP / TRADE}; OFFER TO CUST: \$ ATTORNEY FEES: \$

SETTLEMENT RATIONALE: Please provide feedback to GM on how you were able to reach a settlement when the HRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. **PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.**



Business Resource Center

Fax

To: ATTACHMENT
Company:
Phone:
Fax: 8662256780

From: Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 866-225-6780
Date: Tuesday, April 23, 2002 2:31:52 PM
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(not including cover)

Comments:

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Privileged and Confidential Information

CASE ASSESSMENT BY: B. LUDWIG

Customer Name: [REDACTED] CARS Request No.: C06668861 GM Legal File No.: {number}
Vehicle ID No.: 1G1YY22G1X5111499 In Service Dates 12/29/1998 Vehicle In NEW DLR's BAC Code 164969
CRM Recommendation: DEFEND: { } SETTLE: (X) FURTHER DISCOVERY: { }

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/COMPLAINT: STEERING LOCK

Date	Mileage	Count	Description
7-17-99	6243	1	STEERING COLUMN LOCKED STEERING LOCK ACTUATOR MOTOR INOP. DIAGNOSED AND PERFORMED BODY CONTROL MODULE DIAGNOSTIC SYSTEM CHECK. REPLACED STEERING LOCK ACTUATOR MOTOR, CLEARED TROUBLE CODES AND CHECKED FOR PROPER OPERATION.
8-7-00	18524	1	CUST REPORTS THAT STEERING WHEEL HAS LOCKED AND WAS UNABLE TO TURN. MAY HAVE BEEN INTERMITTENT COMMUNICATION CODE TEST DROVE AND TRIED COLUMN LOCK SEVERAL TIMES. OK AT THIS TIME.
7-12-01	25160	1	CUST STATES STEERING COLUMN LOCKED ON START UP, DASH DISPLAY SHOWS SERVICE STEERING COLUMN LOCK. PULL-KEY. STEERING LOCK WILL NOT UNLOCK REPLACED STEERING LOCK.
8-1-01	25581	1	ELECT RECALL CUST REQ C01044 STEERING COLUMN LOCK.
8-31-01	26628	1	PULL KEY WAIT TEN SECONDS, SERVICE STEERING COLUMN, MESSAGE IS ON. CAR WONT START. CAUSE: IGNITION SWITCH FAILED. REPLACED SWITCH.

OTHER SYMPTOM/COMPLAINT: ELECTRICAL

Date	Mileage	Count	Description
4-1-00	14030	1	N0110-BATTERY REPLACE ONE
4-5-00	14193	1	N6600-BRAKE SYSTEM/TRACTION CONTROL
9-7-00	18524	1	N6628-STEERING /SUSPENSION/RIDE CONTROL
7-12-01	25169	1	N0110-BATTERY REPLACE ONE
8-31-01	26628	1	N2320-IGNITION SWITCH RPL
9-17-01	27485	1	N4010-CIG LIGHTER RPL
1-16-02	30080	1	N6600-BRAKE SYSTEM/TRACTION CONTROL

OTHER / MISCELLANEOUS:

Total Days Out of Service:

VEHICLE MEETS PRESUMPTION: YES: XX NO:

CRM FINAL OFFER: {CASH / REP / TRADE}: OFFER TO CUST: \${Amount} ATTORNEY FEE: \${Amount}

RECOMMENDATION:

TEAM MANAGER APPROVING: SHAREN LINDLEY YES: NO:

BRC Legal Case Manager: B.LUDWIG

Ph# 800-231-1841, prompt 8,
prompt 5, 58508

FAX# 1-800-225-8700

Reason for Removal

THIS SECTION IS FOR LOCAL COUNSEL USE ONLY

**THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH
SETTLEMENTS AND REPURCHASES**

LC FINAL OFFER: {CASH / REP / TRADE}: OFFER TO CUST: \$ ATTORNEY FEE: \$

SETTLEMENT RATIONALE: Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. **PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.**

The Law Offices of
William R. McGee

Bernardo Executive Center
16955 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 4
(including this cover sheet)

DATE: May 1, 2002
TO: Bemis Ludwig, Legal Dept.
RE: Mosao v. GM
FAX NO.: (858) 225-6780
FROM: William R. McGee, Esq.

MESSAGE: Pursuant to your request, enclosed please find a payment history for the above-referenced client. Should you require anything further, please do not hesitate to contact me.

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9332.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

HISTORY RECONSTRUCTION

Customer: [REDACTED]
 Account Number: 0321100800407

Date Prepared: 04/24/2002
 Prepared By: Sandy Houston

LOAN FUNDING										
REGULAR PAYMENT	12/29/99		8.00							\$30,622
REGULAR PAYMENT	04/30/00	27	8.00	\$915.19	\$187.86	\$727.21				\$29,804
REGULAR PAYMENT	05/11/00	45	8.00	\$915.19	\$285.40	\$629.79				\$29,175
REGULAR PAYMENT	05/22/00	31	8.00	\$915.19	\$383.89	\$531.30				\$28,643
FEE ASSESSMENT	05/08/00	47	8.00					\$45.70		\$28,597
REGULAR PAYMENT	05/23/00	16	8.00	\$915.19	\$481.31	\$433.88			\$45.70	\$28,551
FEE ASSESSMENT	06/03/00	11	8.00					\$45.70		\$28,505
REGULAR PAYMENT	06/15/00	7	8.00	\$915.19	\$116.31	\$798.88			\$45.70	\$28,459
REGULAR PAYMENT	06/26/00	7	8.00	\$915.19	\$214.32	\$700.87			\$45.70	\$28,413
FEE ASSESSMENT	06/04/00	48	8.00					\$45.70		\$28,367
PAY BY PHONE	06/13/00	5	8.00	\$1,052.47	\$288.30	\$764.17			\$137.26	\$28,321
REGULAR PAYMENT	06/21/00	17	8.00	\$915.19	\$181.15	\$734.03				\$28,275
FEE ASSESSMENT	10/08/00	30	8.00					\$45.70		\$28,229
REGULAR PAYMENT	10/15/00	5	8.00	\$915.19	\$244.85	\$670.34			\$45.70	\$28,183
REGULAR PAYMENT	10/21/00	5	8.00	\$915.19	\$31.70	\$883.49			\$45.70	\$28,137
REGULAR PAYMENT	11/03/00	28	8.00	\$915.19	\$204.05	\$711.14			\$45.70	\$28,091
REGULAR PAYMENT	12/27/00	27	8.00	\$915.19	\$153.52	\$761.67			\$45.70	\$28,045
FEE ASSESSMENT	02/09/01	41	8.00					\$45.70		\$27,999
REGULAR PAYMENT	02/16/01	8	8.00	\$1,088.71	\$243.47	\$845.23			\$45.70	\$27,953
FEE ASSESSMENT	02/10/01	24	8.00					\$45.70	\$41.52	\$27,907
REGULAR PAYMENT	02/20/01	10	8.00	\$1,088.71	\$152.86	\$935.85			\$45.70	\$27,861
FEE ASSESSMENT	04/03/01	18	8.00					\$45.70		\$27,815
REGULAR PAYMENT	04/10/01	10	8.00	\$981.95	\$128.04	\$853.91			\$45.70	\$27,769
REGULAR PAYMENT	04/25/01	8	8.00	\$985.10	\$34.23	\$950.87			\$45.70	\$27,723
FEE ASSESSMENT	06/05/01	42	8.00					\$45.70		\$27,677
REGULAR PAYMENT	06/15/01	7	8.00	\$921.88	\$204.16	\$717.72			\$45.70	\$27,631
REGULAR PAYMENT	07/07/01	22	8.00	\$915.19	\$88.81	\$826.38			\$45.70	\$27,585
REGULAR PAYMENT	07/27/01	20	8.00	\$915.19	\$74.85	\$840.34				\$27,539
REGULAR PAYMENT	08/21/01	24	8.00	\$915.19	\$85.98	\$829.21				\$27,493
REGULAR PAYMENT	08/03/01	14	8.00	\$915.19	\$88.81	\$826.38				\$27,447
REGULAR PAYMENT	10/03/01	27	8.00	\$915.19	\$88.81	\$826.38				\$27,401
REGULAR PAYMENT	11/04/01	32	8.00	\$915.19	\$88.81	\$826.38				\$27,355
REGULAR PAYMENT	11/24/01	30	8.00	\$915.19	\$88.81	\$826.38				\$27,309

● 2003年

दि. ३० २०२२ १२:१३PM PM

[illegible]

FROM :

PHONE NO. :

Apr. 30 2002 12:11PM P2

KeyBank USA
P.O. Box 3789
Cincinnati, OH 45201-3789

Check Number
1025497

Pay To the Order of
Two Hundred and Ninety Dollars (\$290.00)

GLENDORA, CA

[Signature]
AUTHORIZED SIGNATURE

⑆30325839⑆ ⑆04100195⑆ ⑆040000009⑆



BMC

Business Resource Center

Fax

To: ATTACHMENT
Company:
Phone:
Fax: 8662256780

From: Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 866-225-6780
Date: Thursday, May 02, 2002 9:16:08 AM
Pages: 02
(not including cover)

Comments:

CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

Privileged and Confidential Information

CASE ASSESSMENT BY: B. LUDWIG

Customer Name: MOSSO CAROL

CARS Request No.: C06668861

GM Legal File No.: {number}

Vehicle ID No.: 1G1YY22G1X3111409

In Service Date: 12/29/1998

Vehicle In: NEW

DLR's BAC Codes:
164969

CRM Recommendation:

DEFEND: ()

SETTLE: (X)

FURTHER DISCOVERY: ()

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/COMPLAINT: STEERING LOCK

7-17-99	5243	1	STEERING COLUMN LOCKED STEERING LOCK ACTUATOR MOTOR INOP. DIAGNOSED AND PERFORMED BODY CONTROL MODULE DIAGNOSTIC SYSTEM CHECK. REPLACED STEERING LOCK ACTUATOR MOTOR, CLEARED TROUBLE CODES AND CHECKED FOR PROPER OPERATION.
8-7-00	18524	1	CUST REPORTS THAT STEERING WHEEL HAS LOCKED AND WAS UNABLE TO TURN. MAY HAVE BEEN INTERMITTENT COMMUNICATION CODE TEST DROVE AND TRIED COLUMN LOCK SEVERAL TIMES. OK AT THIS TIME.
7-12-01	25160	1	CUST STATES STEERING COLUMN LOCKED ON START UP, DASH DISPLAY SHOWS SERVICE STEERING COLUMN LOCK. PULL-KEY. STEERING LOCK WILL NOT UNLOCK. REPLACED STEERING LOCK.
8-1-01	26591	1	ELECT RECALL CUST REQ C01044 STEERING COLUMN LOCK.
8-31-01	26628	1	PULL KEY WAIT TEN SECONDS, SERVICE STEERING COLUMN, MESSAGE IS ON. CAR WON'T START. CAUSE: IGNITION SWITCH FAILED. REPLACED SWITCH.

OTHER SYMPTOM/COMPLAINT: ELECTRICAL

4-1-00	14030	1	N0110-BATTERY REPLACE ONE
4-5-00	14193	1	N6600-BRAKE SYSTEM/TRACTION CONTROL
9-7-00	18524	1	N6628-STEERING /SUSPENSION/RIDE CONTROL
7-12-01	25160	1	N0110-BATTERY REPLACE ONE
8-31-01	26628	1	N2320-IGNITION SWITCH RPL
9-17-01	27465	1	N4010-CIG LIGHTER RPL
1-16-02	30080	1	N6600-BRAKE SYSTEM/TRACTION CONTROL

OTHER / MISCELLANEOUS:

Total Days Out of Service:

VEHICLE MEETS PRESUMPTION: YES: XX

NO:

CRM FINAL OFFER: {CASH / REP / TRADE}: OFFER TO CUST: \$(Amount) ATTORNEY FEES: \$(Amount)

RECOMMENDATION:

SETTLE. 8 CONCERNS STEERING COLUMN, AND ELECTRICAL CONCERNS

TEAM MANAGER APPROVING: SHAREN LINDLEY

YES:

NO:

BRC Legal Case Manager: B.LUDWIG

Ph# 800-231-1841, prompt 9,
prompt 8, 58508

FAX# 1-866-225-6780

Reason for Removal

THIS SECTION IS FOR LOCAL COUNSEL USE ONLY

**THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH
SETTLEMENTS AND REPURCHASES**

LC FINAL OFFER: {CASH / REP / TRADE}: OFFER TO CREDIT: \$ ATTORNEY FEE: \$

SETTLEMENT RATIONALE: Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. **PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.**

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: LemonAttry@aol.com

May 8, 2002

VIA FAX ONLY (866)226-6780

General Motors Corporation
Business Resource Center
c/o MSX International
1484 John A. Papalas Drive
Lincoln Park, MI 48146

Attn: Bernie Ludwig, Legal Dept.

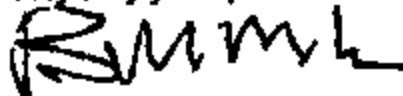
RE: [REDACTED]

Dear Mr. Ludwig:

Thank you for your fax of May 7, 2002 and the repurchase offer stated therein. However, after adding up the payments made and subtracting the late fees assessed as reflected on the payment history my office faxed you on May 1, 2002, I arrive at a payment total of \$34,679.87 (as opposed to the figure stated in your offer). Upon your verification of my figures, kindly revise your offer accordingly.

As always, thank you for your prompt and courteous consideration of my clients' claim.

Very truly yours,



WILLIAM R. MCGEE



GMC

Business Resource Center

Fax

To: WILLIAM R. MCGEE, ESQ.
Company: LAW OFFICES OF WILLIAM R MCGEE
Phone: 8584859332
Fax: 8584859961

From: Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 866-225-6780
Date: Wednesday, May 08, 2002 11:24:06 AM
Pages: 05
(not including cover)

Comments:

CONFIDENTIALITY

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RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 1999 Chevrolet Corvette, bearing Vehicle Identification No. 1G1YY22G1X5111499 (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of \$53,768.09 said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges Releasee, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading in the matter of this claim.

2. As consideration for the payment described above to be tendered in the form of one check in the amount of \$ 53,768.09 made payable to Carol Mosso and The Law Offices of William R McGee

Note: These checks are subject to change if Releasee are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attorney in favor of General Motors Corporation to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before Releasee tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to Releasee upon receipt of \$53,768.09 less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasee shall make payment of said consideration to Releasor(s) of \$53,768.09 less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 1999 Chevrolet Corvette as determined by the NADA book, at the time this Release is executed by Releasor(s).

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasee by Releasor(s);

(d) That neither Releasee's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by Releasee to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasee(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(i) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

Claimant

Claimant

Address

Address

City, State, Zip Code

City, State, Zip Code

Social Security Number

Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by
{full name of consumer}.

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 7, 2002

VIA FAX ONLY

William R. McGee, Esq.
Law Offices of William R. McGee
16855 West Bernardo Drive, Suite 380
San Diego, CA 92127

Re: [REDACTED]
CARS File No.: 06568861
1999 Chevrolet Corvette
VIN# 1G1YY22G1X5111499

Dear Mr. McGee:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 1999 Chevrolet Corvette for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 36 @ various amounts	\$34,679.87 (which includes sales tax of \$3,615.98)
Total down payment	\$19,477.92
License/Title/Registration	\$223.33
Subtotal:	\$54,381.12
Less Usage/Depreciation	- \$1,913.03
Less Service Contract (refunded by provider)	- \$1,200.00
Subtotal:	\$51,268.09
Attorney's Fees	\$2,500.00
Subtotal:	\$53,768.09
Repurchase Offer	\$53,768.09

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

May 8, 2002

Page 2

General Motors requests you make this offer available to your client at the earliest possible opportunity. If the terms of this offer letter are acceptable, please have your client sign on the line below. Please return the signed offer letter to the facsimile number shown below.

Sincerely,



Bernie Ludwig
ERC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58508
FAX# 866-225-6780

cc: FILE

Attach.

Signature

Date

Signature

Date



GMC

Business Resource Center

Fax

From: ~~me~~ WILLIAM R. MCGEE, ESQ.
Company: LAW OFFICES OF WILLIAM R MCGEE
Phone: 8584859332
Fax: 8584859861

To: ~~me~~ Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 858-225-8780
Date: Wednesday, May 08, 2002 11:24:08 AM
Pages: ~~2~~ 2
(not including cover)

Comments:

Review to follow.

CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

**GMC****GENERAL MOTORS BUSINESS RESOURCE CENTER**

May 7, 2002

VIA FAX ONLY

William R. McGee, Esq.
Law Office of William R. McGee
16833 West Bernardo Drive, Suite 380
San Diego, CA 92127

Re: [REDACTED]
CARS File No.: 06568861
1999 Chevrolet Corvette
VIN # 1G1YY22G1X511499

Dear Mr. McGee:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 1999 Chevrolet Corvette for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

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Total down payment	\$19,477.92
License/Title/Registration	\$223.33
Subtotal:	\$54,581.12
Less Usage/Depreciation	- \$1,913.03
Less Service Contract (refunded by provider)	- \$1,200.00
Subtotal:	\$51,468.09
Attorney's Fee	\$2,500.00
Subtotal:	\$53,968.09
Repurchase Offer	\$53,768.09

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

May 8, 2002

Page 2

General Motors requests you make this offer available to your client at the earliest possible opportunity. If the terms of this offer letter are acceptable, please have your client sign on the line below. Please return the signed offer letter to the facsimile number shown below.

Sincerely,



Bernice Ludwig
BMC Legal Case Manager
PH# 800-231-1841, prompt 9, prompt 5, extension 58508
FAX# 866-225-6786

cc: FILE

Attach.



Signature

5/8/02

Date

Signature

Date

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 2
(Including this cover sheet)

DATE: May 9, 2002
TO: Bernie Ludwig, Legal Dept.
RE: [REDACTED]
FAX NO.: (858) 225-8780
FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed Release of Claim. Please contact my office as soon as possible to arrange for the exchange of the subject vehicle for the settlement check(s). Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

WRM

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9332.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

① That no promise, agreement, statement or representation except as expressed in this release has been made to have relied upon by Releasee(s) and that this document of 3 pages contains the entire agreement between Releasee(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 9th DAY OF MAY.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 32,026

DATE SIGNED: 5/9/02

WITNESS: [Signature]

[Redacted]

Client

[Redacted]

Address

GLENDORA, CA

City, State, Zip Code

[Redacted]

Social Security Number

[Redacted]

Client

Address

City, State, Zip Code

Social Security Number

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

Sworn to (or affirmed) and subscribed before me this 09 day of MAY, 2002, by
(full name of customer).

[Signature]

Signature of Notary Public



Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced Identification X

Type of Identification Calif DL

My commission expires June 06 2003

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 2
(Including this cover sheet)

DATE: May 8, 2002
TO: Bernie Ludwig, Legal Dept.
RE: Carol Mosso
FAX NO.: (858) 225-6780
FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed Release of Claim. Please contact my office as soon as possible to arrange for the exchange of the subject vehicle for the settlement check(s). Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

Bmmk

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9332.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

(I) That no promise, agreement, statement or representation except as appeared in this release has been made to been relied upon by Releasee(s) and that this document of 3 pages contains the entire agreement between Releasee(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIRMED HIS/HER SIGNATURE THIS 9th DAY OF MAY.

The undersigned has carefully read and understood this release and signs it to receive the claim described above.

CURRENT VEHICLE MILEAGE 32,026

DATE SIGNED: 5/9/22

WITNESS: Vivian Carrasquillo

[Redacted]
Claimant

[Redacted]
Claimant

[Redacted]
Address
GLENORA, CA [Redacted]

[Redacted]
Address

[Redacted]
City, State, Zip Code

[Redacted]
City, State, Zip Code

[Redacted]
Social Security Number

[Redacted]
Social Security Number

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

Sworn to (or affirmed) and subscribed before me this 09 day of MAY, 2022, by
(full name of customer).

Leah H. Neal
Signature of Notary Public



Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced Identification X

Type of Identification CALIF DL

My commission expires: June 06 2026



Business Resource Center

Fax

To: rdvc
Company:
Phone:
Fax: 8662256780

From: Bernie Ludwig
Phone: prompt 9 , prompt 5, ext 58508
Fax: 866-225-8780
Date: Friday, May 17, 2002 12:18:00 PM
Pages: 01
(not including cover)

Comments:

CONFIDENTIALITY

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RVDC Case# 46348

Core Point Number	00000551	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1098?	Y																																																								
Service Req Number		Dealer Admin Fee Applied?	Y	Issue Release	N																																																										
Customer Name	XXXXXXXXXXXX	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase																																																													
Original VIN	1G1YY2801XK111499	Repurchase Sales Tax?	Y	This Used?																																																											
DEC	12/2003	Reason for not Repurchasing Sales Tax																																																													
Dealer Name	CHRYSLER OF N. MONTG	Original Sales Tax Paid in	State: CA	Repurchased Under Laws of	State: CA																																																										
Dealer	ROBERT AVILA, PLMT	Vehicle Repurchase Assumption of LEMON LAW?	Y																																																												
Contact/Title	HANDLER	Closing Schedule:	2003-08-27	Established on:	2003-05-13																																																										
Dealer Phone	6265700000	If so, where: SAC is 0																																																													
Dealer Fax	6265014130	Location Site Name:																																																													
Delivery Date	1999-12-30	Contact Name:																																																													
Buyback Mileage	37026	Address 1:																																																													
Transmission	A	Address 2:																																																													
UCC Code(s)	H41	City:		State:		Zip:																																																									
MSRP	45766.00	Phone #1:																																																													
MAFA	28371.00	Fax #1:																																																													
Case Number	46348	Comments: NO LHM																																																													
UAC Case Number		Old Legal Case Number:																																																													
Type of Transaction	BR	GM Counsel Name: N/A																																																													
Replacement VIN		GM Counsel Contact Name: N/A																																																													
Repurchase Type	Legal-Party Repurchase-0001	Address 1:																																																													
Repurchase Source	LEGAL CWN B. LUDWIG	Address 2:																																																													
Reason for Repurchase	STUCK IN LOCK UP	City:		State:		Zip:																																																									
		Phone #1:																																																													
		Fax #1:																																																													
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Case ID: 46348 | Location: Indio

GM RESTRICTED

363961

CASE NUMBER: 02767298 VIN: 1G1YY22G1X5112104
 DATE OPENED: 01/05/01 MODEL YEAR: 99
 DATE CLOSED: 01/26/01 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE: 27000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] SUN VALLEY CA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 02767298 VIN: 1G1YY22G1X5112104
 MODEL YEAR: 1999
 DATE OPENED: 2001-01-05 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-01-26 MILEAGE: 27000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: DEALER NAME: RYDELL AUTOMOTIVE GROUP
 BRC PARENT: DEALER ADDRESS: 753 SAN FERNANDO RD., SAN
 FERNANDO, CA, 91340, USA

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

S50 Roadside Assistance Complaint	Other
0 REPAIR ATTEMPT(S)	cust waited for 4 hrs for roadside
M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	steering column locked up
T28 Possible Lemon Law	Customer Satisfaction
0 REPAIR ATTEMPT(S)	CUST HIRING LAWYER

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112
 Cadillac: 1 (800) 882-1112
 Chevrolet: 1 (800) 243-8872
 GMC: 1 (800) 223-7799
 Oldsmobile: 1 (800) 535-6537
 Pontiac: 1 (800) 762-2737
 roadside assistance complaint

*****WORK HISTORY*****

Cust states the steering column locked up last night and he called roadside assistance at 5 pm and it took 4 hrs for a tow truck to come. Cust states he does not know where his

GM RESTRICTED

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vehicle is right now, the dealership does not have the vehicle yet. Cust is very angry about Chevrolet's customer assistance and roadside assistance. Cust states he has had many problems w/the vehicle and is fed up. Cust is leaving town for two weeks and wants to know what he is supposed to do with his vehicle. Crm advised the cust that I can contact roadside assistance to find out where his vehicle is. Crm contacted roadside and they state the vehicle was at the towing companies storage facility overnight because the dealership was closed. The vehicle is being towed right now to Rydell Chev. Cust had also wanted reimbursement for the taxi he had to take to get home. Crm asked roadside and they state he can submit the original receipts, copy of registration, case # and a brief description of the situation and send the docs.....; 0; 347566724
2001-01-05

.....CONT.....to GM Roadside Assistance-Chevrolet, PO Box 5033 Troy, MI 48007-5033. Crm contacted the cust and advised that his vehicle is being towed to the dealership now and that he can submit the taxi bill to roadside assistance. Cust states he would like to trade in this vehicle for another Corvette but would like assistance from Chev. Cust requested that I check into it. Crm will check into an OLC for the customer. Cust's cell phone # 818-266-6182. Natalie Shaw/pdx/crm; 0; 347567368
2001-01-09

Crm discussed goodwill options w/TM. TM recommends offering a GMPP Smartcare for 2/24. Crm will contact the cust and offer the Smartcare to the cust. Crm called for the cust, he is out of town until Jan. 15. Crm left a message w/cust secretary to call new when he returns. *****NEXT CRM*****If the cust calls for me please alarm me and I will call him back. Natalie Shaw/pdx/crm; 0; 347918615
2001-01-09

CUST STATES NATALIE CALLED HIM , CRM ADV THAT NATALIE WANTS TO SPEAD W/HIM. CRM ADV WILL EMAIL HER A GIVE HER PHONE # TO REACH CUST [REDACTED] MIKE MARS/CAC/PORTLAND; 0; 347923511
2001-01-09

Crm contacted the cust and offered a GMPP Smartcare for 2/24. Cust states he is still thinking of trading in the vehicle, he is very frustrated with it. Crm advised the cust that he can think about it and call me back, cust agreed. *****NEXT CRM*****If the cust calls back for me please send me an alarm. Natalie Shaw/pdx/crm; 0; 347928159
2001-01-25

CUST CALLED, STATED THAT HE IS VERY FRUSTRATED WITH HIS VEH AND WANTED TO SPEAK WITH MGR. HE STATES THAT THERE HAVE BEEN CHRONIC REPAIRS TO VEH AND SEEKS REPURCHASE OR TRADE ASSISTANCE TO GET INTO A NEW VEH. CRM ADVISED THAT DLR WOULD BE CONTACTED FOR FURTHER INFO, AND THAT CALL WOULD BE MADE TO AVM TO SEE IF ASSISTANCE COULD BE AVAILABLE FOR REPURCHASE OR TRADE ASSISTANCE. CRM WILL CALL CUST BACK ON 1/30/01. CUST ALSO REQUESTS THAT AVM MESSAGE INCLUDE REQUEST THAT CUST BE CONTACTED DIRECTLY BY AVM. CRM AGREED TO ADD THIS TO MESSAGE. JONNI GOOD/CAC/PDX; 0; 349313389
2001-01-25

CRM SPOKE WITH SVC MGR RAY O'HARRA, WHO WENT OVER REPAIR HISTORY AND WHO COULD NOT FIND CHRONIC REPAIR TO THE SAME PART. REPEATED RETURNS TO SHOP HAVE BEEN FOR SMALL PROBLEMS THAT DO NOT QUALIFY VEH FOR REPURCHASE. CRM ADVISED MR O'HARRA THAT CUST DID REQUEST THAT CALL BE MADE TO AVM SO THIS CALL WOULD BE MADE, SO THAT AVM COULD BE THE ONE TO DENY ASSISTANCE, RATHER THAN DLR. SVC MGR UNDERSTOOD. CRM WILL PUT IN CALL TO AVM FOR CUST. JONNI GOOD/CAC/PDX; 0; 349316419
2001-01-26

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AFTER CAREFUL REVIEW OF FILE WITH TM BRIAN PERRY, THIS CASE DOES NOT MERIT CONTACT WITH AVM. THERE HAVE BEEN NO REPEATED ATTEMPTS TO FIX THE SAME PARTS, ALL REPAIRS HAVE BEEN SUCCESSFUL, AND VEH IS STILL UNDER WARRANTY SO CUST HAS HAD NO OUT OF POCKET EXPENSE. CRM WILL CONTACT CUST TO ASK HIM IF HE IS INTERESTED IN THE GMPP SMART CARE OFFERED BY PREV CRM. CUST WILL BE ADVISED THAT THIS IS GM'S FINAL OFFER, AND THERE IS NO MGR WHO IS ABLE TO OVERRIDE THIS DECISION. JONNI GOOD/CAC/PDX; 0; 349386239

2001-01-26

CUST SPOKE WITH CUST WHO STATES THAT HE IS REJECTING THE OFFER OF GMPP, AND WANTS FILE DOCUMENTED TO SHOW THAT HE WILL SPEAK TO A LAWYER AND BRING SUIT. CUST THEN HUNG UP ON CRM. CRM WILL CLOSE THIS FILE. JONNI GOOD/CAC/PDX; 0; 349386578

2001-01-26

CRM IS FORWARDING FILE TO TM AS DISAT CLOSING. JONNI GOOD/CAC/PDX; 0; 349386714

2001-01-26

CUST CALLED VERY UPSET THAT HE HAS NOT BEEN ABLE TO SPEAK WITH SOMEONE FROM GM. CUST SEEK TO HAVE AVM REVIEW HIS CONCERNS, MAYBE A REPURCHASE OR HELP WITH A TRADE IN. CUST DOES NOT FEEL VEHICLE IS RELIABLE, CUST HAS LOST FAITH IN VEHICLE. CUST STATED THAT HE HAS 2 OTHER VETS AND HIS FAMILY DRIVES SEVERAL OTHER VETS AND NONE OF THEM HAVE THESE PROBLEMS. CUST ALSO SEEKS TO HAVE THE SHADE WINDOW INSTALLED ON VEHICLE WHICH HAS NEER BEEN DONE, THE HEADLIGHT CAP REPLACE WHICH DEALER WAS TO ORDER AND CUST NEVER HEARD BACK WHEN IT WAS IN, REPAIR OF CRACK ON ROOF OF CAR WHERE PAINT IS PEELING. CUST IS WILLING TO SIT DOWN WITH SVM AND DISCUSS CONCERN IF A SOLUTION CAN BE FOUND TO SATIFY THE CUST. HE DOES NOT WANT TO WASTE HIS TIME. CUST WILL WAIT FOR CRM TO CALL BACK WITH RESULTS. IF NOT HAPPY HE WILL CONTACT HIS LAWYER. HE SAYS THAT HE FALLS UNDER LEMMON LAW ALREADY FOR REPAIRS. CRM TRIED TO CALL SVM NOT IN. WILL CALL AFTER 1 PM TODAY. KIMBERLEE WEISKER/PDX-CAC; 0; 349390617

2001-01-26

LTALK TO SVM RAY OHARRA HE SAID THAT HE WOULD LIKE CUST TO BRING VEHICLE BACK IN FOR A FINAL REPAIR TO SEE IF THEY CAN GET EVERYTHING FIX. HE IS WILLING TO MEET WITH CUST JAN 2 AT 9AM ALSO. CRM CALL CUST AND STATED THAT SVM WANTS HIM TO COME IN FOR REPAIR AND ALSO TO MEET WITH HM ON MANDAY. KIMBERLEE WEISKER/PDX-CAC; 0; 349401779

*****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

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

363961

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*****

363961

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:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LUDINGTON

MI

HOME PHONE:

CASE NUMBER: 01829383

VIN: 1G1YY22G1X5113687

DATE OPENED: 2000-10-09

MODEL YEAR: 1999

DATE CLOSED: 2001-02-26

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 7700

BRC TYPE:

DELIVERY DATE:

BRC PARENT:

DEALER NAME: URKA AUTO CENTER INC

DEALER ADDRESS: 3736 W US 10, LUDINGTON, MI, 49431, USA

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

N01 Electrical General

Other

4 REPAIR ATTEMPT(S)

NO START

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

INOPERATIVE

A12 Miscellaneous - Not Classified

Other

0 REPAIR ATTEMPT(S)

LOW OIL LEVEL

N10 Lamps/Signal/General

Other

1 REPAIR ATTEMPT(S)

FLICKER ON AND OFF

SEEKING REPURCHASE

*****WORK HISTORY*****

CRM CONTACTED CUSTOMER AND LEFT MESSAGE WITH RECEPTIONIST SAN TO ADVISE THERE ARE NO NEW UPDATES AND WILL CONTACT MONDAY FOLLOWING THANKSGIVING HOLIDAY. S. ALDRICH/ATK; 0; 343676623
2000-10-09

CUSTOMER STATES VEHICLE HAS BEEN TO THE DLRHP 4X FOR LOSS OF POWER TO VEHICLE; FIRST TIME THE BATTERY WAS REPLACED; AND SUBSEQUENT TIMES ALTHOUGH DLRHP VERIFIED NO START CONDITION EXIST THEY WERE NOT ABLE TO FIND THE SOURCE OF THE PROBLEM.. CUSTOMER STATES DURING A TRIP, HIS STEERING COLUMN LOCKED UP AND HAD TO BE TOWED TO DLRHP, ONCE AT DLRHP CONDITION HAD RESOLVED ITSELF; CUSTOMER STATES CURRENTLY, THE LOW OIL LIGHT CAME ON SO HE CHECKED OIL LEVEL AND IT WAS VERY LOW; HE STATES WITH 7000 MILES OIL LEVEL SHOULD NOT BE THIS LOW. CUSTOMER STATES HE HAS BEEN A LOYAL CUSTOMER OF GM BUT THE MANNER IN WHICH THIS IS HANDLED WILL DETERMINE HIS FUTURE BUYING DECISIONS; CUSTOMER STATES HE IS SEEKING A REPURCHASE. CRM CONTACTED DLRHP AND SPOKE WITH TOM, SVC MGR., HE STATES THAT THIS CUSTOMER IS A VERY GOOD CUSTOMER, HE JUST PURCHASE A TAHOE AND HE USUALLY PURCHASES A NEW VEHICLE EVERY 2YRS AND USES SVC DEPT FOR ALL MAINTENANCE. TOM STATES THERE IS NO FIX FOR CUSTOMER'S SITUATION. CRM WILL CONTACT AVM. S. ALDRICH/A; 0; 339949946
2000-10-09

CRM CONTACTED AVM AT 1800-823-0055 BOX 8215 AND ADVISED OF CUSTOMER'S REQUEST. S. ALDRICH/ATK; 0; 339950384
2000-10-09

CUST STATES THAT HE FAILED TO ADVISE PREVIOUS CRM OF INFO REGARDING DLR. CUST STATES THAT URKA CONTACTED TAC ON HIS VEH CONCERN, AND TAC ADVISED CUST TO KEEP BATTERY OPERATING, START CAR EVERY 3 DAYS TO KEEP BATTERY CHARGED. CUST STATES THAT HE BELIEVES THAT THIS WAS A

UNSATISFACTORY STATEMENT BY GM TECHNICAL SUPPORT. CRM SEEKS DOCUMENTATION AND ASST. CRM ADVISED CUST OF OFFER TO ASST, YET CRM NOTICED THAT PREVIOUS CRM CONTACTED AVM AND IS AWAITING RESPONSE. CRM ADVISED CUST OF THIS AND THAT DOCUMENTATION WILL BE NOTED. CRM FORWARDING FILE TO PREVIOUS CRM. TIFFANY HARRIS/TAMPA; 0; 339952697
2000-10-09

avm chris weitschat states vehicle is operating to gm specs, cusotmar starts vehicle once every several weeks. avm spoke to engineers whos tate that vehicle will have to be started more frequently. had a very bad conection with avm (cell phone) but ithink i understood that avm was to be calling service manager @ urka to tell him to offer denial. niko gutierrez/fiel assistance..will call service manager to confirm the he will offer denial.; 0; 339955025
2000-10-09

tom urka service manager will offer denial of repurchase to cusotmar. niko gutierrez/field assistance; 0; 339955090
2000-10-19

CRM RECONTACTED CUSTOMER PER NOTIFICATION. PRIOR TO SPEAKING WITH CUSTOMER , CRM CONTACTED THE SVC MGR., TOM STATES AVM DID CONTACT AND REQUEST THAT HE NOTIFY THE CUSTOMER TO DENY ASSISTANCE AND HE HAD REFUSED TO DO SO BECAUSE THIS IS A EXTREMELY GOOD CUSTOMER AND FEELS IT SHOULD BE GM'S RESPONSIBILITY TO NOTIFY THE CUSTOMER. HE STATES THIS CUSTOMER PURCHASE A NEW VEHICLE FROM DLRSHF EVERY 2 YEARS AND HAS ALL SERVICING PERFORMED AT DLRSHF. HE STATES WHEN THIS PROBLEM ORIGINALLY STARTED HE CONTACTED TEC(FILE NUMBER 3131100) AND CHANGED BCM; HE STATES TECH WAS CONTACTED SECOND TIME OVER A YEAR LATER DUE TO CONTINUING PROBLEM AND TEC NOW STATES VEHICLE IS RUNNING TO SPEC. SVC MGR STATES CURRENTS DRAWN BY ELECTRICAL SYSTEM MAY BE UP TO SPEC BUT SOURCE OF POWER DRAINAGE HAS NOT BEEN IDENTIFIED. AND CUSTOMER CONTINUES TO HAVE PROBLEMS..SVC MGR STTS HE IS IN STRONG DISAGREEMENT WITH DECISION., CRM ADVISED SVC MGR THAT CRM WILL SPEAK WITH TM TO SEE WHAT COURSE OF ACTION SHOULD BE TAKEN. S. ALDRICH/ATX; 0; 340829872
2000-10-19

CRM SPOKE WITH TM, MIKE SCHOPPE, HE INSTRUCTED CRM TO RECONTACT AVM AND ADVISE THAT THIS IS EXCELENT CUSTOMER AND PROBLEM IS STILL EXISTING AND FIND OUT PRO HER WHAT COURSE OF ACTION TO TAKE. S. ALDRICH/ATX; 0; 340831237
2000-10-19

CRM CONTACTED SVC MGR AT DLRSHF TO ADVISE OF ACTION TO TAKE; HE STATES AVM HAD ALREADY CONTACTED THE ENGINEER AND ENGINEER DECLINED TO COME OUT BECAUSE VEH IS RUNNING TO FACTORY SPECIFICATION. TM ADVISED. TM ADVISED CRM TO CONTACT CUSTOMER AND FIND OUT WHAT HIS DRIVING HABITS ARE..EG. HOW OFTEN VEHICLE IS OPERATED. CRM CONTATED CUSTOMER..HE STTS HE DRIVES HIS VEHICLE ON THE AVERAGE OF 3-4 MONTHS AT A TIME, PUTTING APPROXIMATELY 4000 MILES PER YEAR. HE STATES BATTERY IS CHARGED EVERY MONTH AND HE RUNS VEH FOR 15 MINUTES AT A TIME. CUSTOMER STATES VEHICLE IS PUT IN HIS HEATED GARAGE AROUND 1ST OF NOV. AND TAKEN OUT IN APRIL. WHILE VEHICLE IS IN THE GARAGE, NO AUXILLARY SYSTEM IS ON. CUSTOMER STATES THAT THE LAST TIME VEHICLE WAS AT DLRSHF IN 7/31 FOR THIS PROBLEM, DLRSHF INSTALLED A NEW BATTERY AND VEHICLE STAYED AT DLRSHF UNTIL AUGUST 16 WHEN DLRSHF TRIED TO START VEHICLE, BATTER WAS DRAINED AND HAD TO JUMP START THE CAR. CRM WILL ADVISE TM OF ABOVE INFORMATIN. S. ALDRICH/ATX; 0; 340834940
2000-10-20

crm contacted customer and left message stating crm is still researching; will contact on monday. s. aldrich/atx; 0; 340926692
2000-10-23

gm brand mgr., is out today, therefore unable to obtain necessary information; crm contacted customer and advised, will call back tomorrow. s. aldricha/atx; 0; 341185429
2000-10-24

CUSTOMER'S TOTOAL VISTS TO DLRSHF ARE AS FOLLOWS: 3/26/99 - 2MILES - BCM MODULE REPLACED; 10/99 - 5036 MILES - BATTERY DEAD/CHARGED FOR 2 DAYS; 3/8/2000 - 5048 MILES-BATTERY DEAD - BATTERY CHARGED; 5/200- BATTERY DEAD- BATTERY CHARGED; 7/31/2000 - BATTERY DEAD- BATTERY REPLACED; VEHICLE AT DLRSHF UNTIL 8/16/2000; 8/16/200 - BATTERY DEAD - RECHARGED. IN

ADDITION TO DIFFICULTIES WITH POWER DRAINAGE, CUSTOMER HAS HAD 5 OTHER UNRELATED REPAIRS ON THE VEHICLE SHOWING ON VIN PROFILE AND 2 MORE VISITS NOT YET REGISTERED IN VIN PROFILE. THEY ARE ...1 VISIT FOR OIL LOSS- CUSTOMER'S OIL LIGHT CAME ON AND OIL REGISTERED AT TIP OF DIPSTICK- DLRSHD IDENTIFIED NO LEAKS AND ADVISED IT MAY BE AN INTERNAL ENGINE PROBLEM, CUSTOMER STATES 2 DAYS AFTER VEHICLE BROUGHT BACK FROM DLRSHD, HE IS CURRENTLY EXPERINCING FLIKERING HEADLIGHTS AND WILL BE BACK AT DLRSHD. NOTES CONTINUED IN NEXT COMMENT....S.
ALDRICH/ATX; 0; 341248534
2000-10-24

CRM PROVIDED CUSTOMER'S DRIVING/STORAGE HABITS AND REPAIR HISTORY TO GM BRAND MGR., CARL RILEY, HE ADVISED CRM TO RECONTACT AVM AND ADVISE OF CUSTOMER'S STORAGE HABITS AND ASK WHAT ACTION WHE IS PLANNING TO TAKE...CRM UPDATED CUSTOMER AND WILL CONTACT AVM..S. ALDRICH/ATX; 0; 341248676
2000-10-24

AVM WAS CONTACTED AT HOME/MAILBOX 630092-8215. CRM WILL CONTINUE TO FOLLOW UP ON FILE...IF AVM OR CUSTOMER OR SVC MGR CALLS, PLEASE ALARM MR. THANKS.....S. ALDRICH/ATX; 0; 341251874
2000-10-25

AVM RECONTACTED CRM, SHE STATES SINCE THE PARASITIC DRAINS IS WITHIN NORMAL SPECIFICATION, SHE WILL NOT BE TAKING ANY FURTHER ACTION...CRM RELAYED MESSAGE TO GM BRAND MGR., CARL RILEY, HE ADVISED CRM TO OBTAIN ALL HISTORY OF VISITS TO DLRSHD AND GIVE TO HIM...CRM CONTACTED DLRSHD AND SPOKE WITH TOM, SVC MGR., HE STATES THAT A FRIEND OF CUSTOMER, WHO IS A GROUNDS ENGINEER FOR GM HAS CONTACTED HIM AND STATED HE WILL BE AT DLRSHD TO INSPECT VEHICLE. HE REQUEST ALL ACTIONS BE PLACED ON HOLD UNTIL ENGINEER HAS OPPORTUNITY TO LOOK AT VEHICLE. CRM AGREED. CUSTOMER ADVISED. S. ALDRICH/ATX; 0; 341362077
2000-11-13

CRM CONTACTED SVC MGR., HE STATES 2 ENGINEERS FROM THE TESTING GROUND CAME OUT AND THEY COULD NOT FIND ANYTHING SPECIFIC BUT CHANGED OUT THE ALTERNATOR AND THE BATTERY. TOM STTS THAT BATTERY HAS BEEN IN CUSTOMER'S VEHICLE FOR 3 MONTHS AND BATTERY WAS ALREADY DISCHARGED, FURTHERMORE, ENGINEERS COULD NOT FIGURE OUT WHY CUSTOMER'S HEADLIGHTS FLICKER ON AND OFF AT NIGHT. ... SVC MGR STATES HE IS UNDER THE IMPRESSION THAT CUSTOMER WAS PLANNING ON PLACING VEHICLE IN STORAGE...CRM WILL CONTACT CUSTOMER TOO SEE IF FURTHER ACTIONS ARE NECESSARY. S. ALDRICH/ATX; 0; 343244778
2000-11-16

CRM CONTACTED CUSTOMER, HE STATES SINCE ENGINEERS WERE NOT ABLE TO DIAGNOSE PROBLEM WITH VEHICLE, HE STATES THAT HE WISHES TO PURSUE A REPURCHASE. CRM ADVISED THAT GM BRAND MGR., CARL RILEY WILL BE CONSULTED ON THIS MATTER. CRM WILL CONTINUE TO WORK WITH CUSTOMER. S. ALDRICH/ATX; 0; 343244969
2000-11-16

CRM SPOKE WITH SVC MGR., TOM, HE HAS AGREED TO FAX OVER CUSTOMER'S RECENT WORK ORDERS NOT REFLECTING IN VIN PROFILE..FURTHER UPDATE WILL BE PROVIDED TO CUSTOMER WHEN FAX IS RCVD AND SITUATION DISCUSSED WITH GM BRAND MGR., MR. CARL RILEY. S. ALDRICH/ATX; 0; 343261263
2000-11-20

CRM SPOKE WITH CARL RILEY, HE FEELS THAT CAM SHOULD BE CONTACTED BY TM, MIKE SCHOPPE, HOWEVER PRIOR TO CONTACT, HE WOULD LIKE TO FIND OUT WHAT THE SPEC FOR DRAINAGE IS. CRM CONTACTED SVC MGR., TOM, HE STTS THAT HE IS NOT AWARE OF THE RANGE BUT WAS ADVISED BY THE ENGINEERS THAT DR. MAST'S VEHICLE IS DRAWING 32 MILIAMPS AND THAT IS CONSIDERED TO BE NORMAL. CRM ADVISED CARL RILEY, HE STATES HE IS ON HIS WAY TO A MEETING BUT WILL FIND OUT TOMMORROW WHAT THE RANGE IS TOMMORROW. CRM CONTACTED CUSTOMER STILL RESEARCHING, WILL RECONTACT. S. ALDRICH/ATX; 0; 343606770
2000-11-30

CRM CONTACTED CUSTOMER TO ADVISE NO UPDATE, STILL RESEARCHING. S. ALDRICH/ATX; 0; 344451250
2000-12-07

CUST STATES HE WOULD LIKE TO SPEAK W/ PREVIOUS CRM. CRM ADVISED CUST THAT WE DO NOT HAVE EXT. & I DID NOT HAVE THE CAPABILITY TO TRANSFER. CUST THEN SAID THAT EVERYTIME HE CALLS WE HAVE CONTACTED PREVIOUS CRM BY EMAIL. CRM ADVISED CUST THAT WE CAN DOTHAT, BUT I CAN NOT

PROMISE IF & WHEN PREVIOUS CRM WOULD CALL. CUST STATES SHE HAS ALWAYS CALLED BACK. CRM ADVISED CUST THAT I WOULD DO AS HE REQUESTED. CRM HAS SENT AN ALARM TO PREVIOUS CRM. JESUS DE LARA/PDX/CAC; 0; 345069404
2000-12-12

CRM CONTACTED CUSTOMER AND ADVISED NO UPDATE...HE STTS HE IS GOING ON VACATION, LEAVING ON FRIDAY, DECEMBER 15, 2000. CRM ADVISED IF THERE ARE NO UPDATES PRIOR TO HIS DEPARTURE DATE, CRM WILL CONTACT AFTER HIS VACATION. CUSTOMER AGREED. S.ALDRICH/ATX/APPROVER; 0; 345508199
2001-01-17

CRM CONTACTED CUSTOMER, HE STTS 3 WEEKS AFTER REPAIR, HIS VEHICLE STARTED. AFTER HE RETURNED FROM VACATION, ON FIRST WEEK OF VACATION, HIS VEHICLE STARTED. CUSTOMER STTS HE IS OPTIMISTIC THAT HIS VEHICLE MAY BE REPAIRED. CUSTOMER STTS HE WILL RESTARTVEHICLE IN 2 WKS AND CONTACT CRM TO ADVISE OF THE OUTCOME. *****I WOULD LIKE TO CONTINUE OWNERSHP OF THIS FILE BECAUSE A GM BRAND MGR IS WORKING WITH ME ON THIS FILE. IF CUSTOMER C/B, ALARM ME. THANK YOU! S. ALDRICH/ATX/APPROVER; 0; 348613750
2001-01-29

CUST SEEKS TO SPEAK WITH SONIA ALDRICH AT HER CONVENIENCE. CRM ADVISED CUST THAT I WOULD SEND HER AN ALARM TO CALL HIM. JULIA FLORES/ATX/CARS; 0; 349651421
2001-01-30

CUSTOMER STTS HE STARTED HIS VEHICLE AND VEHICLE DID START BY SOUNDED SLIGHTLY HESITANT, AS IF BATTERY HAS BEEN DRAINED. CUSTOMER STTS THAT HE WILL STARTING VEHICLE AGAIN IN 2WKS..CRM REQUESTED FOR CUSTOMER TO RECONTACT CRM IN 2 WKS, CUSTOMER AGREED. S. ALDRICH/ATX/APPROVER; 0; 349741604
2001-02-12

02-12-01 CUST CALLED AND ASKED THAT PRE CRM CALL HIM, SENT NOTE TO HER. ED WILLIAMS PDX; 0; 350838068
2001-02-13

CRM CONTACTED CUSTOMER, HE STTS THAT VEHICLE FAILED TO START. CUSTOMER STTS HE WANTS TO PERUSE THE REPURCHASE PROCESS AND IF HE CAN NOT BE ASSISTED BY CHEVROLET, UNFORTUNATELY HE WILL HAVE TO SEEK ALTERNATIVE AVENUE. CRM ADVISED CUSTOMER THAT AVM AND DLRSHP WILL BE CONTACTED IN REGARDS TO HIS REQUEST FOR REPURCHASE. CRM CONTACTED CHRIS WEITSCHADT AT 630092-8215 AND ADVISED OF CUSTOMER'S REQUEST. SVC MGR, TOM URKA WAS ALSO CONTACTED. S. ALDRICH/ATX/APPROVER; 0; 350927477
2001-02-13

AVM CHRIS WEITSCHAT STATES THAT AFTER CONSULTING WITH THE ENGINEER , SHE WAS TOLD THAT THE DRAW WAS 27 MILLI AMPS AND THE ENGINEERS RECOMMENDATION WAS TO EITHER DISCONNECT THE BATTERY OR USE A TRICKLE CHARGER ON THE VEHICLE. AVM STATES THE ENGINEER ALSO HAS A CORVETTE AND USES A TRICKLE CHARGER ON HIS VEHICLE WHILE IN STORAGE. AVM STATES THE REPURCHASE REQUEST IS DENIED. AVM SEEKS DOCUMENTATION AND ALARM SENT TO PREVIOUS CRM. CRM ADVISED AVM THAT DOCUMENTATION WOULD BE MADE AND ALARM SENT. FRITZANN ALEXANDER/TPA/AVM; 0; 350936731
2001-02-15

CRM DISCUSSED AVM'S RESPONSE WITH GM BRAND MGR., MR. RILEY HAS ADVISED THE CRM TO ADVISE THE CUSTOMER TO TAKE VEHICLE INTO DLRSHP FOR A DIAGNOSIS BEFORE ANY OTHER ACTIONS CAN BE TAKEN. CRM ADVISED CUSTOMER HE HAS AGREED. CRM THEN CONTACTED SVC MGR APPROXIMATELY 30 MINUTES AFTER SPEAKING WITH THE CUSTOMER, MR TOM URKA, SVC MGR., STATED THAT CUSTOMER HAS DECIDED TO NOT TO BRING VEHICLE TO DLRSHP AFTER ALL. HE STATES THAT CUSTOMER ADVISED THAT HE WOULD RATHER GO THROUGH ARBITRATION BECAUSE HE FEELS THAT GM HAS HAD AMPLE AMOUNT OF TIME TO RESOLVE OR REPURCHASE HIS VEHICLE. CUSTOMER HAS ALSO ADVISED CUSTOMER THAT SINCE HE HAS AGREED TO A C/B TIME BY CRM OF THIS FRIDAY, HE WILL WAIT UNTIL THIS FRIDAY, AFTER SPEAKING WITH CRM PRIOR TO FILING WITH HIS STATE. CRM WILL ADVISE MR. RILEY OF CUSTOMER'S POSITION. CRM WILL CONTACT CUSTOMER ON FRIDAY, AS PROMISED. S. ALDRICH/ATX/GOODWILL LIAISON.; 0; 351110419
2001-02-16

THIS CUSTOMER HAS FILE WITH THE BBB AND FILE IS NOW ACTIVE WITH BRC/ADR. PLEASE ADDRESS ANY FURTHER CUST CONTACT TO BRC. BRC/ADR IS CLOSING THIS FILE.

MEL MELTZER/TAMPA BRC/ADR/58203; 0; 351184032

2001-02-16

CRM HAS RCVD ALARM OF THE ACTION TAKEN BY THE CUSTOMER. CRM CONTACTED HIM FOR THE LAST TIME TO ADVISED CRM WILL NO LONGER BE INVOLVED IN THE FILE. S. ALDRICH/ATX/GOODWILL LIAISON; 0; 351194780

2001-02-26

RECEIVED PRA IN WORKFLOW AND FORWARDED TO ARDEAN PATTERSON X58344. LEONARD BETHRA/TAMPA; 0; 352042723

2001-03-15

cust states that he seeks a call from sanya aldrich. crm offered to assist cust and he refuses, stating that aldrich is most familiar with him and know all of the info and that he is comfortable with her and doesn't want my assistance. crm asked what sort of assistance the cust would like and he advised that he is attempting to purchase a new veh and is having the same problem as before and wants to speak with aldrich. crm advised that though i can send aldrich an alarm that cust seeks a call i cannot guarantee that she will call him. maria quinn/pdx/cac; 0; 353520456

*****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:
COND 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:

MERP:

MADA: 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:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3961890	VIN Number:	1G1YY22G1X5114878
Date Opened:	5/30/2000	Model Year:	1999
Date Closed:	11/14/2000	Series:	Corvette
Dealer Code:	B30712	Mileage:	15214
Address:	ALLEN SAMUELS BAY CHCORPUS CHRIS	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN WOULD NOT UNLOCK

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---

05/30/2000 10:35:12 SBD TEMPLATE - COLE

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.)

NA (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.)

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.)

05/30/2000 10:35:12 HISTORY - COLE

CUSTOMER STATES COLUMN WOULD NOT UNLOCK. TECH HAS NOT REPRODUCED, ISSUE AND IS LOOKING FOR INFO.

ADVISED OF ADDITIONAL DIAGNOSTICS PER P/I A000285.

11/14/2000 19:47:30 BRYANT - DLR CLOSED CASE BY VME CAR

ELECT MAIL BOX, SHAWN BRYANT

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

REDDING, CA

CASE NUMBER: 04882985 VIN: 1G1YY22G1A5115116
MODEL YEAR: 1999
DATE OPENED: 2001-07-11 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-11 MILEAGE:
SOURCE: E-Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARTENT: DEALER ADDRESS:

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

M01 Steering General Other
2 REPAIR ATTEMPT(S) continues to lock 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*****

crm received electronic contact 7/11/01 email case # 1274967. cust stated that the steering wheel continues to lock up and she's frustrated and is tired having to have her car towed to have to steering wheel unlock and she has to pay a deductible everytime this happens. cust states that she called chevysa 800 number and spoke with agent and was told by agent that in the agents two months of working that she has spoken with 6 cadillac, 4 corvettes, with the same steering wheel locking problem. crm will advise cust to visit local dealership and speak with a tech for detailed technical information. crm will advise cust that when purchasing a used vehicle the owner take responsibility for the repairs of that particular vehicle. crm will also advice cust that certain concerns may occur in a handful of vehicles and the concern may occur due to the way that particular vehicle is handle and under what conditions the vehicle is driven. crm will include file #04882985 with chevrolet 800# and email addy. cont'd; 0; 363747256
2001-07-11

cont'd.....no further action taken. DALPHEE RAY/ATX/IRC/CARS; 0; 363747280

*****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 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:

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

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:	3477919	VIN Number:	1G1YY22G1X3116475
Date Opened:	9/27/1999	Model Year:	1999
Date Closed:	11/12/1999	Series:	Corvette
Dealer Code:	B14037	Mileage:	2759
Address:	BERGLUND CHEVROLET JROANOKE	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCK

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—

09/27/1999 09:22:56 SBD TEMPLATE - NICOLETTI

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)

Y (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

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

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

N (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)

Y (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

N (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

09/27/1999 09:22:56 HISTORY - NICOLETTI

CUSTOMER HAD VEHICLE TOWED TO DEALER, DUE TO STEERING WHEEL WILL NO UNLOCK.

TECH HAS VERIFIED AND LOOKING FOR INFO.

TAC INFORMED TECH OF PI A000285. TECH TO CALL BACK WITH RESULTS.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Sunbury , OH

CASE NUMBER: 1-30182817 VIN: 1G1YY22G1X5116508
MODEL YEAR: 1999
DATE OPENED: 2002-09-04 SERIES: Corvette
DATE CLOSED: 2002-09-04 MILEAGE: 70000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A Yes DEALER NAME: Aldaban Automotive Group, Inc.
BRC PARTENT: DEALER ADDRESS: 3101 Morse Rd, Columbus, OH, 43231-6188, USA

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

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

*****WORK HISTORY*****

Locked Steering; , 2002-09-04
2002-09-04

Get veh to dlr; , 2002-09-04
2002-09-04

Service Request has been Closed Satisfied., , 2002-09-04

*****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:

*****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 SOLICIT:	

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

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

DIV: CHEVROLET CASE 000063365 TYPE: G-GENERAL
NAME: THE GLENWAY MOTOR CAR CO.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: CINCINNATI
VIN: 1G1YY22G1X5116511
RESP DEALER: 00000
MILEAGE: 10736
YEAR/MODEL: 1999/CORVETTE

STATE: OH ZIP: [REDACTED]
DELIVERY DATE:
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 02/07/2000 ORIG OPEN DATE: 02/07/2000
REOPENED: N
LAST ACTIVITY DATE: 02/07/2000 BY: MARGIE SHRUNK
CLOSE DATE: 02/07/2000 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
WARRANTY: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

NO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 02/07/2000
DEALER CLOSED : 02/07/2000

DEALER NUMBER: 09235
NAME: THE GLENWAY MOTOR CAR CO.
CITY: CINCINNATI ST: OH

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
M41	0		LOCKED UP

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 02/07/2000 00:00:01
VEH RUNNING FINE NOW

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/07/2000 11:40:58
CUST STATES THAT A COUPLE OF MONTHS AGO THE STEERING COLUMN ON HIS
VEH LOCKED UP AND HE HAD TO HAVE THE VEH TOWED TO A DLR. CUST STATES
THAT DLR REPAIRED VEH. CUST STATES THAT LAST NIGHT THE STEERING
COLUMN LOCKED UP AGAIN AND HE HAD TO HAVE IT TOWED TO DLR. CUST STATES
THAT TODAY THE DEALER STATED THAT IT WAS NOT LOCKED UP AND THEY
RECEIVED NO CODES ON THE COMPUTER. CUST STATES THAT VEH IS WORKING
FINE NOW, BUT HE BELIEVES THAT THIS COULD HAPPEN AGAIN AND HE WILL BE
INCONVENIENCED AGAIN. CUST STATES THAT HE HAS A LEMON AND HE WANTS GM
TO COME PICK IT UP AND HE DOES NOT WANT TO LEASE IT ANYMORE. CUST STAT
ES THAT HE IS SECOND OWNER, PURCHASED VEH WHEN IT WAS 6 MONTHS OLD.
CUST SEEKS OUT OF VEH.
CRM ADVISED THAT AS LONG AS VEH WAS WORKING FINE, THERE WAS NOTHING
THAT GM COULD DO BESIDES CONTINUE TO COVER VEH UNDER WARRANTY.
CUST STATES THAT HE IS GOING TO GET A LAWYER.
ASHLEY PALOMAREZ/ AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/16/2000 11:36:54
CUSTOMER FOLLOW-UP: CUST CALLED IN TO STATE THAT HE HAD TO HAVE HIS
VEH TOWED INTO DLRSHIP LAST NITE BECAUSE OF LOCKED STEERING WHEEL..HE
STATED THAT THIS IS THE THIRD TIME THAT THIS HAS OCCURRED & THAT HE
WANTS TO GET OUT OF THIS VEH & INTO ANOTHER ONE...CRM ASKED CUST FOR V
VIN BECAUSE THE ONE IN FILE WAS INVALID, CUST DIDN'T HAVE ANYTHING W/VI
N..CRM CALLED DLRSHIP, SPOKE W/ROM, SVC.MGR TO VERIFY CUST COMPLAINT..
ROM FOUND VEH USING CUST LAST NAME, GAVE CRM CORRECT VIN & ADV THAT
THEY REPLACED THE IGNITION SWITCH & THAT HE HAS SEEN THIS PROBLEM
BEFORE & THAT REPLACING THE IGNITION SWITCH HAS SOLVED IT...THANKED
SVC.MGR FOR ASSISTANCE...CRM RETURNED TO CUST & ADV HIM THAT THE
IGNITION SWITCH WAS REPLACED & THAT SVC.MGR HAS SEEN THIS BEFORE & THA
T REPLACING THIS PART HAS TAKEN CARE OF THE PROBLEM IN THOSE CASES..
CUST THANKED CRM & ASKED IF HE COULD CONTACT ME AGAIN IF IT OCCURS AGA
IN..CRM ADVISED CUST THAT ANY CRM THAT TAKES THE CALL WILL BE ABLE TO
THEY WOULD BE ABLE TO ASSIST HIM...CUST STATED THAT HE WILL GO AHEAD
& SEE IF THIS WORKS...CRM THANKED CUST...

OLU LOWE/AUSTIN, TX

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/18/2000 14:12:09
CUST CALLED WANTING UPDATE ON HIS REPORT OF 2/6 THAT AFTER HIS VEH
HAD BEEN TOWED THERE WAS A SCRATCH ON THE VEH. CUST DID NOT KNOW WHO
HE SPK W/ ON 2/6 AND CRM DID NOT FIND ANY COMMENTS IN FILE CONCERNING
THE SCRATCH. CRM CALLED ROADSIDE ASSIST. AND SPK W TONETTE WHO STATED
SHE WLD HELP CUST W HIS CONCERN. SHE WLD SEND SOMEONE OUT FROM ROAD-
SIDE TO INSPECT HIS VEH. CRM CONFERENCED TONETTE W CUST. AND SHE WILL
HANDLE CUST.'S CONCERN. CUST THANKED CRM FOR ASSIST.
MARGIE SHRUNK/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: [REDACTED]

ADDRESS: [REDACTED]

CITY: CINCINNATI

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: OH

HOME PHONE: [REDACTED]

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.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3948284	VIN Number:	1G1YY22G1X5117092
Date Opened:	5/22/2000	Model Year:	1999
Date Closed:	6/27/2000	Series:	Corvette
Dealer Code:	B08507	Mileage:	16847
Address:	FRANK ANDREWS CHEVRODUBLIN	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK PERFORMANCE STEERING STEERING COL

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---

05/22/2000 18:04:49 SBD TEMPLATE - SAFFORD

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 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.)

05/22/2000 18:04:49 HISTORY - SAFFORD

TECH COULD DUPLICATE THIS CONCERN FRIDAY , WHEN TOWED IN , HOWEVER CANNOT DUPLICATE THIS CONCERN NOW .

THE STEERING COLUMN WOULD NOT UNLOCK.

TAC SUGG TECH PERFORM PM A000285 , AND CALL BACK WITH THE RESULTS.

TAC ALSO SUGG TECH CHECK FOR DTC'S IN THE IPC AND USING THE TECH 2 .

05/23/2000 17:24:21 SAFFORD

DEALER CONTACT NAME (WHO ARE YOU TALKING TO) KIM CHANCE CALLED IN AGAIN WITH MORE INFORMATION. THERE ARE NO LIGHTS ON , ON THE DASHBOARD , ALSO STILL CANNOT DUPLICATE THIS CONCERN .

4 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

1 NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS CONDITION

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE
TECH DID USE TECH 2 TO PULL DTC'S AND FOUND B0521 , U1018 WAS STORED IN 3- OTHER MODULES , 4- MODULES TOTAL . U1040 WAS STORED IN TWO MODULES , U1064 WAS STORED IN 4- MODULES . U1180 , U1098 - STORED IN THREE MODULES , U1258 IN TWO MODULES , B2805 , B2860 , U1300 , U1000 .

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

TAC WILL RESEARCH AND CALL BACK POSSIBLE IGNITION SWITCH CONCERN.

05/24/2000 17:51:23 SAFFORD

DEALER CONTACT NAME (WHO ARE YOU TALKING TO) KIM CHANCE CALLED IN STILL UNABLE TO DUPLICATE THE CONCERN .

5 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

1 NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS CONDITION

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE
TAC SUGG TECH NOT REPLACE ANY PARTS UNTIL CONCERN CAN BE VERIFIED ,
WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

TAC REVIEWED PI# A000286 , AND SUGG TECH VERIFY THE GROUNDS AT THE A-PILLARS , ALSO SUGG POSSIBLE
IGNITION SWITCH , AND OR STEERING LOCK MOTOR CONCERNS .
TECH TO CALL BACK WITH THE RESULTS.

05/31/2000 15:22:55 ERMAN

- TRANSFER CALL TO DAVE SAFFORD

05/27/2000 14:07:08 SAFFORD

- TAC CALLED KIM CHANCE FOR AN

UPDATE , KIM STS REPLACED THE IGNITION SWITCH , AND THE STEERING COLUMN LOCK ACTUATOR . VEHICLE WAS RETURNED TO CUSTOMER JUNE 6TH OF 2000 . SO FAR THERE IS NO MORE CONCERNS . TECH TO CALL BACK IF THERE IS ANY MORE CONCERNS .

GM RESTRICTED

357392

CASE NUMBER: 00802149 VIN: 1G1YY22G1X5117643
 DATE OPENED: 07/04/00 MODEL YEAR: 99
 DATE CLOSED: 06/18/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 19000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MIAMI, FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 00802149 VIN: 1G1YY22G1X5117643
 MODEL YEAR: 1999
 DATE OPENED: 2000-07-04 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-06-18 MILEAGE: 19000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: MARCONE CHEVROLET
 SRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Inoperative
 7 REPAIR ATTEMPT(S) looks up/towed to dlrship
 T28 Possible Lemon Law Other
 1 REPAIR ATTEMPT(S) cust has filed w/state

legacy file# 990560661

*****WORK HISTORY*****

cust states: ****see Legacy file# 990560661*****cust called in, did not have his case#, etc...Please note, that customer last name was spelled incorrectly on old file, should be ANDREAU, not ANDREW. cust would like return call back from gm legaldivision. said he rec'd a letter from gm but he was calling from his workplace and did not have info at this time. crm researched and found Legacy file above. RE: Steering column locks up, this is the 7th time; t-top on corvette rattles and some elec. problems. Cust has filed w/state on lemon law. crm transf to legal dept. closed handling at this time, ava wolfe/austin,tx**please do not forward file back to this crm, as i will no longer be with cad. thank you.**; 0; 99999
 2001-06-18

No activity. Cxm is closing file. Jesse Gonzales/atx.; 0; 361753364

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

357392

*****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:

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

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MILEAGE @ BUY-BACK: 0
MSRP:

VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
WADA: 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 NAME:
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:

GM RESTRICTED

PAGE: 4

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

TAMPA, FL

CASE NUMBER: D4357762 VIN: 1G1YY22G1X5118730
MODEL YEAR: 1999
DATE OPENED: 2001-05-30 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-05-30 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ROGER WHITLEY CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 11300 N FLORIDA AVE, TAMPA, FL, 33612, USA

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

M41 Steering Column/Lock/Attaching Parts Other
4 REPAIR ATTEMPT(S) locked up

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.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 stated that she has had her veh into the dlr 4 times for the same repair. cust stated that there is a safety feature on her veh that locks the steering column and shuts the fuel system down. cust stated that the steering column has locked up on 3/14/00, 8/3/00, 9/12/00 and 5/30/01. cust stated that every time this happens to her veh she has to have it towed into the dlr b/c she cannot drive it. cust stated that on two of the repair attempts the part was replaced and on the other attempt the only thing that they did was disconnect the battery to reset the security feature. cust stated that this is becoming a serious issue and would like a permanent fix for the issue. cust seeks for her veh to be repaired. crm advised cust that i would escalate to tier2 for further assistance. kimberly steele/cars/tampa/tier1; 0; 360102034
2001-05-30

CUST. STATED THAT SHE HAS HAD HER VEHICLE INTO THE DEALERSHIP FOUR TIMES FOR THE SAME TIME STEERING LOCK OUT. CUSTOMER SEEKS FOR THE VEHICLE TO BE FIXED. SHE HAS ALSO ASKED TO SPEAK TO A DIST. MANAGER. CRM ADVISED AFTER CALLING THE SRG MANAGER JIM BRINKLEY. HE STATED THAT THERE ARE NO CODES ON THE VEHICLE AND THAT EVERYTIME IT COMES IN THEY DO SOMETHING AND IT STARTS UP IN 10 SECONDS. CUSTO. IS SEEKING A CAR THAT RUNS AND HAS MENTIONED/L/L. THEY ARE ALSO GETT TAM INVOLVED. WHAT HE HAS INFORMED CRM ADVISED THE CUSTOMER TO PLEASE WORK WITH THE DEALER TO GET FIXED CRM FYI THE AVM DONALD REEVES. CRM CLOSING FILE CUSTOMER IS WORKING WITH THE DEALER. HOPEFU,LY IT WILL BE FIXED. VIRGINIA BEATY/TAMPA; 0; 360105661

*****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 SAC:
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 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:
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: 04375271 VIN: 1G1YY22G1X5119182
MODEL YEAR: 1999
DATE OPENED: 2001-05-31 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-01 MILEAGE: 17560
SOURCE: DELIVERY DATE:
BRC TYPE: ADR No DEALER NAME: GRAND PRIZE CHEVROLET OLDSMOBILE
BRC PARENT: 04375270 DEALER ADDRESS: 11701 SW 152ND ST., MIAMI, FL, 33177, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
3 REPAIR ATTEMPT(S) Steering column locks up
T28 Possible Lemon Law Customer Satisfaction
0 REPAIR ATTEMPT(S) Active BBB case

Customer states steering column locks up, not fixed.
Customer seeks repurchase.

*****WORK HISTORY*****

Road active BBB case #CHV0166004 today. Customer is not eligible to arbitrate for repurchase due to age of vehicle.; 0; 360274537
2001-06-01

Decision: BBB case closed as ineligible due to age of vehicle (in-service date is 2/11/99) and leased as used. Robert Hall, ADR.; 0; 360275888

*****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:

RE 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
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
INJURY DETAILS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:

LOCATION:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CBBB 5/30/01 12:20 PAGE 1/5
TO:Robert Hall COMPANY:Chevrolet Motor Division

RightFAX

04375271

To: Robert Hall
Fax#: 13132035001
From: Amanda Goen
May 30, 2001

Re: Chevrolet Motor Division/CHV0166004
TotalPages: 5



AUTO LINE

May 30, 2001

Re: m09 1718 X 1804 CHVD180004 [REDACTED] vs Chevrolet Motor Division

Mr. Robert Hall
Chevrolet Motor Division
Tampa, FL

Dear Mr. Hall:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Amanda Goon at Extension 240

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Case Number: CHM0188004
Customer Name: [REDACTED]
VIN: 1G1YY22G1X5119182
This claim is ☐ IN Warranty ☐ OUT of Warranty
Is the VIN listed above correct? ☐ YES ☐ NO
If you checked NO, please indicate the correct VIN: _____

Start Date: 05/30/01
State: FL

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

- ☐ The customer accepted the offer on ____/____/____
☐ The customer rejected the offer on ____/____/____
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the Customer Claim Form.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To:

BBS AUTO LINE

Fax: 703.247.9700

Completed by: _____ Date: ____/____/____

Future contact: _____

Phone: _____ Fax: _____

Customer Claim Form

Case Number: CHV0188004

Contact Date: 05/30/01

Start Date: 05/30/01

Customer Name Address

MIAMI, FL

Day Phone:

Fax Number:

Evening Phone:

E-mail address:

Vehicle Information

Name(s) that appear on vehicle title: William Green

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Standard

Number of vehicles owned or leased by the business: 0

Make: Chevrolet

Model: Corvette

Model Year: 1999

Current Mileage: 17560

Vehicle Identification Number: 1G1YY22G1X5119182

Servicing Dealer/City/State: Grand Prize,

Selling Dealer/City/State: Lexus of Kendall, Miami, FL

Insurance Carrier:

Camper Insurance

Policy Number: 1005581

Has vehicle been in an accident/had body damage? Yes ___ No ☒ Date of accident:

Description of Damage:

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date:

Mileage at purchase:

Lease Date: 02/11/99 Mileage at lease:

Purchased As:

Leased As: Used

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name:

Leasing Company's Name: Key Bank USA

Address:

Address: 4810 Tiedeman Road

City/St/Zip:

City/St/Zip: Brookland, OH 44114

Phone:

Phone: (800) 880-8050

Resolution Sought

Consumer wants the manufacturer to replace the vehicle. He feels this vehicle is an inconvenience to him since it has this ongoing problem which has not been fix yet.

Signature of Owner(s): _____ Date: _____

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: [REDACTED]

Case Number: CHV0100004

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering column locks / unable to start vehicle		yes	3			

(Please indicate whether each problem is current)

CBBB
TO: Robert Hall COMPANY:

8/8/01 5:11 PAGE 1/2 RightFAX

To: Robert Hall
Fax#: 13132035001
From: Amanda Goon
Jun 06, 2001

Re: /CHV0166004
TotalPages: 2



June 8, 01

Mr. William Green
9301 Marine Drive
Miami, FL 33189

Re: [REDACTED] vs Chevrolet Motor Division # CHV0188004

Dear [REDACTED]

After careful review of your case, we have determined that your complaint is not eligible for further handling in the BBB AUTO LINE program. We have made this determination for the following reasons:

If you are seeking repurchase or replacement of your vehicle, your claim must be based on an alleged defect or condition that was reported to the manufacturer or its authorized service agent before the end of the Lemon Law Rights Period; AND your claim must be filed with the BBB AUTO LINE no later than 60 days after the end of the Lemon Law Rights Period (the lemon law rights period means the period ending 24 months after your vehicle's initial retail delivery).

While we notified the manufacturer of your complaint, we cannot require the manufacturer to submit to arbitration unless the claim falls within the program limits. The program eligibility information is explained in the *Program Summary*.

While I am sorry we were not able to help you with your automotive complaint, I want to thank you for your interest in the BBB AUTO LINE program. Please contact us if you have any questions or if you believe we have made an error. For further information, please contact the Florida Division of Consumer Services at 1-800-321-5366.

Sincerely,

Amanda Goon at Extension 240

cc: Robert Hall

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6299785	VIN Number:	1G1YY22G1X5120445
Date Opened:	3/6/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B15559	Mileage:	28841
Address:	R&R AUTO GROUP SCHUYLKILL HAVEN	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN LOCK CONCERN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/06/2003 11:12:55 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 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 GOHO TECH

CUSTOMER CONCERN - STATES THAT THE COLUMN DID NOT UNLOCK ONE TIME.

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

TECH IS UNABLE TO DUPLICATE THE CONCERN, AND IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC SUGGEST DOING A VISUAL INSPECTION OF THE COLUMN LOCK HARNESS AND CONNECTORS.

03/06/2003 11:12:55 HISTORY - COLEMAN

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Lancaster

TX

HOME PHONE:

CASE NUMBER: 1-136483643 VIN: 1G1YY22G1X5120865
MODEL YEAR: 1999
DATE OPENED: 2003-09-02 SERIES: Corvette
DATE CLOSED: 2003-09-08 MILEAGE: 60000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Chuck Fairbanks Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 629 N Beckley, De Soto, TX, 75115-4804, USA

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

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

*****WORK HISTORY*****

Steering locked up on veh.; ; 2003-09-02
2003-09-02

Steering column locked; ; 2003-09-02
2003-09-02

Service Request has been Closed Satisfied.; ; 2003-09-02
2003-09-02

SR in Status of Closed has been Re-Opened by MORALEMA; ; 2003-09-02
2003-09-02

d; ; 2003-09-02
2003-09-03

1-136483643 Steering column locked up; ; 2003-09-03
2003-09-02

1-136483643 Steering column locked.; ; 2003-09-02
2003-09-03

1-136483643 Steering column locked up.; ; 2003-09-03
2003-09-02

Previous Agent; ; 2003-09-02
2003-09-02

Call Cust Back; ; 2003-09-02
2003-09-02

Transf/referral; ; 2003-09-02
2003-09-02

Cust called.; ; 2003-09-08
2003-09-02

cust seeks crm /update; ; 2003-09-02
2003-09-03

Long/1-136483643; ; 2003-09-08
2003-09-02

Seeking owning CRM; ; 2003-09-02
2003-09-02

Cust called please see inbound activity; ; 2003-09-08
2003-09-03

1-136483643 recall no longer valid; ; 2003-09-03
2003-09-03

1-136483643 recall no longer valid; ; 2003-09-03
2003-09-04

1-136483643; ; 2003-09-08
2003-09-03

1-136483643; ; 2003-09-03
2003-09-03

1-136483643; ; 2003-09-03
2003-09-03

1-136483643; ; 2003-09-04
2003-09-04

1-136483643 Steering Column; ; 2003-09-04
2003-09-04

1-136483643 Steering column locked; ; 2003-09-04
2003-09-04

Steering column locked 1-136483643; ; 2003-09-04
2003-09-04

1-136483643; ; 2003-09-08
2003-09-05

Case Update; ; 2003-09-05
2003-09-05

S1-136483643; ; 2003-09-08
2003-09-08

1-136483643 Steering column lock.; ; 2003-09-08
2003-09-08

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

*****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:

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 SAC:

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:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LINE 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:

SEASIDE , CA

CASE NUMBER: 04355582 VIN: 1G1YY22G1X5121062
MODEL YEAR: 1999
DATE OPENED: 2001-05-29 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-05-29 MILEAGE: 10000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: NO DEALER NAME: LOVE MOTORS INC
BRC PARENT: DEALER ADDRESS: 3 GEARY PLAZA,, SEASIDE, CA, 93955, USA

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

M01 Steering General Inoperative
0 REPAIR ATTEMPT(S) 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\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 that her steering has locked, cust would like to have roadside come take veh to Love Chev, crm contacted roadside, spoke to Eureka, who is setting up service for cust, no further action required, greg founal/cars/pdx; 0; 360044761

*****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:

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:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4780503	VIN Number:	1G1YY22G1X5121062
Date Opened:	6/1/2001	Model Year:	1999
Date Closed:	6/19/2001	Series:	Corvette
Dealer Code:	B06335	Mileage:	11450
Address:	LOVE MOTORS INC SEASIDE CA	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK PERFORMANCE STEERING STEERING COL

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/01/2001 12:38:02 SBD TEMPLATE - NICOLETTI

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)

N (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

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

N (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:

N (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

Y (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

N (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/01/2001 12:38:02 HISTORY - NICOLETTI

CUSTOMER ALLEGES STEERING WHEEL WOULD NOT UNLOCK, AND VEHICLE WOULD START AND STALL.

TECH HAS NOT VERIFIED AND STATES CODES ARE AS FOLLOWS:

IPC -B0521, U1180

RFA - U1016, U1084, U1096

SIR- B1001

TECH STATES ALL CODES WERE HISTORY.
TAC INFORMED DEALER TECH OF PI A000285.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5686379	VIN Number:	1G1YY22G1X5121899
Date Opened:	6/21/2002	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B16135	Mileage:	44987
Address:	NORTH STATE CHEVROLEGREENSBORO	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING STEERING WHEEL LOCK WILL NOT UN

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/21/2002 08:24:55 SBD TEMPLATE - DARR

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) SCOTT BENNETT (TECH)

CUSTOMER CONCERN -DLR STS CUST STS HE WAS NOT ABLE TO GET THE STEERING WHEEL UNLOCKED ONE TIME AFTER CAMPAIN 01044 WAS PERFORMED. DLR STS HE HAS NOT BEEN ABLE TO VERIFY THE CONCERN.

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

DLR LOOKING FOR INFO.

TAC RECOMMENDATION -ADV DLR TO TRY AND VERIFY THE CONCERN. ADV DLR TO MAKE SURE CAMPAIGN 01044 WAS PERFORMED PROPERLY.

DLR TO ADV TAC.

06/21/2002 08:24:55 HISTORY - DARR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3519948	VIN Number:	1G1YY22G1X5122003
Date Opened:	10/15/1999	Model Year:	1999
Date Closed:	10/18/1999	Series:	Corvette
Dealer Code:	B30515	Mileage:	8859
Address:	BERT OGDEN CHEVROLET MISSION	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INOPERATIVE INTERMITTENT LOCK INTERMIT
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—

10/15/1999 11:28:52 SBD TEMPLATE - RADZIOCH

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)

Y (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

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

N (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.)

10/15/1999 11:28:52 HISTORY - RADZIOCH

DEALER STATES HAS INTERMITTENT STEERING COLUMN LOCK WON'T UNLOCK , NO DTC
. LOCK IS WORKING RIGHT AT THIS TIME . TECH NEED INFO PER PI A000286 .

ADVISED TECH PER PI A000286

GM RESTRICTED

371431

CASE NUMBER: 03304931 VIN: 1G1YY22G1X5122213
 DATE OPENED: 02/26/01 MODEL YEAR: 99
 DATE CLOSED: 03/06/01 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE: 28140
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HILLSBORO BEACH
 FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 03304931 VIN: 1G1YY22G1X5122213
 MODEL YEAR: 1999
 DATE OPENED: 2001-02-26 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-03-06 MILEAGE: 28140
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: DEALER NAME: LOU BACHRODT CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 1801 W ATLANTIC BLVD, POMPANO
 BEACH, FL, 33069, USA

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

M01 Steering General Excessive Effort
 0 REPAIR ATTEMPT(S) steering locked up

power steering locked

*****WORK HISTORY*****

cust states the steering on his vehicle is locked up and he cannot drive the vehicle.
 cust states the problem has occurred before and cust seeks a permanent fix to the problem.
 cust states there is also a creaking noise in rear when cold and the right window is
 sticking. cust seeks assistance in getting repairs expedited and repaired permanently.
 cust also seeking to have an area field rep involved in repairing vehicle. crm called
 svm, but he was unavailable. cust states wayne fausett and greg hunt are familiar with
 the vehicle. crm advised cust that crm would research with svm and speak about repairs.
 crm set a callback for 2/27/01 between 2-4 central time. crm then advised cust that crm
 would transfer cust to kenny at roadside to make arrangements to tow vehicle. jina
 martinez/atx/cars; 0; 352067752
 2001-03-05

crm will call svm and cust on 3/6/01 between 2-4 central time. jina martinez/atx/cars;
 0; 352692114

GM RESTRICTED

371431

2001-03-06

crm called cust to follow up on repairs and spoke with mrs. jones who advised vehicle was repaired. crm advised that if there are any other concerns, cust can call with request number. crm closing file as cust concerns have been resolved, and no further action needed. jina martinez/atx/cars; 0; 352767438

*****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:

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

371431

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*****

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

371431

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

ROXBURY , CT

CASE NUMBER: 03949029 VIN: 1G1YY22G1X5122910
MODEL YEAR: 1999
DATE OPENED: 2001-04-25 SERIES: Corvette
DATE CLOSED: 2001-05-16 MILEAGE: 16000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DANBURY CHEVROLET OLDSMOBILE CADILLA
BRC PARENT: DEALER ADDRESS:

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

SE0 Roadside Assistance Complaint
0 REPAIR ATTEMPT(S)
CUST SVC REP VERY UNABLE TO HELP DID

Customer Satisfaction
POOR SERVICE, UNABLE TO CONVEY HIS CONCERN,

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

Inoperative
LOCKS INADVERTINALLY

T44 Maintenance Certificate (Oil Change)
0 REPAIR ATTEMPT(S)

Customer Satisfaction
LOP

Roadside Assistance: Miscellaneous complaint

CRM INSTRUCTIONS:

Advise customer that their comments are appreciated and are being documented. Advise customer that Roadside Assistance will be in a better position to address their concerns. Transfer customer to Roadside Assistance for further assistance.

[[Phone List RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/plists/]]

Roadside Assistance: Miscellaneous complaint

*****WORK HISTORY*****

CUST STATES HIS VEH BROKE DOWN AND HAD TO CALL ROADSIDE ASSISTANCE, CUST STATES CUST SVC REP WAS NOT ABLE TO UNDERSTAND ANYTHING HE WAS SAYING, CUST STATES HE HAD TO LITERALLY SPELL EVERY WORD TO CRM @ ROADSIDE ASSISTANCE, AND EVEN AFTER ALL OF THAT CRM SENT THE TOW TRUCK TO A LOCATION AN HOUR AWAY, CUST STATES HE CALLED IN AFTER A COUPLE OF HOURS AND WAS ASSURED THEY WILL RUSH HELP HIS WAY, CUST STATES THA TAFTER 3 HOURS OF WAITING CALLED A CAB AND WENT HOME, CUST STATES HE WANTS TO EXPRESS HOW FRUSTRATED ABOUT HAVING TO DEAL WITH A PERSON WHO SHOULD NOT BE HANDLING PHONES, CUST STATES HE WAS STRANDED ON FOR 3 TO 4 HOURS, HAD TO TAKE A CAB HOME AND RETURN THIS MORNING TO GET VEH IN TO DLR, CUST STATE THAT HE SPENT 8.00 DLLS ON CAB FARE BUT THAT DLR WILL BE PAYING FOR THE TOW TRUCK, CRM ADVISED CUST CRM WILL BE CONTACTING ROADSIDE ASSISTANCE AND VOICE CONCERNS.

ADRIAN CARLO CAC/ATK; 0; 357071818
2001-04-25

CUST STATES VERY BAD EXPERIENCE WITH ROADSIDE.....CRM CALLED ERIC, SVC MGR WHO STATES CUST HAS ALL HIS WORK DONE THERE AND WIFE OWNS A CADILLAC.....ERIC STATES THE VEH STEERING WHEEL LOCKS WITEOUT WARNING AND HE CALLED TAC.....TAC ADVISED ERIC TO CALL USWITH TAC NUMBER 4694622 AND MENTION PRODUCT ALLEGATION...CRM ADVISED ERIC NO PRODUCT ALLEGATION COULD BE FILED HOWEVER CUST CERTAINLY HAS A TRUE CONCERN.....CUST WAS SEVERELY INCONVENIENCED AND RECEIVED VERY POOR ASSISTANCE FROM ROADSIDE....CRM SET CALL BACK TO CUST FOR 5/2 BETWEEN 12-1 EDT.....GREGORY S. NEWCOMB/CAC/PDX; 0; 357085258
2001-05-02

CUST STATES WAS EXPECTING A CALLBACK, CALLBACK SET FOR 12-1 HAS NOT BEEN MISSED. CUST SEEKS UPDATE. CRM ADVISED CUST THAT THERE ARE NO NEW NOTES BUT IF CUST IS WILLING TO HOLD, CRM WILL GO AND SPEAK TO PREVIOUS CRM AND SEE IF THERE IS ANY NEW INFORMATION. CUST AGREED TO HOLD. CRM SPOKE TO PREVIOUS CRM, PREVIOUS CRM ADVISES IS CALLING DEALERSHIP TO INVESTIGATE POSSIBLE GOODWILL AND WOULD CRM ADVISE CUST THAT PREVIOUS CRM WILL CALL IN AN HOUR. CRM GOT BACK ON THE LINE WITH THE CUST AND ADVISED THAT PREVIOUS CRM IS WORKING ON THE CASE AND WOULD CUST MIND WAITING AN HOUR FOR PREVIOUS CRM TO CALL HIM BACK. CUST AGREED. CRM FORWARDING FILE BACK TO PREVIOUS CRM. WILLIAM FISHMAN/PDX; 0; 357675807
2001-05-02

CRM CALLED DLR AND SPOKE WITH ERIC WHO STATES STEERING CONCERN HAS BEEN REPAIRED AND VEH PICKED UP....ERIC STATES IS WAS A PASS LOCK SENSOR AND CONCERN HAS BEEN IN OTHER CORVETTES.....CRM INQUIRED AS TO WHAT ERIC THOUGHT WOULD BE A GOODWILL GESTURE FOR ROADSIDE SITUATION AND ERIC ADVISED AN OIL CHANGE FOR CORVETTES RUN ABOUT \$55 AND CUST SHOULD BE PLEASED.....CRM INQUIRED IF ERIC WANTED TO OFFER AND ERIC STATES HE FELT IT WOULD BE BETTER ACCEPTED IF IT CAME FROM CHEV...CRM CALLED CUST AND OFFERED THE OIL CHANGE....CUST ACCEPTED BUT REALLY WANTED TO HEAR WHAT HAPPENED TO CAUSE THE EXPERIENCE WITH ROADSIDE.....CRM ADVISED CUST ROADSIDE IS AWARE OF HIS EXPERIENCE.....GOODWILL REASONS IN NEXT WORK HISTORY.....GREGORY S. NEWCOMB/CAC/PDX; 0; 357679220
2001-05-02

GOOD WILL REASONS: 1) CUST EXPERIENCED VERY POOR SERVICE FROM ROADSIDE AS STATED IN 4/25 NOTES AND HAD OUT OF POCKET EXPENSES FOR A CAB TO GET HOME.....2) DLR RECOMMENDS GOODWILL TO RESTORE CONFIDENCE IN CHEVROLET THAT WE CARE ABOUT POOR SERVICE.....3)CUST OWNS A CORVETTE AND CADILLAC... GREGORY S. NEWCOMB; 0; 357679837
2001-05-02

CRM REVIEWED FILE WITH TM ESPINOZA WHO APPROVED LOF.....GREGORY S. NEWCOMB/CAC/PDX; 0; 357679954
2001-05-02

CRM WILL FORWARD TO GOODWILL LIAISON CONGER.....GREGORY S. NEWCOMB/CAC/PDX; 0; 357680651
2001-05-02

CRM DID VERIFY CUST ADDRESS WHEN CRM OFFERED LOF TO CUST.....GREGORY S. NEWCOMB/CAC/PDX; 0; 357680890
2001-05-03

REVIEWED WILL FORWARD TO GM FOR REVIEW AND FINAL APPROVAL GOODWILL LIAISON/JANET CONGER/CAC/PDX; 0; 357752225
2001-05-03

CORRECTION*****GOODWILL LIAISON IS ONLY SUBMITTING FILE NOT PROCESSING 1ST APPROVAL*****
SUBMITTING FOR 1ST APPROVAL
GOODWILL LIAISON/JANET CONGER/CAC/PDX; 0; 357752524
2001-05-04

GL REVIEWED AND FORWARDED FOR FINAL APPROVAL.....JOAN STATON/GOODWILL LIAISON/PDX; 0; 357856369
2001-05-16

One oil change certificate was mailed to the customer on 5/08/01. Jada Mead/Approver
TL/CAC/PDX; 0; 358890030

*****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:

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 SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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:

*****AIR 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 2, 2001

[REDACTED]
Roxbury, CT [REDACTED]

Request: C03949029

Dear [REDACTED]

We are sorry you have experienced concerns with your 1999 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary oil change including an oil filter. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, 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.

Sincerely,

Gregory Newcomb
Customer Relationship Manager

RS0015-P

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

- Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column.
- Retain this original letter in the customer's file.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4137973	VIN Number:	1G1YY22G1X5123958	
Date Opened:	8/17/2000	Model Year:	1999	
Date Closed:	10/12/2000	Series:	Corvette	
Dealer Code:	B07293	Mileage:	8126	
Address:	MISSION CHEVROLET, LEL PASO	T	State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN LOCK STEERING ALLEGED STEERING STAYS L

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—

08/17/2000 12:29:05 SBD TEMPLATE - KOPAH

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)

N (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

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

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

N (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED:

__ (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.)

08/17/2000 12:29:05 HISTORY -D KOPAH

CONCERN; ALLEGED STEERING STAYS LOCKED AFTER STARTUP

COMMENTS; DLR STS CANNOT DUPLICATE. DLR STS NO CODES. DLR LOOKING FOR PI INFO

RECOMMENDATION: ADVISED DLR ON PI A000285 WHICH STS
CONDITION: 97-2000 YB STEERING COLUMN LOCK ACTUATOR ADDITIONAL
DIAGNOSTICS

PROBABLE CAUSE: UNKNOWN

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN
LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN
THE 98 YB SERVICE MANUAL ON PAGE 2-88 (BOOK 1) 'STEERING COLUMN LOCK
DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING
DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS
(WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO
NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY,
YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING
KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM
FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN
RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

MODELS:

97 98 99 00 CHEVROLET CORVETTE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3361851	VIN Number:	1G1YY22G1X5124334
Date Opened:	7/28/1999	Model Year:	1999
Date Closed:	8/2/1999	Series:	Corvette
Dealer Code:	B06035	Mileage:	7481
Address:	ANDERSON CHEVROLET CUPERTINO	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN WON'T UNLOCK

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—

07/28/1999 14:00:54 SBD TEMPLATE - RADZIOCH

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.)

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

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

Y (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.)

N (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

07/28/1999 14:00:54 HISTORY - RADZIOCH

DEALER STATES INTERMITTENTLY COLUMN WON'T UNLOCK, NO DTC AND CAN'T DUPLICATE THIS CONCERN.

ADVISED TECH TO COMMAND WITH TECH 2 LOCK AND UNLOCK LISSON TO MOTOR, IF MOTOR SOUND BAD AND STICK REPLACE MOTOR

08/02/1999 13:40:37 SLEEMAN

- FAXED IN CASE CLOSING.

DLR STS THEY REPLACED THE STR COLUMN LOCK MOTOR.

CHEVROLET MOTOR DIVISION
GM RESTRICTED

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CASE NUMBER: 00-0172984 VIN: 1G1YY22G1X5124302
DATE OPENED: 04/19/00 MODEL YEAR: 99
DATE CLOSED: 04/21/00 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 13010
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: TX
BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

CRM CONTACTED DLRSHP AND SPOKE TO PHIL/SERV MANA WHO STATES LOCK WAS PUT IN STEERING TO STOP LOCK UP AND AVM IS INVOLVED WITH THIS PROBLEM WITH VEH...PHIL STATES CUST IS LOYAL TO CHEVROLET AND OWNS SEVERAL FOR HIS BUSINESS AND HAS BEEN NICE THROUGH OUT ALL THE REPAIR OF THE VEH.. PHIL STATES OTHER CORVETTES HAVE HAD SIMILAR PROBLEMS WITH STEERING WHEEL AND DLRSHP IS ADV OF A LIST OF ENGINEERS TO CONTACT WHEN THEY HAVE THESE TYPES OF PROBLEMS AND PHIL STATES CHEVROLET IS STILL TRYING TO COME UP WITH A FIX FOR THE PROBLEM...
CRM WILL CONTACT AVM TO INFORM HIM OF MR. RANLEBERG'S CONCERN PLS UPDATE FILE WHEN AVM CALLS IN..
KELAFOSTER/AUSTK

CUST STATES STARTING FROM THE FIRST DAY HE PURCHASED VEH STEERING WHEEL LOCKED UP ON ADV TEST DRIVING VEH BEFORE CUST TOOK VEH HOME...CUST STATES HE HAS HAD VEH IN TO DLRSHP 4 TIMES AND NO LONGER WANTS THE VEH AND DOES NOT FEEL SAFE IN VEH AND IS AFRAID HE WILL BE DRIVING THE VEH AND IT WILL CAUSE PHYSICAL HARM TO HIM OR OTHER PARTIES...CUST WANTS TO PURCHASE A 2000 CORVETTE BUT DOES NOT WANT TO STAY IN THIS VEH AND VEH IS IT IS UNSAFE..

CRM WILL CONTACT DLRSHP..

CRM CONTACTED PHIL AT DLRSHP WHO STATES CHEVROLET IS STILL TRYING TO COME UP WITH A FIX FOR STEERING WHEEL PROBLEMS W/CORVETTES AND PHIL ALSO STATED IN ORDER TO ATTEMPT TO FIX VEH HE HAD TO CONTACT GM SPECIFIED ENGINEER...PHIL STATES CUST DID INFORM HIM HE WAS AFRAID TO DRIVE VEH...PHIL ALSO STATES AVM HAS BEEN INVOLVED IN DEALINGS WITH THIS VEH..
CRM ADV CUST THAT AVM WOULD BE NOTIFIED OF HIS REQ AND CONCERN AND CRM WILL CALL CUST ON MONDAY TO UPDATE HIM ON ANY INFO RECEIVED...

CONT'D

CRM WILL CALL AVM AND LEAVE MESSAGE WHT CRM PLS UPDATE FILE WITH ANY INFO AVM CALLS WITH AND MEMOPAD ME..
KELAFOSTER/AUSTK

AVM MONTE DONE CALLED TO STATE THAT AVM IS AWARE OF THE CONCERN AND HAS VISITED WITH SVC MGR PHIL WINBERGER. DLRSHP/AVM FEEL THAT THE VEH HAS BEEN REPAIRED AND ARE WAITING FOR ANY FURTHER CONCERNS FROM CUST. AVM FEELS CUST IS JUST TRYING TO GET PUT IN A 2000 VEH AND CUST VEH HAS BEEN LOCKED UP ON CUST WHILE DRIVING. AVM STATES INTERLOCK IS NOT ALLOWING STEERING TO UNLOCK WITH VEH OFF. LATOYA WILKINS/AUSTIN

CRM WILL CONTACT CUST ON MONDAY AND ADV CUST TO CALL DLRSHP AND SPEAK

CHEVROLET MOTOR DIVISION
GM RESTRICTED

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TO SERV MANAGER REGARDING THE VEH...

CRM WILL ALSO CALL DLRSHP TO SPEAK TO SERV MANAGER TO FIND OUT WHAT DECISION WAS MADE CONCERNING CUST VEH....

RELAFOSTER/AUSTX

CRM CONTACTED DLRSHP TO SPEAK TO PHIL/SERV MANAGER AN ADV STATED PHIL IS AT DOCTORS APPOINTMENT AND WILL BE BACK LATER TODAY..

CRM WILL CALL BACK AT TIME ADV 1:00 PM CENTRAL TIME..

RELAFOSTER/AUSTX

AVM..MONTE DORN..CALLED TO UPDATE STATUS OF FILE. AVM STATES CUST DID HAVE A DEFECTIVE INTERLOCK RELAY WHICH PREVENTED THE STEERING WHEEL TO LOCK UP. THIS RELAY WAS REPAIRED AND VEHICLE IS OPERABLE. CUST HAS A FEAR OF THE VEHICLE LOCKING UP WHILE DRIVING EVEN THOUGH THIS NEVER HAPPENED DURING OPERATION OF STEERING WHEEL. CUST STATES HE WILL BE INTERESTED IN GETTING INTO A 2000 VEHICLE WHEN IT BECOMES AVAILABLE
DORNA GUMM/TAMPA/ADR

***** REQUEST CODE AND COMMENTS *****

CODE # DESC
M40 0

CODE COMMENTS
STEERING WHEEL LOCKS UP WHILE CUST VEH IS NOT MOVING
CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

SWAMPSCOTT

MA

HOME PHONE:

CASE NUMBER: 05441920

VIN: 1G1YY22G1X5127119

DATE OPENED: 2001-08-31

MODEL YEAR: 1999

DATE CLOSED: 2001-11-16

SERIES: CORVETTE COUPE

SOURCE: Mail

MILEAGE: 31000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: MIRAK CHEVROLET INC

DEALER ADDRESS: 1125 MASSACHUSETTS AVE, ARLINGTON, MA, 02476, USA

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)Customer Satisfaction
CUSTOMER SATISFACTION SURVEYM40 Steering Wheel
1 REPAIR ATTEMPT(S)Inoperative
LOCKEDA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
FUTURE CONCERNS

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
2. If dealer has not been able to resolve concern, has dealership contacted TAC?
3. If TAC contacted, what is the TAC number?
4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
5. If needed, contact AVM about vehicle concern.

Dealer unable to resolve vehicle concern.

*****WORK HISTORY*****

CRM REC'D CSI REPLY FROM CBK SURVEYS 03 REQ ASSISTANCE ET. CRM/MEX#0123600055/08/31/01.
CASE SCAN SHOWS: NO OPEN CAMPAIGNS, NO VIN ALERTS, NO PREV REQ'S. CUST STS IN SURVEY
OVERALL: SATISFIED WITH VEH, NOT SATISFIED WITH SVC OR MIRAK CHEV. CUST STS IN SURVEY: THAT
THE STEERING WHEEL LOCKED AND HAD DLR LOOK AT IT AND IS NOT PLEASED THAT NOTHING WAS DONE
ACCORDING TO THE R/O. CUST HAS A LIST OF COMPLAINTS. DUE TO TIME (AFTER 9PM). CRM UNABLE TO
CONTACT CUST. CRM WILL ATTEMPT TO CONTACT CUST WITH IN 2-4 DAYS BTW 4-6PM.
NO FURTHER ENTRIES AT THIS TIME. JASON ESCALANTE/CORR/ATX/CARB.; 0; 368161118
2001-11-16

TM CLOSING DUE TO INACTIVITY. TRACI BECKER/TM/ATX; 0; 374779643

*****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
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:

DEALER ADMINISTRATION:
RELEASE:

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:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



Service Satisfaction Survey

Please make any corrections to your name, address or telephone number here:

Swampscott MA

(Please fill in the rest of the address and telephone number)

Home telephone:

Change to:

Please provide us with your preferred email address:

Dear Jonah Farberman

Our records indicate that you had your 1999 Corvette serviced at Mirak Chevrolet on May 28, 2001. 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 Mirak Chevrolet.

Sincerely,

Dawn L. Wright

Dawn L. Wright

Director - Customer & Relationship Services

08-22-01P07:56

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 1999 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 28, 2001, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?..... | <input checked="" type="checkbox"/> | <input 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 type="checkbox"/> | <input checked="" 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 type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 6. Were you offered transportation options?..... | <input type="checkbox"/> | <input checked="" 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 type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?..... ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The ease of getting your vehicle?..... ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The condition in which it was returned?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
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
 - ☐ Declined repair
 - ☒ Other (please specify) *they only write on the service order the the that have time to get to!*
 - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice?..... ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... ☐ Yes ☒ No ☐ Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with **Mini Chevrolet**?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☐ Definitely Would ☐ Probably Would ☐ Neither/Probably Not ☒ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your **1998 Corvette**?..... ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your Dealership?.....

Vehicle.....

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: 1-800-222-1820

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10083, TOLEDO, OH 44060-0083

116680

Swampscott, Massachusetts

August 7, 2001

Mr. Dawin L. Wright
Director-Customer & Relationship Services
Chevrolet Motor Division
Post Office Box 10054
Toledo, Ohio 43699-0054

Re: 1999 Chevrolet Corvette
1G1YY22G1X3127119

Dear Mr. Wright:

So that there is no confusion, my car (above referenced) is in my wife's name, Jonah T. Farbman. There is a possibility that you will see either "Farbman" or "Syvertsen" on any given work order or record on this vehicle.

With regards to the Service Satisfaction Survey and subsequent Service Satisfaction Survey postcard that you mailed to my wife, please review both this correspondence and the attached in my effort to explain the situation. Should you have any questions whatsoever, please do not hesitate to write or call (781-593-5560 & 781-704-4001).

I have enclosed a photocopy of the items that needed attention on or about May 29, 2001 when the car was towed in for service to Mirak Chevrolet in Arlington, Massachusetts. What follows are the events that transpired:

On Friday May 25, 2001 I attempted to start my car at approximately 4:00 PM as I was leaving my office. The car started, but the steering wheel lock would not release. I left the car at work until Tuesday, May 29, 2001 at which time I tried to start it again and again the lock would not release. Mirak Chevrolet dispatched one of their company owned wreckers to retrieve the car. When the wrecker driver started my car, the lock released. I told him to take the car to Mirak Chevrolet anyway to have the problem checked and I also gave him the original copy of the attached list of items that needed attention. Shortly after having the car towed in, I called the service advisor to see if he had any questions and to confirm his receipt of my list of items that needed attention. He

confirmed his receipt of that list. The service advisor told me that the steering problem "was fixed". I asked how this was possible in such a short time. His response was that the "wrecker driver said it was okay". After some discussion, he agreed to have it "looked at" and it was ultimately repaired as per the attached Mirak Chevrolet invoice. Additionally, they repaired item number eight (8), "right side fog lamp" and they replaced the oil filter with an OEM brand. Of the twelve items listed, that's all they repaired. Additionally, they didn't even list the repairs they didn't get to. Essentially what this does is provides me with no evidence of a problem once my factory warranty runs out. Although it is not listed on the repair order, the service advisor told me when I picked the car up that he had "had someone working on the water leak for two hours" but they were not able to "find anything". I asked the service advisor to feel the carpet on the floor on the passenger side of the vehicle, which he did and after finding that it was wet, he stated that the problem was "the windshield gasket is leaking" and that he would have to order one. Effective this date, I have not been advised if that part has come in. Thirteen (13) telephone calls to the service advisor (Mr. Brad Snow) have resulted in my leaving thirteen (13) messages for Mr. Snow. Not one of those calls or messages has resulted in a return telephone call from him or anyone in the service department. One personal observation: If this man can successfully diagnosis a water leak by feeling a piece of carpet, especially after "someone working on the water leak for two hours" couldn't....we need to get this guy out of Arlington, Massachusetts and into The General Motors Worldwide Training Center!

If you choose to investigate this matter, I suspect that Mr. Snow will deny any knowledge of the attached copy of my list of items that needed attention. My only defense would be the oil filter listed on the repair order. Why would they replace that without any idea that something was wrong with it?

I eventually discovered through my own investigation that the leak was coming from the air conditioner. Last week the blower for that air conditioner failed and also created numerous electrical problems. This time I took the car to Pride Chevrolet in Lynn, Massachusetts on July 30, 2001 after first calling and making an appointment. They kept the car until August 2, 2001 without working on it but said they replaced the blower that date, releasing the vehicle to me that date, but could not provide me with a copy of a repair order. The leak was present again, and the car is back at Pride Chevrolet.

I would appreciate your prompt attention to this matter and hopefully a prompt response before I have no alternative but to seek any remedy available me legally. Thanking you in advance, I remain,

Sincerely,



Encl as stated

May 29, 2001

1999 Chevrolet Corvette

1G1YY2261X5127119

In service date: 05/31/99

1. steering column lock will not release. Information panel states "service steering lock" SECOND TIME THIS HAS HAPPENED. first time was "repaired" by Liberty Chevrolet/Wakefield.
2. left seat cover tearing at seat control. SECOND REQUEST
3. roof panel is still awaiting new weather-strip from invoice number CVCS114968. PLEASE REMOVE THE GREASE THAT WAS APPLIED to the roof and headliner ON INVOICE NUMBER CVCS114968
4. shifter still jumps out of second when engine is cold and after accelerating to about 3000 rpm in second, and releasing foot from gas.
5. severe water leak in passenger foot compartment (appears to be left side of that compartment).
6. oil pressure does not register promptly on gauge when starting from cold. oil pressure is running low. oil pressure gauge indicates (after warm up) of between 11 - 13 psi at idle.
7. rear window defogger is not working correctly. the light on the switch turns on and off at it's leisure, rather than at mine. Also....after turning it on and then turning it off....it comes back on by itself.
8. right side fog lamp is burned out
9. slight, but concerning engine lifter noise after warm up and at low rpms in either second or third (the car has never had anything but premium gas in it)
10. information panel often states "charging fault" but nothing is ever wrong.
11. information panel for fuel history often resets itself for no reason

12. emergency brake needs adj.



MIRAK

DAI, Inc.

HYUNDAI

SERVICE
M-FMIRAK CHEVROLET
1125 MASS AVENUE
ARLINGTON, VA 22204
617-643-5162TS-(761) 646-7000
M-F-8-8CUSTOMER NO.
13335

E.3207728146145 0100

DATE 26/5/7/01

TIME 04:51 PM

SWAMPSCOTT, MA

RESIDENCE PHONE

JOB# 4 TOTALS

JOB# 5 CHARGES

LABOR

SF 5-00CYZ

MAINT

OIL FILTER ONLY

REPLACE AFTERMARKET OIL FILTER M1

PARTS

QTY

1

PP-NUMBER

25010833

DESCR

OIL FL

MISC

CODE

DESCRIPTION

HM 102. WASTE REMOVAL

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CYCS JOB# 5 TOTAL

TOTALS

CASH CHECK MASTER CARD VISA AMEX DISCOVER GNP RYAN

YOU MAY RECEIVE A SURVEY FROM THE AUTO MANUFACTURER.
THIS IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT
GRADE US, COMPLETELY SATISFIED, PLEASE CONTACT US.
STEVE JONES SERVICE NUMBER OR NEW POWER AT 646-5800
EXT 6576 OR FAX. PLEASE COMPLETE THE SURVEY AND RETURN
TO THE MANUFACTURER.

* NEXT TO PART INDICATES GOODWENCH SERVICE PLUS
LIFETIME GUARANTEE ON CUSTOMER PAID REPAIRS.

THANK YOU
CHARLES MIRAK

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOTAL LABOR 14.40
TOTAL PARTS 1.70
TOTAL SURVEY 0.00
TOTAL S.O.B. 0.00
TOTAL MISC CHG 0.75
TOTAL MISC DISC 0.00
TOTAL TAX 0.24
TOTAL INVOICE \$ 20.09

WORK DATE	06/07/01	WORK NO.	CVST24151
COLOR	BLACK	STOCK NO.	
DELIVERY DATE	06/27/01	DELIVERY MILES	
DEALER DEALER NO.		PROBATION DATE	
PG. DATE	06/28/01		
MO: 28345			

ITEM: 022 SALE \$28.50
ACCT: 412174174857897 8762
RESP: AUTH/TRY 105889

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUED AGREEMENT
MERCHANT AGREEMENT IF CREDIT VOUCHER

SIGNATURE

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

THANK

YOU

FOR

YOUR

BUSINESS

JUN 7 2001

**MIRAK CHEVROLET**1125 Rear Main St.
ARLINGTON, MASS. 02476**PAI, Inc.****HYUNDAI**SERVICE - (781) 648-5008 • BODY SHOP - (781) 643-8000 • PARTS - (781) 646-7000
M - F - 7:30 - 6 24 HOUR TOWING M - F - 8 - 8
M - F - 7:30 - 8

CLIENT NO. 03833	ADDRESS GRADY SNOW 636	PHONE 773	MOBILE 0680101	MODEL NO. CPC12418
	LABOR RATE CHARGE	DATE 28343	COLOR BLACK	BOOK NO.
	VEHICLE MAKE/MODEL CHEVROLET/CORVETTE COUPE		DELIVERY DATE 06/27/00	DELIVERY MILES
	VEHICLE ID NO. 1011Y2281X5 127110		SELLING DEALER NO.	PRODUCTION DATE
SWAMPSCOTT, MA	FTE NO.	REL NO.	NO. OF VEH. 06/28/01	
RESIDENCE PHONE	COMMENTS		MO: 28345	

JOB# 4 TOTALS.....

JOB# 4 JOURNAL PREFIX CYCS JOB# 4 TOTAL..... 0.00

JOB# 5 CHARGES.....

LABOR..... HOURS: 0.20 TECH(S):452..... 14.40

OF 6-000VZ MAINT
OIL FILTER ONLY
REPLACE AFTERMARKET OIL FILTER WITH A/C FILTER.

PARTS..... QTY..... FP NUMBER..... DESCRIPTION..... LIST PRICE..... UNIT PRICE.....
1 2501633 OIL FLTR 1.836 10.71 4.70
TOTAL - PARTS 4.70

MISC..... CODE..... DESCRIPTION..... CONTROL NO.....
HM 142. WASTE REMOVAL
TOTAL - MISC 0.75

JOB# 5 TOTALS.....

JOB# 5 JOURNAL PREFIX CYCS JOB# 5 TOTAL..... 19.85

TOTALS.....

CASH CHECK MASTER CARD VISA AMEX DISCOVER GPP RYAN

YOU MAY RECEIVE A SURVEY FROM THE AUTO MANUFACTURER.
THIS IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT
MAKE US COMPLETELY SATISFIED, PLEASE CONTACT US.
STEVE JONES SERVICE MANAGER OR BEN BAKER AT 648-5008
EXT 6525 OR 1-800-950-9294. PLEASE COMPLETE THE SURVEY AND RETURN
TO THE MANUFACTURER.

* NEXT TO PART INDICATES GOODPUNCH SERVICE PLUS
LIFETIME WARRANTY ON CUSTOMER PAID REPAIRS.

THANK YOU

CUSTOMER SIGNATURE.....

DUPLICATE INVOICE

TOTAL LABOR..... 14.40
TOTAL PARTS..... 4.70
TOTAL MISC..... 0.75
TOTAL SUBT..... 19.85
TOTAL TAX..... 0.00
TOTAL DISC CHG..... 0.00
TOTAL DISC DISC..... 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 28.80

**THANK
YOU
FOR
YOUR
BUSINESS**

JUN 7 2001

HYUNDA



MASS. 02476

SERVICE - (781) 648-8000 • BODY SHOP - (781) 648-8000 • PARTS - (781) 648-7000
 M - F - 7:30 - 8 24 HOUR TOWING M - F - 7:30 - 8

CUSTOMER NO. 53533	ADVISOR BRAD T SNOW 838	TRAILER NO. 773	TRUCK TYPE DEUTY	TRUCK NO. CVCS124188
	LABOR RATE CROVE	WARRANTY 2000	COLOR BLACK	STOCK NO.
	VEHICLE MAKE/MODEL BUICK/REGAL	VEHICLE TYPE COUPE	DELIVERY DATE 05/31/88	DELIVERY MILES
SWAMPSCOTT, MA	VEHICLE ID NO. 1811Y2281X5 127118	DEALER DEALER NO.	PRODUCTION DATE	
	FILE NO.	FILE NO.	REG. DATE 05/28/88	
RESIDENCE PHONE	COMMENTS	MO: 28348		

JOB# 1 CHARGES

LABOR: 1 44CVZ TOWING HOURS: TECH(S):834 WARRANTY
 IN/OUT/IN/OUT/IN/OUT
 TOWED TO SHOP.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR: 2 07CVZ STEERING HOURS: 2.10 TECH(S):452 WARRANTY
 CUSTOMER STATES INTERMITTENTLY STEERING COLUMN LOCK WILL NOT
 RELEASE. INFO PANEL STATES "SERVICE STEERING LOCK"
 IN/OUT/IN/OUT/IN/OUT 1.7 CL. 0.4 AUTO. CODE EP000
 I.A.M. CASE 4477234
 STEERING WHEEL LOCK INTERMITTENT WILL NOT UNLOCK. SCHEM TEST
 SHOWS CODE B254 COLUMN POSITION SENSOR FAILURE. CONTACT TECH
 ASSIST FOR PRELIMINARY INFO. REPAIRS CHECK BULBS, SWIRL AND
 RELAY PER TECH ASSIST.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	2200000	LOCK 2.105			
	1	12177233	RELAY 9.277			
TOTAL - PARTS						0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR: 3 99CVZ ROAD TEST HOURS: TECH(S):10 452 WARRANTY
 ROAD TEST - RELEASE OUT
 ROAD TESTED WITH SERVICE DIRECTOR.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CYCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR: 4 39CVZ ELECTRICAL HOURS: 0.80 TECH(S):452 WARRANTY
 CUSTOMER STATES RIGHT FOR LIGHT BURN
 IN/OUT/IN/OUT/IN/OUT
 REPLACE BURNED OUT BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	842283	BULB W/50 2.727			
TOTAL - PARTS						0.00

THANK

 YOU
 FOR

 YOUR
 BUSINESS

Copy

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6775186	VIN Number:	1G1YY22G1X5129848
Date Opened:	9/12/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B30457	Mileage:	33058
Address:	MORRIS MOORE CHEVROLSILSBEE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING LOCKS

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/12/2003 13:53:55 SBD TEMPLATE - RATCLIFF

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 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)

CUSTOMER CONCERN -

STEERING COLUMN WOULD NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -

CANNOT DUPLICATE, ON THE TECH-2 THE KEY INPUT STATUS CHANGED FROM IN TO OUT WITH THE KEY OUT OF THE IGNITION.

TAC RECOMMENDATION -

POSSIBLE IGNITION LOCK CYLINDER OR IGNITION SWITCH.

09/12/2003 13:53:55 HISTORY - RATCLIFF

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3614924	VIN Number:	1G1YY22G1Y5102514
Date Opened:	9/4/2001	Model Year:	2000
Date Closed:	9/4/2001	Series:	Corvette
Dealer Code:	B13093	MBage:	9000
Address:	RIVERSIDE CHEVROLET-SCOTTSVILLE	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING 01044 INFO

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/04/2001 09:16:16 SBD TEMPLATE - WILSON

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

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) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

09/04/2001 09:16:16 HISTORY - WILSON DLR STS STEERING WHEEL

LOCKED AND LOOKING FOR 01044 CAMP INFO.

TAG ADV DLR OF THIS CAMPAIGN AND DLR TO JUMPER C207 AND IT WILL UNLOCK.

DLR THEN TO DO CAMPAIGN AS NEEDED. WW

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4813499	VIN Number:	1G1YY22G1Y5103677
Date Opened:	6/14/2001	Model Year:	2000
Date Closed:	7/16/2001	Series:	Corvette
Dealer Code:	B03648	Mileage:	12444
Address:	PERRY CHEVROLET INC COLUMBIA	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN STEERING STRG COLUMN LOCK

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---

06/14/2001 15:42:35 SBD TEMPLATE - JASKULA

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

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) SERVICE INFORMATION SEARCH COMPLETED

N (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

06/14/2001 15:42:35 HISTORY - JASKULA

DEALER STATES THE VEHICLE WAS TOWED IN FOR A STRG COLUMN NOT UNLOCKING
VEHICLE STALLS.

SEARCHED DATA ADVISED DEALER OF CASES RELATED.

REC DEALER TO ADDRESS PI A000265.

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

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, BQ

06/28/2001 09:39:36 MEYERS

- DEALER SURVEY WAS PERFORMED

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

GREENVILLE

SC

HOME PHONE:

CASE NUMBER: 04114789

VIN: 1G1YY22G1Y5104232

MODEL YEAR: 2000

DATE OPENED: 2001-05-08

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-05-08

MILEAGE: 42000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: KEVIN WHITTAKER CHEVROLET OLDSMOBILE

BRC PARENT:

DEALER ADDRESS: 2320 LAURENS RD., GREENVILLE, SC, 29607, USA

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

M40 Steering Wheel
0 REPAIR ATTEMPT(S)

Inoperative
STEERING COLUMN 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\Micron-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 STEERING COLUMN IS LOCKED... CUST STATES THAT HE CONTACTED DLRSHP BUT DLRSHP WAS CLOSED... CUST SEEKS ASSISTANCE WITH CONCERN ASAP... CRM ADVISED CUST TO CONTACT ROADSIDE TO RECIEVE HELP WITH CONCERN ASAP! OLATOYE KOMOLAFE/CRC/PDX *+; 0; 358226497

*****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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

WHARTON , TX

CASE NUMBER: 04458908 VIN: 1G1YY22G1Y5104523
MODEL YEAR: 2000
DATE OPENED: 2001-06-06 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-22 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DON ELLIOTT AUTOWORLD
BRC PARENT: DEALER ADDRESS: 1225 N RICHMOND, , WHARTON, TX, 77488, USA

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

T22 CSI Reply Other
0 REPAIR ATTEMPT(S) CSI RECEIVED ON 6-6-01

M01 Steering General Other
2 REPAIR ATTEMPT(S) STEERING CONCERNS

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
 2. If dealer has not been able to resolve concern, has dealership contacted TAC?
 3. If TAC contacted, what is the TAC number?
 4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
 5. If needed, contact AVM about vehicle concern.
- Dealer unable to resolve vehicle concern.

*****WORK HISTORY*****

CSI RECEIVED ON 6-6-01

CUST STATES THAT GM SHOULD CHECK INTO THE STEERING CONCERNS WITH THESE VEHICLES AS HE HAS HAD THIS REPAIRED TWICE NOW. CRM SENDING LETTER BUG002 AS THERE ARE NO CURRENT CONCERNS AND CUST IS SOMEWHAT SATISFIED/SARAH HARRIS/PDX/CAC; 0; 360721428
2001-06-16

GL HAS REVIEWED FILE AND RETURNING TO CRM FOR FURTHER ACTION. PLEASE SEE FEEDBACK FORM. KATIE DESMOND/GL/PDX; 0; 361564161
2001-06-21

CRM ATTEMPTED TO CONTACT CUST ON 6-21-01. CRM TO ATTEMPT A SECOND CALL ON 6-22-01/SARAH HARRIS/PDX/CAC; 0; 361994629
2001-06-22

CRM ATTEMPTED SECOND CALL ON 6-22-01/NO MESSAGE NO ANSWER

*****NEXT CRM*****

CUST STATES SOMETHING NEEDS TO BE DONE ABOUT THE STEERING COLUMN LOCKING AS THIS IS THE SECOND TIME IT HAS HAPPENED. PLEASE ASSIST CUST ACCORDINGLY/SARAH HARRIS/PDX/CAC; 0; 362093259
2001-07-17

cust phone# according to survey is [REDACTED], which differs from # in request.*****WHEN CUST CALLS, PLEASE CONFIRM WHICH # IS CORRECT FOR CUST AND ASSIST AS NECESSARY PER PREVIOUS NOTES...thanks...***kathryn mcallum/gl/pdx/cac; 0; 364238077
2001-07-17

request was reviewed and letter SU0003 is approved...***kathryn mccallum/gl/pdx/cac; 0;
354238212

*****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 SAC:
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:

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:



Service Satisfaction Survey

Wharton TX

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Please make any corrections to your name, address, or telephone number here.

Home telephone: XXXXXXXXXX

Change to: ()

Dear Mr. James Worthing:

Our records indicate that you had your 2000 Corvette serviced at Dan Elliott Autoworld on April 28, 2001. 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 Dan Elliott Autoworld.

Sincerely,

Dan Elliott

Dan 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 2000 Corvette, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 28, 2001, COMPLETE THIS SURVEY. **

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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 type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service were you greeted promptly?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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 type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you offered transportation options?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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 type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor - Continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☐ No
- IF NO, why not? (check all that apply)
- | | |
|---|---|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|------------------------------|-----------------------------|--|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice?..... | <input type="checkbox"/> Yes | <input type="checkbox"/> No | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't Know/Not Sure | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|---|---|--|---|---|
| 16. Based on this service visit, overall, how satisfied are you with Don Elliott Autoworld?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Would you recommend this dealership for service?..... | <input type="checkbox"/> Definitely Would | <input type="checkbox"/> Probably Would | <input type="checkbox"/> Might/Might Not | <input type="checkbox"/> Probably Not | <input type="checkbox"/> Definitely Not |
| 18. Overall, how satisfied are you with your 2000 Corvette?..... | <input type="checkbox"/> Completely Satisfied | <input type="checkbox"/> Very Satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Somewhat Satisfied | <input type="checkbox"/> Not At All Satisfied |
| 19. Do you have any comments/recommendations about your Dealership?..... | | | | | |

Vehicle: SOMETHING WENT TO THE BACK ABOUT THE SERVICE (HUMAN ERROR)
THIS IS THE SECOND TIME THIS HAS HAPPENED...

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: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
 CHEVROLET MOTOR DIVISION, P.O. BOX 10992, TOLEDO, OH 43060-0992

July 17, 2001

[REDACTED]
Wharton, TX [REDACTED]

Request: C04458908

Dear [REDACTED]

Thank you for your recent comments regarding your 2000 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 is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Sarah Harris
Customer Relationship Manager

SU0003-P/kbm

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4878157	VIN Number:	1G1YY22G1Y6104991
Date Opened:	7/12/2001	Model Year:	2000
Date Closed:	9/12/2001	Series:	Corvette
Dealer Code:	B19181	Mileage:	19563
Address:	ISSAQUAH MOTORS, INC. ISSAQUAH	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK A001328 COLUMN DOES NOT UNLOCK AT

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/12/2001 11:12:42 SBD TEMPLATE - CIARKOWSKI

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

NA (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

07/12/2001 11:12:42 HISTORY - CIARKOWSKI

CALLER:

7 KEVIN ROSE

CONCERN:

7 COLUMN WILL NOT UNLOCK AT TIMES

DIAGNOSTICS PERFORMED:

7 DEALER IS REQUESTING PI INFORMATION ON A001328

7 NO DTC STORED IN THE VEHICLE.

7 DEALER HAS NOT DUPLICATED THE CONCERN.

TAC RECOMMEND:

7 A001328- 97 - 01 CHEVROLET CORVETTE YB ALLEGED STEERING COLUMN LOCK ENGAGEMENT WHILE DRIV

"TO DATE, GM AND THE NATIONAL HIGHWAY TRAFFIC & SAFETY ADMINISTRATION (NHTSA) HAVE HAD NO VALID CASES OF THE STEERING COLUMN LOCK ENGAGING DURING VEHICLE OPERATION. IF A DEALERSHIP REPORTS AN ALLEGED INCIDENT TO TAC, PLEASE FOLLOW THE P.A.R. GM TAC PROCESS."

7 A000285- 97 - 01 CHEVROLET CORVETTE YB STEERING COLUMN LOCK ADDITIONAL DIAGNOSTICS

"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."

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

RIVER RIDGE

LA

HOME PHONE:

CASE NUMBER: 05040562 VIN: 1G1YY22G1Y5105543
MODEL YEAR: 2000
DATE OPENED: 2001-07-24 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-24 MILEAGE: 17000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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\Iexplor.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 THAT STEERING COLUMN IS LOCKED UP AND THAT SHE WANTS TO KNOW HOW TO UNLOCK STEERING COLUMN.....CUST SEEKS TO KNOW HOW TO UNLOCK STEERING COLUMN.....CRM ADVISED CUST OF RECALL # 01044 ALSO DID CONFERENCE CALL TO CHEV ROADSIDE # 01130147 SO THAT VEH CAN BE TOWED TO DLR...DIANNA ROUTH-ATX CRM; 0; 364858041

*****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:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTOR 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:
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:
HOME PHONE:

Lilburn , GA

CASE NUMBER: 1-110785144 VIN: 1G1YY22G1Y5105624
MODEL YEAR: 2000
DATE OPENED: 2003-06-18 SERIES: Corvette
DATE CLOSED: 2003-06-18 MILEAGE: 18666.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Nash Chevrolet Company
BRC PARENT: DEALER ADDRESS: PO Box 608, Lawrenceville, GA, 30046-0608, USA

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

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

*****WORK HISTORY*****

STEERING COLUMN LOCK UP; , 2003-06-18
2003-06-18

SPK W/ SVC MGR BILLY KERLIN; , 2003-06-18
2003-06-18

Service Request has been Closed Satisfied.; , 2003-06-18

*****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:
ERC WARRANTY DATE:
NADA: C
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:

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:	

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

GM RESTRICTED

360222

CASE NUMBER: 04374109 VIN: 1G1YY22G1Y5106272
 DATE OPENED: 05/31/01 MODEL YEAR: 00
 DATE CLOSED: 06/04/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 30144
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 04374109 VIN: 1G1YY22G1Y5106272
 MODEL YEAR: 2000
 DATE OPENED: 2001-05-31 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-06-04 MILEAGE: 30144
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: BARRON CHEVROLET INC
 SRC PARENT: DEALER ADDRESS: 90 ANDOVER ST., DANVERS, MA, 01923, USA

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

T22 CSI Reply	Customer Satisfaction
0 REPAIR ATTEMPT(S)	SURVEY
M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCKS UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's 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/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.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

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Vehicle operation or design

*****WORK HISTORY*****

CRM READ SURVEY, CRM DID A FILE SCAN ON CUST AND FOUND NO EXISTING FILES, MSX NUMBER VIN, NO RECALLS, CUST SATISFIED WITH DEALERSHIP, SERV DEPT AND VEHICLE, CUST MAKES COMMENTS ON STEERING LOCKED UP AND IS AFRAID IT WILL HAPPEN AGAIN, CRM WILL CONTACT CUST MAY 31ST BETWEEN 10-12PM, TOO EARLY NOW, ALEX AGUIRRE/ COR/ AUSTIN; 0; 360165557
2001-06-01

CRM CALLED CUST, CRM LEFT 1800/ FILE NUMBER FOR CUST TO REFER TO, CRM WILL CHECK FILE BY JUNE 8TH, 2001 TO SEE IF CUST HAS CALLED IN, ALEX AGUIRRE/ CORR/ AUSTIN; 0; 360262426
2001-06-04

CUST STATES HE RCVD MSG TO CALL CAC, CRM THANKED CUST FOR SURVEY. CUST STATES VEH STEERING DID LOCK UP. CUST STATES DLR DID REPAIR BUT DIDN'T KNOW WHAT COULD HAVE CAUSED THIS. CUST STATES HE KNOWS OF OTHER CORVETTES THAT HAVE HAD THE SAME CONCERN. CUST STATES NO CONCERNS AT THIS TIME, CUST STATES LOVES HIS VEH. BETTY JAMIESON/CARS/PDX; 0; 360545837

*****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:

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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: 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:

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

360222

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:
HOME PHONE:

EULESS TX

CASE NUMBER: 05008538 VIN: 1G1YY22G1Y5106319
MODEL YEAR: 2000
DATE OPENED: 2001-07-20 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-20 MILEAGE:
SOURCE: Web DELIVERY DATE:
BRC TYPE: No DEALER NAME: HUFFINES CHEVROLET COMPANY, INC.
BRC PARENT: DEALER ADDRESS: 1400 S. I-35E, LEWISVILLE, TX, 75067, USA

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

M01 Steering General Other
2 REPAIR ATTEMPT(S) steering column is locking up

S01 Service General Other
0 REPAIR ATTEMPT(S) cust is upset that chev has not recalled
this problem

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) crm will inform cust that there is a recall
on their vehicle

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*****

crm rec'd electronic mail on 7-20-01. no previous request found. cust states: "I would like to express my extreme dissatisfaction with the way Chevrolet is handling the "steering column lock" problem on the '97 and later Corvettes. still having the recurring column lock problem which is currently preventing me from even driving the car, I am not very happy. What now? Have it towed to the dealer AGAIN to have the problem not get fixed AGAIN and leave me stranded somewhere else when it happens AGAIN?" crm will apologize for cust concerns and give cust cac number for any additional comments about the steering. charles bashara/kana/atx., 0, 364532161
2001-07-20

continued. crm will inform cust that there is a recall on thier vehicle and encourage cust to see dealership. 0, 364532523

*****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:
UPGRADE:
AFTERMARKET:

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

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS: