l				

ATTACHMENT "4F" Cont

GENERAL MOTORS CORPORATION CHEVROLET DIVISION OM RESTRICTED

CUSTOMER: ADDRESS:

Mesguite ,

TX

HOME PHONE:

CASE NUMBER: 1-17593463

VIN:

1G1YY22G1W5118063

MODEL YEAR:

1998

Corvette

DATE OPENED: 2002-07-19

SERIES:

MILEAGE:

32000.0000000

DATE CLOSED: 2002-08-01

DELIVERY DATE:

SOURCE: BRC TYPE:

Phone N/ANo

DEALER NAME: Reliable Chevrolet II, LP

BRC PARENT:

DEALER ADDRESS: 800 N Central Expy, Richardson, TX, 75080-5299, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

No Symptom Indicated

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

Callback steering locked: : 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 R80006. 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

OWNER DESCRIPTION:

DRIVER DISABILITY:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPER:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VERICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

HOTIFY HAME:

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

IMSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST PESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE . BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIN:

TRANSMISSION:

VEHICLE DEIVEABLE:

BRC WARRANTY DATE:

MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

MERP:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

NAMB:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

release :

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , DECME NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

9 BUSINESS: 0

DATE:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

October 23, 2003

Mesquite, TX

Service Request: \$1-17593463

Dear

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/ro

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GK RESTRICTED

CUSTOMER: ADDRESS:

ORANGE PARK

FL

HOME PHOME:

CASE NUMBER: 05002933

VIN:

1G1YY22G1W5118273

MODEL YEAR:

1998 UNIXINONIN

DATE OPENED: 2001-07-20 DATE CLOSED: 2001-08-09 MILEAGE:

SERIES:

60000

SOURCE: BRC TYPE: Phone

DELIVERY DATE:

DEALER NAME: NIDMICHT CHEVROLET COMPANY

BRC PARKET:

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

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(8)

Inoperative

COMPONI IS POCKED

A01 Open Campaign O REPAIR ATTEMPT(E) Customer Batisfaction

01044

ELECTRONIC COLUMN LOCK

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 HEVER HAPPENED BEFORE AND HE DORG 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 VER WILL BEED TO BE REPAIRED. CRM ADVISED I WILL TRANSFER THE CALL TO A CUST ASSISTANCE SPECIALIST FOR ADDITIONAL RESEARCH. CUST COULD NOT HOLD ON LIME AS HE HAS TO FIND A WAY TO CRM REALIZED AFTER CUST WAS OFF THE LINE THAT I READ THE WORK, CELL BREAKPOINTS WRONG AND THE CUST IS NOT INVOLVED. CRM TRANSFERRED TO MIKE BODKIN. JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 99999 2001-07-20

CRM RECVD CALL FROM TIER1. CRM CONTACTED THE DLR AND SPOKE TO BOB ANDERSON (BVC ADV) WHO STATES THAT HE IS GOING TO WEED TO LOOK AT THE SITUATION. CRM ATTEMPTED TO FURTHER CONTACT THE CUST AT THE CELL #, BUT HE RASHT THERE. CRM WILL TRY AGAIN LATER. MIKE BODEIN/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 SYC 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/TIBR2; 0; 364860858 2001-08-09

CIMDY FROM MINWICHT DEALERSHIP STATES THAT ON IS REJECTED THE RECALL REPAI DONE ON THIS VER AND HEED ASSISTANCE, CRM TRANSFERRED CALL TO DBC CENTER. ALFREDA MOORE/TIER 1/TAMPA; 0; 366234698

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPIE: 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:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT IMSPECTION:

WHERE WAS INSPECTION DONE:

I

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DHALBR MAME:

DEALER ADDRESS: , ,

CONTACT: .

PHOME NUMBER:

PRODUCT CODE:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

SALES TAX:

ENGINE TYPE:

MILBAGE - BUY-BACK: 0

MBRP 1

DEPRECIATION:

UPGRADE:

	AFTERMARKET:				
	LEASE TERM:				
_	DAMAGE :				
	OTHER:				
	BRANCH:	NAME:			
	ACCOUNT NUMBER:				
	INTEREST RATE:	INTEREST PAID:			
		DEALER BUYOUT:			
	ACCOUNT BALANCE:				
	LEGAL:	LEGAL TYPE:			
		LEMON LAN:			
	DEALER ADMINISTRATION:	VEHICLE DESTIN	ATTON.		
	RELEASE:	LIEN PAYOFF	*******		
	REMERCE :	TITLE BRAND:			
	REPLACEMENT VIN:	IIIDS DRAMA)			
	CONTRACTOR VIN:	*********	~		
		BODILL IMOOK			
	NUMBER OF INJURIES: 0				
	COMMENTS:				
	COMMINTS:				
	NAME:				LOCATION
	ADDRESS: ,				
	CITY/STATE: ,				
	PEONE NUMBER:				
	SEATING POSITION:	RESTRAINT:			
	TYPE OF INJURY:	ABDIAMINI.			
	TREATED:	IF SO, WHERE:			
	a state to a state of	II DO, MILLION.			
	************************	*ADR INFORMATIO	 	*******	***********
			•		
	EXTERNAL CASE NUMBER:	DATE			
	TITLE NAMES:	24121			
	BUSINESS:	BUSINESS: 0			
	ACCIDENT:	DATE OF ACCIDE	NT.		
	DESCRIPTION OF DAMAGE:	DATE OF ACCIDE	M.L.		
	FURCHASE/LEASE: 0	DATE OF PURCHA	AR/T.RARE		
	MILEAGE AT PURCHASE: 0	PURCHASE/LEASE		•	
	DOES OWNER HAVE POSESSION OF VEHIC	*			
	RESOLUTION SOUGHT:				
	ALLOHOLION BOOMII				
	**************************************	CONTACT INFORMA	TIÓN****	******	***********
	NAME:			NUMBER:	1
	COMPANY:		CONTACT	TYPE:	

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION QH RESTRICTED

CUSTOMER: ADDRES6:



Westminster

CA

HOME PHONE:

CASE NUMBER: 1-55376121

VIN:

1G1YY22G1W5118340

MODEL YEAR:

1998

DATE OPENED: 2002-12-12

Series : MILEAGE: Corvette 55000.0000000

DATE CLOSED: 2002-12-18 SOURCE:

Phone

DELIVERY DATE:

HRC TYPE:

N/AYes

DEALER NAME: Delillo Chevrolet CO.

BRC PARENT:

DEALER ADDRESS: 18211 Beach Blvd, Huntington Beach, CA, 92648-

1308,USA

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

Sticks

cust rfi on recall re seering column lock; / 2002-12-12 2002-12-12

contact dirship 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 cell 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 avc 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 ra cust pay; ; 2002-12-16

2002-12-17

called ave agr 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPER:

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:

MORR INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILBAGE AT INSPECTION:

WHERE WAS INSPECTION DOWN:

MAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUDMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER MAME: DEALER ADDRESS: , , CONTACT: , PHÔNE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGR & BUY-BACK: 0 BRC WARRANTY DATE: MSRD: MADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DANAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LHNON LAN: DEALER ADMINISTRATION: VERICLE DESTINATION: RELEASE: LIEN DAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: KAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: 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 POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER:

> CONTACT TYPE: CONTACT PROME:

COMPANY:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:



Jacksonville

HOME PHONE:

CASE NUMBER: 1-24568966

VIN.

1G1YY22G1W5118631

MODEL YEAR:

1998

DATE OPENED: 2002-08-14

SKRIKS: Milrage:

Corvette 28100.0000000

DATE CLOSED: 2002-08-15

DELIVERY DATE:

BOURCE: BRC TYPE:

ERC PARENT:

Phone M/XYes

Gaorga Moore Chevrolet, Inc. DEALER MANE:

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

5300,UBA

N41 Column / Ignition Lock / Parts

G REPAIR ATTEMPT(S)

Sticks

customer contacted cac; ; 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: IMPURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: C

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MAME: 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:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

EMĢINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE . BUY-BACK: 0

MSRP:

NADA: 0

NAME:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERNARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL

DEALER BUYOUT:

INTEREST PAID:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

: HEASAIRS

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

LOCATION:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

Business:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

FURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



ASHVILLE ,

NC

CASE NUMBER: 04662869

VIN

1G1YY22G1W5119312

NODEL YEAR:

1998

DATE OPENED: 2001-06-22

SERIES: MILEAGE: UNKNOWN 58514

SOURCE:

DATE CLOSED: 2001-06-29

DELIVERY DATE:

BRC TYPE:

Phone No

DBALBR NAME:

ASHEVILLE CHEVROLET INC

BRC PARENT:

DEALER ADDRESS:205 SMOKY PARK HWY, ASHEVILLE, NC, 26806, USA

M01 Steering General 1 REPAIR ATTEMPT (8)

Other locked up

813 Reimbursement Requested

1 REPAIR ATTEMPT(8)

Customer Satisfaction steering column locked up

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify up Determine Customer's expectation
- * Determine Customers expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference MKC[[GOGDWILL RUN C:\Progra-1\Plus!\Micros-1\lexplore.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 Dawin Wright letter "Goodwill" processing ({GOODWILL RUN C:\Progra-1\Flus!\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]]

Vahiale reimbursement or Goodwill decision - Repair already done

CUST STATES: STEERING COLUMN LOCKED UP AND DER REPAIRED IT BUT IT IS A COMMON PROBLEM WITH

CUST SEEKS: REIM FOR REPAIRS

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

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

2001-06-25

ROAD SURFACE:

Page 2 of TO NEXT CRM -- PLEASE RESPOND TO SVC MGR'S STATEMENT ON THE REIN AND TRANSFER REQUEST BACK TO CHOIK.

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER MAME: DRIVER DISABILITY.

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: NUMBER OF PROPER: D

BODY IMJURY:

INJURIES:

WAS AMOTHER 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:

BOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DHALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE MUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

HNGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE + BUY-BACK: 0 BRC MARRANTY 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 LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRES: , CITY/STATE: , DEONE NUMBER: SHATING POSITION: RESTRAINT: TYPE OF INJURY THEATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: * BUSINESS: 0 BUS INESS: DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES CWMER HAVE POSESSION OF VEHICLE: RESCLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER: 1 CONTACT TYPE: CONTACT PROME:

ADDRESS:

2

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS 1 HOME PHONE:



ROWLETTE

TX

CASE NUMBER: 00625169

VIN

1G1YY22G1W5119522

CORVETTE COUPE

MODEL YEAR:

1998

DATE OPENED: 2000-06-14

SERIES:

DATE CLOSED: 2000-06-14

HILBAGE:

SOURCE: BRC TYPE: BRC PARENT: Phone No

DELIVERY DATE: DEALER MANE:

DEALER ADDRESS:

M01 Steering General 2 REPAIR ATTEMPT(S)

Other LOCKS

C23 Sent Frame

2 REPAIR ATTEMPT(S)

Other

SEAT MEMORY

L01 Puel System

2 REPAIR ATTEMPT(S)

Other

SHOWSC FULL WHEN DOT

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.*

CUST CALLED IN STATING TEAT SHE HAS HAD NUMEROUS REPAIRS FOR THE SAME PROBLEMS, CUST STATES

That the gas guare shows full when it's not, the shat dobs nothold it's memory, sthering 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

CRN ADVISED THAT, REPURCHASES ARE UP TO THE DLR AND IF THE AVM HAS MADE THEIR DECISION I CAMBOT OVER BRIDE THAT., 0; 329853024

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 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:

ACHINT 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:

RCAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DRALER ADDRESS: , ,

CONTACT: .

PIKERE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

PAX NUMBER:

BODY TYPE:

TREM:

MILEAGE @ BUY-BACK: 0

MERP:

TRANSACTION:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC NARRANTY DATE:

HADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYCUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAM:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE :

LIEM PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF IMJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

IF 80, 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 POSESSION OF VEHICLE:

RESOLUTION BOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

CONTACT TYPE:

1

CONTACT PHONE

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



VALRICO

CASE NUMBER: 06218290

VIN:

1G1YY22G1W5120329

MODEL YEAR:

199R

DATE OPENED: 2002-01-22

SERIES:

CORVETTE COUPE 56000

DATE CLOSED: 2002-03-13

MILEAGE: DELIVERY DATE:

SCURCE: BRC TYPE: Phone No

DEALER NAME:

FERNAN CHEVROLET

BRC PARENT:

DEALER ADDRESS: 9751 ADAMO DR., TAMPA, FL, 33619, USA

M41 Steering Column/Lock/Attaching Parts

Broken

1 REPAIR ATTEMPT(8)

KEEPS LOCKING ON THE CUST

A01 Open Campaign

O REPAIR ATTEMPT(6)

Other

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\webknowledge]}. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SCLUTIONS RUN C:\Progra~1\Plus:\Micros~1\Iexplore.exs http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode Corepoi
- 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

CUST IS ORIGINAL OWNER PURCHASED AT CITY CHEVROLET. SEVCING DLR IS FERMAN. CUST STATES: THIS IS HIS 3RD CORVETTE IN THE PAST 5 YEARS. HE HAD A PROBLEM WITH HIS STEERING WHERL COLUMN LOCKING IN THE PAST AND HAD IT COVERED UNDER WARRANTY. MOW 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 DOREN'T UNDERSTAND HOW THE CAMPAIGN DOES NOT COVER HIS VEH. CRM ADVISED THE CUST THAT CAMPAIGNS ARS VIN SPECIFIC. CRN ADVISED THE CUST OP THE CAMPAIGN 0034 (LAP BELT TWISTING) ON HIS VEH. CUST STATES HE KNEW ABOUT THAT. CUST STATES THE STEERING NHEEL HAS LOCKED IS 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 MIKE 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 CRN 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

NORE# 813-630-2628 EXT308. CRM ADVISED CUST THAT THE MESSAGE WOULD BE FWDED. CHASE BLESING/TAMPA/CAC/57008; 0; 380643587 2002-01-23

cust called seeking to speak to prov crm. crm adved cust of set callback time for 10 this morning. cust seeks callback at work number noted by prov crm in file. crm forwarding file to crm steelem for call back. kmessaros/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 CRN HOULD CONTACT THE DLR TO GRT AN ESTIMATE ON THE REPAIR AND THEN RESEARCE TO FIND OUT HOW MUCH, IP 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

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

CUSTOMER STATED THAT HE HAS UPDATED INFO. CUSTOMER STATED THAT HE HAS A LOT OF IMPO THAT HE HAS TO GO OVER WITH PREVIOUS CRN AND WOULD LIKE TO ONLY HAVE TO EXPLAIN IT TO HIM. CRN ADVISED THAT I WILL ADVISE MR STEELE OF CUSTOMER'S REQUEST AND WILL FORWARD FILE TO STEELEN 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 AM 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 MEEDED TO BE SENT IN. CUST AGREED AND IS SATISFIED. CRM SUSPENDING WAITING FOR DOCS. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 380673614

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/FLPILOT/TPA/57730; 0; 382639608 2002-02-21

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

RM RESUMED TO VIEW FOR DOCS. CRM SUSPENDING WAITING FOR DOCS. Grm fwding file back to prev crm. jasse bleaing/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

ROAD SURFACE:

2002-03-13

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: NUMBER OF PROPLE: 0 BODY INJURY:

INJURIEG:

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:

MAINTHNANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

IMSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

MHERE WAS INSPECTION DOWS:

WAS VEHICLE ROAD TESTED:

ROAD TRET DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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: BRC WARRANTY DATE: MILEAGE & BUY-BACK: 0 MSRP : MADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LHASH TERM: DANAGE: OTHER: KAME 1 BRANCH: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEW PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: RESTRAINT: SEATING POSITION: TYPE OF INJURY: IF SO, WHERE: TREATED: EXTERNAL CASE MIMBER: DATE: TITLE NAMES: BUSINESS: • BUSINESS: 0 DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: FURCHASE/LEASE: 0 PURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0 DOES OWNER HAVE POSESSION OF VEHICLE:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

1

RESOLUTION SOUGHT:

MANE:

COMPANY:

March 13, 2002

Valrico, FL

Request: C06218290

Dear

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 CREVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:



GARDEN GROVE

CA

HOME PHONE:

CASE NUMBER: 01099706

VIN:

1G1YY22G1W5121786

MODEL YEAR: 1998

DATE OPENED: 2000-08-03

SERIES: Mileage:

CORVETTE COUPE 29000

DATE CLOSED: 2000-08-07 SOURCE:

DELIVERY DATE:

Phone

DEALER NAME: SHOWCASE CHEVROLET

BRC TYPE: BRC PARENT:

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

N41 Steering Column/Lock/Attaching Parts

Broken

1 REPAIR ATTEMPT(S)

STEERING WHEEL LOCK

COMPLAINT ON REPAIRS

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 RODRIGUEE/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 EROUGHT VEHICLE IN LAST MONTH THAT THEY TURE VEHICLE OF AND HAD NO PROBLEM WITH VEHICLE, SO THEY COULDN'T DUPLICATE THE PROBLEM. THEE LAST WERKY-2-00 OWNER BROUGHT BACK IN AND THEY ENDED UP HAVE TO REPLACE THE INGINTION 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 fleased and that he had talked to him and he was OKAY...CRM TRY TO CALL OWNER TO VERIFY UPDATE ON VEHICLE AND NOOME WAS AVAILABLE...KATHERINE RODRIGUEZ/ATX: 0: 334541443

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OMNER 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:

MILBAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MERP:

NADA: 0

NAME:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTERRET RATE:

ACCOUNT BALANCE:

LEGAL:

RELEASE:

INTEREST PAID: DEALER BUYOUT:

LEGAL TYPE: LENON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN

NUMBER OF INJURIES: 0

DEALER ADMINISTRATION:

COMMENTS:

LOCATION:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE MANES:

BUBINESS:

9 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

GENERAL NOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:



LAKE FOREST

CA

HOME PHONE:

CASE NUMBER: 06345771

VIN:

1017Y2201W5121786

MODEL YEAR:

1998

DATE OPEMED: 2002-02-12

SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-04-04

MILEAGE

44539

SOURCE: BRC TYPE: Phone No

DELIVERY DATE:

DEALER NAME:

JOR MACPHERSON CHEVROLET

HRC PARENT:

DRALER ADDRESS:

M41 Steering Column/Lock/Attaching Parts

Other

O REPAIR ATTEMPT (S)

steering wheel lock intermittent

A01 Open Campaign O REPAIR ATTEMPT(E) 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.html]

- Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
- C:\Progra-1\Plus:\Micros-1\Iexplore.exe

http://careweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm]]

- (1st attempt offer to coordinate repair at a dealership)
- (Previous repairs)
 - Review warranty history on "VIN Profile" tab
 - 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 enswer "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/CustomerRequestsVehioleRepurchase.htm]]

Vehicle repair request - Repair not done

CRM UPDATING FILE FOR CRM RODRIGUL.

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

Cust states: veb purchased November, 2001 at approx 40,000 miles from Mullahey Chev

steering wheel looked up --veh currently at Joe MadPherson Chev

dlr told him his weh 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.

Orm adved b/c weh not involved in campaign and weh out of wrnty by time and mlg, no cost againt for locked

steering concern.

Cust states he will never own another Chev.

Request closed dissatisfied, w/ no BBB letter. Sharon Dunaway/ATE/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 appologised 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. angels kimball/pdx/cac; 0; 382409042 2002-02-13

CUST STATES HE CALLED IN YESTERDAY AND SPOKE NITH TONY AND WAS SUPPOSED TO RECIEVE CALL BACK FROM BIM FOR AN UPDATE. CRM ADVISED THERE IS NO DOCUMENTATION FROM CRM TONY. CUST EXPLAIMED THAT THE STEERING WHEEL ON HIS CONVETTE 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 VEHCICLE DOES NOT FALL UNDER CAMPAIGN AND THAT THE DEALER IS NOT WILLING TO OFFER ASSISTANCE. CUST STATED HE THINKS THIS IS A SAFTEY 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 BEBECCAMILLER/CAC/ATX; 0; 382472176

REBECCAMILLER/CAC/ATX; 0; 382472176 2002-02-20

CUST STIS THAT HE IS TRYING TO GET ASST WITH HIS STEERING COLUMN LOCK AS THIS HAS LOCKED AGAIN THIS MORNING. CUST STEE THAT THE DIRECT DID NOT REPAIR HIS VEH AS IT WILL BE \$600 AND CUST FEELS THAT THIS SHOULD BE COVERED AS THE DIRECT HAS ADV HIM THAT HIS CONCERN IS THE EXACT SAME AS THE CAMPAIGN. CRM ADV CUST THAT SHE NEEDED TO SPEAK WITH DIRECT. CUST ASKS THAT CRM CALL HIM AT PER THAT HE RODRIGUEZ/ATX/CAC; 0; 383065064

2002-02-20

Cust ste 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 townsist 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 sheeduled call back. Adrienne Bettis/CAC/ATX; 0; 383071820 2002-02-20

CRM SPOKE WITH SVC ADV TYSON ADAMS. TYSON STTS THAT THEY DIMEROSED THE VER AND THEY ADV CUST TO HAVE STEERING COLUMN RPL AND WIRING HARRESS. 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 STIS THAT THE STEERING COLUMN LOCK WAS RPL ON 7/31/2000 AT 29,716 NILES, BUT THIS WAS BEFORE CAMPAIGN WAS RELEASED. CRM CONTACTED CUST AND ADV HIM TO SEND IN HIS DOCS FOR REIM CONSIDERATION. CUST SATIS. LAURIS RODRIGUES/ATX/CAC; 0; 383085867 2002-04-04

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

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY HAME: 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:

MAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUE:

SCURCE:

RECURST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DRALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VERICLE DRIVEABLE:

BRC MARRANTY DATE:

NADA: 0

SALES TAX:

HOWSING TYPE:

MILEAGE - BUY-BACK: 0 MERD

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM: DANAGR: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: RAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: * BUSINESS: D ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME: COMPANY:

CONTACT NUMBER: 1 CONTACT TYPE: CONTACT PHONE:

GBNBRAL MOTORS CORPORATION CHEVROLET DIVISION GK RESTRICTED

CUSTOMER: ADDRESS:

DUNKINVILLE

TX

HOME PRONE:

CASE NUMBER: 00455759

VIN:

1C1YY22G1W5124767

MODEL YEAR:

1998

DATE OPENED: 2000-05-26

SERIES: MILEAGE:

CORVETTE COUPE 40000

SOURCE:

DATE CLOSED: 2000-05-30 Phone

DELIVERY DATE:

BRC TYPE:

BRC PARENT:

DEALER MAME: FRIENDLY CHEVROLET CO

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

MO2 Steering Linkage/Component Parts

Other

2 REPAIR ATTEMPT(8)

STEERING LOCKED UP

COST ASSISTANCE

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 SMONTH 3000 MILE WARRANTY WHICH IT WAS IN AT THE TIME......CUST STEA 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. crn spoke with morris collier (svc mgr) and he states that this will be taken care of atno cost to cust , orm informed cust of info and cust thanked orm...orm thanked cust chante gardner/atx, 0; 328556234

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 0 injuriks:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION:

CURRENT LOCATION OF VHHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: IMPRECTORS NAME: IMPRECTION DATE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TRET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

HODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE: NADA: 0

MERP: **BALES TAX:**

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER

INTEREST RATE:

LEGAL:

RRLRAGE:

HAMH:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL TYPE:

LEMON LAN:

DEALER ADMINISTRATION: VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

LOCATION:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY: TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT DURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAKE:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



TANDA

CASE NUMBER: 03972046

VIN.

1G1YY22G1W5126860

DATE OPENED: 2001-04-26

1998

SERIES:

UNKNOWN

DATE CLOSED: 2001-05-02

MILEAGE:

MODEL YEAR:

Mail

DELIVERY DATE:

BOURCE: BEC TYPE: BRC PARENT:

DHALER NAME: AUTONAY CHEVROLET

DRALER ADDRESS:1700 R HILLSBOROUGE AVE., TAMPA, PL, 33610, USA

T22 CSI Reply

O REPAIR ATTEMPT(6)

Customer Satisfaction

SERVICE SURVEY

M40 Steering Wheel

3 REPAIR ATTEMPT(B)

Excessive Effort

LOCKS

A07 Referred to Dealer

O REPAIR ATTEMPT(S)

Customer Satisfaction FUTURE CONCERNS

Vahicle operation or design

INSTRUCTIONS TO CRM:

- *Pimpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner [[Owners Manuals RUN
- C:\Progra-1\Plum1\Micros-1\Texplore.exe http:\/carsweb\webknowledge]). Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-l\Plus:\Micros-l\lexplore.exe http://carswab/common/ProductCenter/GeneralInfo/content/CNC/SolutionsByCommonentCode Corepoi nt.htm]]
- * Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

CSI REPLY. K.SCAN. MSK DOC # VIN. NO CAMPAIGNS. DOC STATES CUST IS OVERALL SATISFIED. DOC STATES PATTY KING IS AN ASSET 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 FUTHER ASST IS NEEDED. MONISHA CARTER/ATE/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. monieha carter/atx/corr; 0: 357258323 2001-05-02

LETTER APPROVED

MAAMAN PHILLIPS/APPROVER/ATK; 0; 357669771

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPIE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MANE:

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:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DHALER BAC:

DRALBR HAMB:

DEALER ADDRESS: , ,

MILEAGE & BUY-BACE: 0

CONTACT: ,

PROME NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX MUMBER: BODY TYPE:

TRIN:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0 SALMS TAX:

DEPRECIATION:

UPGRADE:

MORP:

AFTERMARKET:

LHASE TERM:

DANAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LENOR LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: MANE: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: 4 BUSINBSS: Q BUSINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: HAMH 1 CONTACT NUMBER: 1 COMPANY: CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



Service Satisfaction Survey

Tamps. Pl. Letter North Administration of the Administration of t	Home tale Change to	phone		•	here: 	
her records indicate that you had your 1886 Corrette services for you to be completely satisfied. Please take a few interest debiarghight parageness and services. Your timely response continued afforts toward meeting the highest expectations of	les to complete b is very important our outtomers.	oth sides	of this q	unali erreji	re about	
Tond: you far having your vehicle serviced at Autoway Chevr						
	Shearely,	. ,.				
	$\mathcal{D}_{\boldsymbol{\omega}}$		4 6			
·	Djavin L Wrig Piractor – Çu		Aghyticans	Np te rrit	100	
Planes and a disk pen or penell (peaker Planes shock this box if you no longer overlesses to PLEASE HAVE THE PERESE WHO TOOK THIS VEHICLE IN FO	de 1996 Corvette	, and reb	um the q i	us Vornek		r. ••
				$\overline{}$	-	
About Your Charysiel Deel	erahip'a Borr	lee De	pertme	••)		
	پاستانست ودگیگین	Very Detailed	-	Marient II Velicies	Her Fa AF Totalisa	
. How satisfied were you with the convenience of the Service Department's hours?		cı	П	٥		
			Deet Ret	-		
. Were services available to you on both an appointment	Yer	-	Piretini —	Ramer .		
and non-appointment basis?	IZ	0		D		
. When entking for service, were you greated promptly?	KZ	п	_			
	Company of the Control of the Contro			Orranba Salahai	herae All	
. How satisfied were you that all designably personnel treats in a depressions, fair, and professional manner?	d you desirely		- B	Omente Season	<u> </u>	
How satisfied were you that all designating parameter treats in a deprinational statement	13 YOU 22		*****			
in a opprisous, fetr, and professional mainter?	13 YOU 22		*****			
in a courteous, fet, and professional mainte?	13 YOU 22		*****			
in a opprisous, fetr, and professional mainter?	Consultantial		*****	Personal and Perso		
About Your Bervice How satisfied were you that your Service Consultant Look.	Consultantial	Urles	- - - -	lecont-s	NucrAl Market	····
in a opprisous, fet, and professional manner?	Consultantial	Ldvisor	Senior of the Control	Beauties Guident Dan't	NucrAl Market	
About Your Bervice How satisfied were you that your Service Consultant Look.	Consultantial	Urles	- - - -	lecont-s	NucrAl Market	
in a opprisous, fet, and professional manner?	Consultantial	Ldvisor	Senior of the Control	Beauties Guident Dan't	NucrAl Market	Destricts

16 PY/2201W6126560 28010

	About Your Service Conquite	nt/Advisor	- Contin	Hed			1
6	How estaffed were you with the auphantion you were	بينيده	***	-	Commentant Controlled	Hering AP Turkkyi	
	given of all services performed?	114					
14.	Overal, how setalled were you with your Service Consultant?	<u>t</u>	Ф	O		0	
-	About Service	Delivery =	_				•
			Way		-	THE	
11.	When you ploked your vehicle up, how satisfied were you will			3-minud			
	- The thes it took to complete the transaction?	,					
	The error of getting your vehicle? The condition in which it was returned?			П	8		
	- Ing Currings & seath & set batter 27	, typ. Year,			В		
12	Wars ALL of your service concerns corrected on this service	width 13					
	IF NO, why not? (check all that apply)						2
	Concilion explained — repair not hacesawy) Farts not a	oldski e				3
] decilped r	mpair .				•
) Other spins					_5
	Service Department was too busy	3 Don't know	,				
		ليجانون بيمنارغون	Vary Serioted	(tellarited)	Directo; Relieffed	Not he for Printed	
13.	How assisted are you that your vehicle was fixed right on this service visit?	💅					
			_	•••	_	_	
14.	Were you given a copy of the completed repair order/involve	. "	П	Per till sent			
15	Were you consisted therity after the eurobe whit to determine your satisfaction with the designable's service?	📆		Het Bers			
_	Summing Up Your		<u> </u>		_		
_			•				
			Very	end for		Han fit of	
	B 4 . 4	Conspirintly Statistical					
14.	Bessel on this service wish, overall, how satisfied are you	-				_	
14.	Bread on this service visit, overall, how satisfied are you with Authory Chevrolet?	-			[]		
	Would you recommend this dealership	College Dellater Venda	Protectly Modes	Milysher Hilyshe Mora	[] Probably	<u>_</u>	
	with Automory Chevrolet?	College Dellater Venda	-	(Major	[]		
17.	Would you recommend this dealership for naryies?	College Dellater Venda	Protectly Modes	Milysher Hilyshe Mora	[] Probably	Defendant.	
17.	Would you recommend this dealership	College Dellater Venda	Protectly Modes	Milysher Hilyshe Mora	[] Probably		
17.	Would you recommend this dealership for service? Oversit, how satisfied on you	College Dellater Venda	Protectly Modes	Migher Might Nes [*]			
17.	Would you recommend this dealership for nervice? Oversit, how satisfied are you with your 1606 Corvette?	College Dellater Venda	Protectly Modes	Migher Might Nes [*]			
17.	Would you recommend this dealership for nervice? Oversit, how settalied are you with your 1600 Convette? De you have any commentative about your Designative Palls, King in any or Vehicle The William Street	College Dellater Venda	Protectly Modes	Migher Might Nes [*]			
17. 14. 14.	Would you recommend this dealership for nervice? Oversit, how satisfied are you with your 1606 Corvette?	College Dellater Venda	Protectly Modes	Migher Might Nes [*]			
17.	Would you recommend this declarable for nervice? Overall, how settalied are you with your 1000 Corvette? Do you have any commentations about your Declarable Palls; King in any or Vehicle This is all the first of white the first of the fi	College Dellater Venda	o yo	Migher Might Nes [*]		- Check	
17. 18. 19. 20. 21.	Would you recommend this declarable for norwher? Overall, how settalled are you with your 1000 Corvette? Do you have any commission commendations about your Declarable Palls King in any or White This will for a white the first S	Belleten Street	Local Control	Migher Might Nes [*]	ealu	- Check	
17. 18. 19. 20. 21.	Would you recommend this declarable for nervice? Overall, how settalied are you with your 1000 Corvette? De you have any commentative amountations about your Declarable Party King in Ann. Overall First Time I Make Persie Your age Under 25 25-34 36-44	believery three Trans 40- your declarate ettion, we e	D C C	See of an arrival to the project before the project	first cont	SALES	
17. 18. 19. 20. 21.	Would you recommend this dealership for nervise? Oversit, here articled are you with your 1888 Corvette? De you have any commentative commendations shoul your: Dealership Alley King is and Or Vehicle They will for a while Formula Your age I Male Pennie Your age Under 25 25-34 36-44 May we laded your name when providing this information to If you have a consern requiring immediate attacyour dealer. If further positionance in required, your	believes three thr	Mode	Total of the policy of the pol	First cont	SALES	

IG1YY2201WE126880 28010 21109894212 2398400613 088600 April 30, 2001

Tampa, FL

Request: C03972046

Dear

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

HOME PHONE:

CASE NUMBER: 1-18443500

VIN:

1G1YY22G1W5127832

MODEL YEAR:

1998

DATE OPENED: 2002-07-23 DATE CLOSED: 2002-07-23

SERIES:

Corvette

MILEAGE:

31000.0000000

SOURCE: BRC TYPE:

Phone N/AYes DELIVERY DATE:

DEALER MAKE: Service Chevrolet, Inc.

HRC PARENT:

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

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Sticks

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE:

ROAD CONDITION: BODY INJURY:

ROAD BURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: D

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

INSPECTORS NAME: INSPECTION DATE:

MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUPPLARY:

PAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

NADA: 0 BALMS TAX:

NAME:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DMALER BAC: DMALER NAME:

DRALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MBRP:

DEPRECIATION:

UPGRADE:

AFTERNARKET:

LEAGE TERM:

DAMAGE: OTHER:

BRANCE:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

LEGAL TYPE:

INTEREST PAID: DEALER BUYOUT:

LENOW LAN:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 CONDENTS:

HANR:

PARK:

ADDRESS: .

CITY/STATE: ,

PHONE MUMBER:

SKATING POSITION:

TYPE OF INJURY:

TRHATED:

RESTRAINT:

IF SO, WHERE:

LOCATION:

EXTERNAL CASE NUMBER:

DATE

TITLE NAMES:

BUSIMESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT FURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER MAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS 1

GENERAL MOTORS CORPORATION CHRVROLET DIVISION OM RESTRICTED

CUSTOMER: ADDRESS: BOME PHONE:



ST LOUIS ,

МО

CASE NUMBER: 04703227

VTW.

1G1YY22G1W5127975

DATE OPENED: 2001-06-26

MODEL YEAR: 1998 UNKNOWN

DATE CLOSED: 2001-06-26

SKRI**k**6: MILEAGE:

30000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE: BRC PARENT: No

DRALER NAME:

DEALER ADDRESS:

MO2 Steering Linkage/Component Parts

Other

O REPAIR ATTEMPT(8)

STEERING WHEEL LOCK

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 SCLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode Corepoi nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

sessesses and extract the contract the contract of the contrac

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 WEBK ADV CUST NO SUCH BULLETINS, ADV CUST TO TAKE VEH TO DLR. NO FURTHER ACTION. MITCH PERRY/CAC/ATA; 0; 362443557

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

NUMBER OF PEOPLE: 0

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIBE:

WAS ANOTHER VERICLE 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:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER HAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRAWTY DATE:

MILEAGE @ BUY-BACK: 0

MADA: 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 LAN:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF \$0, 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 AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMB:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Waples

FL

CASE NUMBER: 1-31743708

VIN:

1G1YY22G1W5129337

1998

DATE OFENED: 2002-09-10

ARRIBS: MILHAGE:

Corvette 42000.0000000

SOURCE:

DATE CLOSED: 2002-09-10 Phone

DELIVERY DATE:

MODEL YEAR:

Bob Taylor Chevrolet, Inc.

BEC TYPE: BRC PARENT:

N/ANo

DRALER NAME:

DEALER ADDRESS:5665 N Airport Pulling Rd, Naples, FL, 34109, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Sticks:

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD COMDITION: BODY INJURY:

ROAD SURPACE:

NUMBER OF PROPLE

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VERICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

IMBURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

ACREST 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:

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

SOURCE:

TRANSACTION:

REQUEST TYPE: REFURCHASE REASON:

DEALER BAC:

DEALER NAME: DEALER ADDRESS: , ,

MILEAGE O BUY-BACK: 0

CONTACT: ,

PHONE NUMBER: PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER: BODY TYPE:

TRIM:

MAME:

TRANSMISSION:

YENICLE DRIVEABLE: BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

MURP:

AFTERMARKET: LEASE TERM: DAMAGE:

OTHER: BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

INTEREST PAID: DEALER BUYOUT:

DEALER ADMINISTRATION:

RELEASE:

VERICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

NAME:

TREATED:

LOCATION:

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

RESTRAINT:

IF SO, MHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

CASE NUMBER: 99-0549826

VIN

1G1TY22G1N5129922

DATE OPENED: 10/20/99

MODEL YEAR:

DATE CLOSED: 10/22/99

98

9ER1**29**:

YB CORVETTE

SOURCE

PHONE

MILEAGE:

24000

CUSTOMER:

ADDRESS: HOME PHONE:

BUE . PHONE:

POSURENTO PL

STATE:

FŁ

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

COST 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. THER, AFTER KEY IS REINSERTED IT SAYS SERVICE COLUMN LOCK. AFTER RALF HOUR IT WILL UNLOCK. DLR DOESN'T KNOW WHAT TO DO BECAUSE IT KEVER HAPPENS WHEN THEY HAVE IT. CUST SEEKS TO GET PART FIRED, CRM ADVISES MORE RESEARCH TO BE DONE ON SITUATION.

RYAM TUCKER/ TIER? AUSTIN

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

COR # DESC

CDE COMMENTS

M40 0

CUST STATES STREETING COLUMN LOCKS UP

CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS:

BONITA SPRINGS

HOME PHONE:

CASE NUMBER: 04905997

VIN: MODEL YEAR: 1G1YY22G1W5130424

DATE OPENED: 2001-07-13

SERIES:

199R UNKNOWN

DATE CLOSED: 2001-07-13

MILRAGE:

35000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME:

BOB TAYLOR CHEVROLET INC

BRC PARENT:

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

M01 Steering General O REPAIR ATTEMPT(S)

Other locked

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner [[Owners Manuals RUN
- C:\Progra-1\Plus!\Micros-1\lexplore.exe http:\\carsweb\webknowledge]]. Click the Product
- * Review specific solutions [[SPECIFIC SQLUTIONS RUN C:\Progra-1\Plus:\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode Corepoi
- * 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

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

cru advised cust that for cost assistance to be considered the veh must first be diagnosised by GM dealer, advised customer just because he takes weh to GM dealer to be diagnosised 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. SEEKS TO HAVE ASSISTANCE ON THIS. CRM ADVISED THAT I WOULD NEED TO RESEARCE. CRM CONTACTED THE DLR AND SPOKE TO MIKE (SVC ADV) WHO STATES THAT HE HAS NO PROP ASSISTING IN THIS REPAIR SINCE IT IS SUCH A KNOWN PROBLEM. CRM THANKED AND EXPLAINED PURTHER 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. CRN EXPLAINED TO THE CUST THAT THE DLR WILL TAKE CARE OF IT. CUST THANKED FOR AL THE ASSISTANCE. MIKE BODKIN/TAMPA/TIER2; 0; 363888558

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MAKE:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

MHERE WAS INSPECTION DONE;

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ HUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MERP:

APTHRMARKET:

LHASE TERM:

DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTERBST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LECAL: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: : BRAHJHS LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: KAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: RESTRAINT: **BRATING POSITION:** TYPE OF INJURY: IP SO, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE TITLE NAMES: * BUBINHOO: 0 BUSINBES: ACCIDENT: DATE OF ACCIDENT: DBACRIPTION OF DAMAGE: PURCHASE/LHASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

MAME: COMPANY: CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

ORAMUE

CASE NUMBER: 05110145

VIN.

1G1YY22G1W5130472

1998 UNERONN

DATE CLOSED: 2001-07-30 DATE CLOSED: 2001-07-30

SERIES: MILRAGE:

44000

SCURCE:

Phone

DELIVERY DATE:

MODEL YEAR:

BELMAN CHEVROLET COMPANY

BRC TYPE: ARC PARENT: No

DEALER NAME:

DEALER ADDRESS:1800 E CHAPMAN,, CRANGE, CA, 92867, USA

MO1 Steering General

Other

O REPAIR ATTEMPT (8)

locked up on corvette

A01 Open Campaign O REPAIR ATTEMPT(8) Customer Satisfaction 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 them you can contact any XXX dealership in order to have the recall performed on your vehicle." Campaign Recalls performed at any Dealership

cust states has brought 1998 corvette/seeks campaign on lock steering wheel. cust seeks to get information on campaign and dir to get campaign done on vehicle. orm advised cust name of dlr and advised the campaign #01044 is showing on the vin# profile.orm contact dlr and

transferred cust to speak with rich/srv advisor. karen bode/atx; 0; 365363410

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: 0 ROAD COMDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

MAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

HADA: 0 SALES TAX:

HAME:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DHALER 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:

DEALER BUYOUT:

INTEREST PAID:

LEGAL TYPE: LEGON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

HAME:

ADDRESS: , CITY/STATE: , LOCATION:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IP SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE:
DORS CHARGE TO PURCHASE: 0 DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case Net

6849827

VIN Number:

1G1YY22G1X5101538

Date Opened:

11/19/2002

Model Year:

1999

Date Closed:

Series:

Convette

Dealer Code:

B20104

Mileage:

75248

Address:

VERMONT CHEVROLET-BULOS ANGELES

States

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 17:02:69 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 SELOW)

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

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 17:02:69 HISTORY - BACK

EA02-031 / GM22C

DIV: CHEVROLET CASE 990572837 TYPE: G-GENERAL

NAME:

YR/MDL: 1999/CORVETTR

Base Case Information

OWNER:

ADDRESS:

CITY: HOUSTON

VIN: 1G1YY22G1X5104729

RESP DEALER: 00000

MILEAGE: 8500

YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL

OPEN DATE : 11/12/1999

REOPENED: N

LAST ACTIVITY DATE: 11/12/1999

CLOSE DATE: 11/12/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRICT 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)

REIMEURSED OWNER:

WARRANTY CODE: I

DEALER CONTACTED: N

CONTACTED DATE: 11/12/1999

DRALER CLOSED : 11/12/1999

gIP: STATE: TX

DELIVERY DATE:

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 11/12/1999

BY: BELIKA PLORES

SCRAP DATE: 12/31/9999

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT :

VEHICLE BUYBACK:

DEALER NUMBER: 30636

NAME:

CITY:

BT:

REQUEST CODES AND COMMENTS

CDB # CLOSE

M40 0

DBSC STRERIN WHERE LOCKED Certificates

No Certificates Data available for this case.

General Comments

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

COMMENT TYPE: G-GENERAL BETERED DATE/TINE: 11/12/1999 09:09:14 CUSTOMER CALLED IN STATING STEERING WHEEL LOCKED AND IS STANDED AT HOME. CRN 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

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 ${\bf X}$

No GM 1241% 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 Date available for this case.

Parties Involved

TYPE: CWNER
MAME:
COMPANY:
ADDRESS:

CITY: HOUSTON

AGE: 000

BUSINSSS PHONE:

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: TX HOME PHONE:

EXTENTION:

DATE:

ZIP:

Injured Parties

No Injured Party Date 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:

3311107

VIN Number:

1G1YY22G1X5104892

Date Opened:

7/1/1999

Model Year:

1999

Date Closed:

7/12/1999

Series

Corvette

Dealer Code:

B11290

Мисаци:

8577

Address

BILL JACOBS JOLIET, JOLIET

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
- $_{\rm N_{\rm S}}$ (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) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _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

EA02-031 / GM72C

Page I of 2

1.GROUNDS IN A PILLER

2.RUN THROUGH SYSTEM CHECK

07/12/1999 09:48:15 RAMOS - FAXED CLOSING

EA62-031 / GM22C

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3113439

VIN Number:

1G1YY22G1X5104958

Date Opened:

3/17/1999

Model Year:

1999

Date Closed:

3/24/1999

Saries:

Corvette

Dealer Code:

B47020

Mileage:

4801

Address:

LOU BACHRODT CHEY 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
- _t_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 \$12 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.

Page 2 of 2

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Norman

OK

CASE NUMBER: 1-131947534

VIN: MODEL YEAR: 1G1YY22G1X5107162

DATE OPENED: 2003-08-19

SERÍES:

Corvette

1999

DATE CLOSED: 2003-09-08

MILEAGE:

22400.0000000

SOURCE:

Phone

DELIVERY DATE:

Marc Heits Chevrolet, Inc.

BRC TYPE: BRC PARENT: DEALER NAME:

DEALER ADDRESS:2424 W Main, Norman, OK, 73069-6328, USA

M41 Column / Ignition Lock / Parts

N/ANO

O REPAIR ATTEMPT(B)

Sticks

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

2003-0B-25

CAC Letter; ; 2003-08-25

2003-08-25

Created:CAC_RE0006. SR#1-131947534; ; 2003-08-25

2003-08-25

CAC Letter; ; 2003-08-26

2003-09-02

Service Request has been Closed Satisfied.; ; 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 authorised 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

updtae; ; 2003-09-08

2003-09-08

daytime telephone#; ; 2003-09-08

2003-09-08

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY

ROAD SURFACE:

NUMBER OF PROPLE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

a ma impiaciion bona,

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TRST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DRALBR 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: MADA: 0 SALES TAX: DEPRECIATION: UPGRADE: APTERNARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIKN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF SO, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: * BUSINESS: 0 BUSINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILRAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER: CONTACT TYPE: CONTACT PHONE:

ADDRESS:

October 23, 2003

Norman, OK

Service Request: 1-131947534

Dear

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 RESTRICTED

CUSTOMER: ADDRESS:

MURRELLS INLET

HOME PHONE:

CASE NUMBER: 02458164

VIN:

101YY22G1X5107226

MODEL YEAR: 1999

DATE OPENED: 2000-12-06

GERIES: CORVETTE COUPE

14000

DATE CLOSED: 2000-12-06

MILRAGE: DELIVERY DATE:

SOURCE: BRC TYPE: Phone No

MYRTLE BEACH CHEVROLET, INC. DEALER NAME:

BRC PARENT:

DEALER ADDRESS:1785 HWY 501, MYRTLE BEACH, SC, 29577, USA

M01 Steering General 1 REPAIR ATTEMPT(8)

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

CUST STATES; STARTED ENGINE & GOT INTO GEAR & STEERING LOCKED...CUST SEEKS; FIND OUT WHAT WOULD HAPPEN IF CUST WAS DRIVING SOMPH ON THE FREEWAY, COULD THIS HAPPEN AGAIN....CRM IMPORMED CUST THAT WE DID NOT HAVE THIS TYPE OF INFORMATION & CRM CONTACTED THE DIR & WAS IMPORMED BY JIMMY THE SVC MOR THAT THE REASON THAT THIS HAPPEND TO THE VEHICLE WAS DUE TO THE SECURITY SYSTEM, WHE NITHE 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 WHERL, THEREFOR CAUSING IT TO STAY LOCKED UP....CRM INFORMED CUST SARA FLORES/ATX/CARS; 0; 344967022

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPER: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE

PROUBST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER MAME:

DEALER ADDRESS: , ,

CONTACT: ,

PRONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

NADA: 0 SALES TAX:

TRIM:

TRANSMISSION:

. VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0 BEC WARRANTY DATE:

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH

ACCOUNT NUMBER.

INTEREST RATE

ACCOUNT BALANCE:

LEGAL:

INTEREST PAID:

KAME:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION: VEHICLE DESTINATION:

RELEASE: LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*********** **************BODILY IMJURY*********************

NUMBER OF INJURIES: 0

1 PTMMMCOD

LOCATION:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY.

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHABE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES CHNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3270086

VIN Number

1G1YY22G1X5107338

Date Opened:

4/16/1999

Model Year:

1999

Data Clased:

6/14/1999

Series

Corvette

Dealer Code:

B06001

Mileage:

12615

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
- $_{\rm N_{\rm S}}$ (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) 8/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 CHBVROLBT DIVISION G M RESTRICTED

CUSTOMER: ADDRESS:

CAMARILLO

CA |

HOME PHONE:

CASE NUMBER: 04367704

VIN:

101YY22G1X5108070

MODEL YEAR:

1999

DATE OPENED: 2001-05-30

SERIES: MILEAGE: CORVETTE COUPE

DATE CLOSED: 2001-06-06

46000

SOURCE: BRC TYPE:

Phone No

DELIVERY DATE:

SANTA PAULA CHEVROLET INC

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:101 W HARVARD,, SANTA PAULA, CA, 93060, USA

M40 Steering Wheel O REPAIR ATTEMPT(S)

Broken LOCKING

Final Repair Attempt

CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a QM 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\Texplore.exe

http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3 1.pdf]]

Final Repair Attempt

2001-05-31

CUST STATES THAT HE IS HAVING MANY PROBLEMS WITH THE STEERING WHEEL LOCKING.. CUST STATES THAT HE HAS BEEN HAVING THIS PROBLEMS SINCE HE RAD 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 STRERING WHEEL UNLOCK...CUST STATES THAT THIS VEH IS A LEMON AND HE DOES NOT WANT TO TAKE OM 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; 36010497D

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 WEERL AS HE FEELS THIS WILL FIX THE INTERMITTERY CONCERN ABOUT THE STRERING 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 CRM ADVISED THAT I COULD CALL HIS DLR. MILES. CUST HAS ALSO PURCHASED FOUR CONVETTES. CRM CALLED DLR BUT SVC NGR 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 AMSWER. CRM SUSPENDING CASE UNTIL I CAN CALLTHE SVCMOR IN THE MORNING. LAURIE GERTNER/CARS/PDX; 0; 360188694 2001-06-01

CRM CALLED THE SVC MGR BILL EDWARDS WEO 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 FEN 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

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 EVC MGR BILL EDWARDS AT HIS DLR. CRM ADVISED THAT HE WOULD HAVE TO HAVE THAT CONCERN SE 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

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

CRM CALLED THE CUST AND REPEATED THE STANCE OF CM IN THIS CUST'S CASE. CUST WAS VERY ANCRY AND BECAME VERBALLY ABUSIVE. CUST STATED THAT HE WOULD BE TAKING CM 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 IMPORM BILL EDWARDS THAT THE CUST IS DISSATISFIED AND WILL BE GOING TO COURT. LAURIE GERTNER/CARS/PDX; 0; 360705287

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 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 IMPORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: NOTIFY NAME: WAS VEHICLS 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 SURGARY: PAR STATUS: TRANSACTION: SOURCE: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHOME NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILEAGE @ BUY-BACK: 0 MERP: MADA: 0 SALES TAX: DEPRECIATION: TIPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCE: NAME: ACCOUNT NUMBER: INTERRET PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LHMON LAW: VEHICLE DESTINATION: DHALHR ADMINISTRATION: : HEARIES LIEN PRYOFF: TITLE BRAND:

REPLACEMENT VIN

NUMBER OF INJURIES: 0 COMMENTS:

MAME:

LOCATION:

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

RESTRAINT:

IF 80, 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:

DOSS OWNER HAVE POSESSION OF VERICLE: RESOLUTION SOUGHT:

NAME:

MANDATU.

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3482476

VIN Number:

1G1YY22G1X5108358

Date Opened:

9/28/1999

Model Year:

1999

Date Closed:

10/13/1999

Saries:

Corvette

Dealer Code:

B07348

Müleage:

9988

Address:

HUFFINES CHEVROLET CLEWISVILLE

State:

TΧ

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---

09/26/1999 14:12:26 \$8D 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, CQLD, 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) 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 DUR WITH 5 BULLETIN OFF INERNET 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.

10/13/1999 11:09:12 LEIBENGOOD - FAX CLOSING

REPLACED STEERING COLUMN LOCK ACTUATOR

EA02-031 / GM22C

GRNERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PRONE:

CASE NUMBER: 04711898

VIN:

1G1YY22G1X5111437

MODEL YEAR:

1999

DATE OPENED: 2001-06-27

SERIES :

CORVETTE COUPE

SOURCE:

DATE CLOSED: 2001-07-12

MILRAGE DELIVERY DATE:

BRC TYPE:

Phone Ma

DEALER NAME:

MILLER BROTHERS CHEVROLET INC

BRC PAREMT:

DEALER ADDRESS: 9035 BALTIMORE HATL PIKE, , KLLICOTT

CITY, MD, 21042, USA

M01 Steering General 2 REPAIR ATTEMPT(8)

Other

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/BolutionsByComponentCode Corepoi
- 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

cust states that his steering where, keeps locking and seeks to know what to do b/c gm has no RECALLS AND PHELS THAT HE IS GOING TO KILL SOMBOSE

CUST SEEKS RESOLUTION

CRM SET UP CALL BACK ON MONDAY JULY 2ND ANYTIME

TIPPENIE MASHBURN/DPX/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 STRERING WHEEL There are no open campaign, special policies, or evilletims on the ver TIPPENIE MASHBURN/PDX/CAC; 0; 362944635

2001-07-02

CRM TRIED CONTACTING CUST BUT HE WAS AT WORK MO WORK HUMBER COULD BE PROVIDED TIFFENIE MASHBURN/PDX/CAC; D; 362954054

2001-07-10

CRM TRIED CONTACTING CUST BUT THERE WAS NO ANSWER TIPPENIE MARHBURN/PDX/CAC: 0: 363654579 2001-07-10

TIFFENIE MASHBURK/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 MASHBURN/DPX/CAC; 0; 363654707

2001-07-20

GL HAS REVIEWED FILE AND APPROVED LETTER RS0006. KATTE DEÉMOND/GL/VDX; 0; 364537206

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DIBABILITY:

ONNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPIE: 0

INJURISS:

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:

MOTIFY NAME:

WAS VEHICLE INSPECTED.

MILRAGE 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: HNGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC NARRANTY DATE: NADA: 0 MSRP: SALES TAX: DEPRECIATION : UPGRADE (AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTERBST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE TITLE NAMES: BUSINESS: * BUSINRSS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 MILRAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

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

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION M D RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

GLENDORA , CA

CASE NUMBER: 06668861

1G1YY22G1X5111499

MODEL YEAR:

1999

DATE OPENED: 2002-04-08

SKRIBS:

VTM.

CORVETTE COUPE 31000

BOURCE:

DATE CLOSED: 2002-05-16

MILEAGE:

DELIVERY DATE:

BRC TYPE:

LEGAL No

DEALER NAME: None provided

BRC PARENT: 06510516

DRALER ADDRESS:

NOI Riectrical General

4 REPAIR ATTEMPT(8)

Other

Electrical Concerns

T28 Possible Lemon Law O REPAIR ATTEMPT(8)

Other NISK

M&1 Steering Column/Lock/Attaching Parts

5 REPAIR ATTEMPT(S)

Other

STEERING LOCKS UP

This file is now established as a legal file. THIS FILE SHOULD NOW BE HANDLED AS ANY LEGAL CASE.

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

BERNIE LUDWIG / BRC LEGAL CRM / TAMPA

1-800-231-1841 PROMPT 9 EXT 58508

SEE COMMENTS FILES 06510516.05607671.05462036.05407458. BERNIE LADNIG/ERC LEGAL 58508; 0; 387123627

2002-04-08

LEFT MESSAGE FOR 2 AVM'S BRAD HARDER, 80509-58685, AND JOEL JORSKI, 80509-58733, ADVISING OF CASE. BERKIE LUDWIG/BRC LEGAL 58508; 0; 387125990

2002-04-08

fax to william r mcgee, B58-485-9763, advising i have case. bernie ludwig/brc legal 58508; D: 387126579

2002-04-DB

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

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

CALLED CHEVROLET OF RL NONTR, 626-579-0500. THE SALES MANAGER WE WORKED WITH IS NO LONGER THERE. LEFT NESSAGE FOR NEW CENTERAL 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, PLEET MANAGER. BERNIR LUCHIG/BRC LEGAL 58508; 0; 390156874 2002-05-13

called avm's jorski 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 4-6-02, DECISION MADE REPURCHASE, DECISION-MAKER, BERNIE LUDWIG & SEAREN LINDLEY. BERNIE LUDWIG/BRC LEGAL 50508; 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 JOREKI 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/ERC LEGAL; 0; 387153347 2002-04-10

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

CALLED ATTY MCGRE AND ADVISED WILL HAVE OFFER OUT THIS WEEK. BERNIE LUDWIG/ERC LEGAL 58508; 0; 388436078 2002-04-23

CALLED ATTY MCGRE AND ADVISED WILL HAVE OFFER OUT THIS MEEK. BERNIE LUDWIG/ERC LEGAL 58508; 0; 388436164 2002-04-23

CALLED KEY BANK 800-539-0102 TO FIND OUT FAX MUMBER TO SERT SIGNED AUTHORIZATION FOR PAYMENT INFORMATION. BANK STATED THEY WOULD NOT GIVE OUT ANY INFORMATION. CALLED ATTY HOGER OFFICE, 858-485-9332 AND REQUEST THEY HAVE CUST OBTAIN INFORMATION. BERNIE LUDWIG/BRC LEGAL 58508; 0; 388439756

CASE ASSESSMENT ATTACHED THIS DATE. BERNIR LUDWIG/ERC LEGAL 58508; 0, 389193439 2002-05-02

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

CALLED 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 LADNIG/BRC LEGAL 58508; 0; 389200488
2002-05-07

offer faxed this date. bernie ludwig/brc legal 58508; 0; 389646712

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

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OMNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 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 IMSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED: ROAD THST DESCRIPTION:

ROAD THET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DHALER ADDRESS: , ,

MILEAGE . BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE

ENGINE TYPE:

TRANSACTION:

PAX NUMBER: BODY TYPE:

TRIN:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEFRECIATION:

UPGRADE:

MSRP:

AFTERMARKET:

LEASE TERM:

DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: . PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: * BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILBAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOSS OWNER HAVE POSSESSION OF VEHICLE: RESOLUTION SOUGHT.

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

July 20, 2001

West Minister, MD

Request: C04711898

Dear

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

R\$0006-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 92!27 (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:

1999 Chevrolet Corvette VIN: 1G1YY22G1X5111499

Dear Gentlemen:

Please be advised that this law firm has been retained by **Executive Section** 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.

29, 1998 (A copy of the purchase contract is enclosed for your reference.) 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 "flegship" sports car since it's introduction in 1954!. It is introduction, 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 it 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 <u>five repair occasions</u> for "Steering Collumn Lock" (including complete steering wheel *LOCKUPI*), <u>multiple occasions</u> 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 possession are enclosed for your review.

cannot continue to deal with this problematic and obviously unsafe vehicle. Accordingly, the latter 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 tieu 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 colleteral 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 attomays' face, 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 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.

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, **execution** 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	9,477.92
Monthly payments (36 @ \$915.19)	2,948.84
2003 registration (prorated)	. 223.33
Less use of 5,243 miles	.913.03)
Attorney's fees	2.500.00

SUBTOTAL: \$53,235.06

Places 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 danying its obligations under the law and Carol Moseo 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.

Wery truly yours,
Where

WILLIAM R. MCGEE

Enclosures

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PHONE NO. :

Mar. 26 2002 05:00FM P2

The Law Offices of William R. McGee

Bernardo Executive Center 16855 West Bernardo Drive, Su. 380, San Diego, CA 92127 (858)485-9382, Fax: (858)485-9763

E-mail: Experts4x@aoi.com

AUTHORIZATION RE-RELEASE OF LOAN/LEASE INFORMATION

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PR EXP DATE: 01/02/2002

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GUNDERSON CHEVROLET

3333 SANTA ANTTA AVE. EL MONTE, CA 91731

(626) 579-0500

B.A.R. FEG. # AA-125732

E.R.A. # CATOOISSENDS



Service & Paris Hours
Monday - Friday
7:00 AM - 6:00 PM
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7:00 AM - 3:00 PM

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GUNDERSON CHEVROLET

1333 SANTA ANITA AVE. 19. MONTH, CA 91731 16250 579 0540

B.A.R. REQ. #A8203654

E.P.A. #CAD##1998404

Service & Parts Hours Manuby - Prishly 7:00 AM - esto PM

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GUNDERSON CHEVROLET

3333 SANTA ANITA AVE. EL MONTE, CA 91731

#426) \$74 (\$66) B.A.R. REG. #AB200654

E.P.A. #CADS\$1968404

Service & Puts there Monday - Priday 7:00 AM - 6:00 PM

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GUNDERSON CHEVROLET

3333 SANTA ANITA AVE. EL MONTE. CA 91731

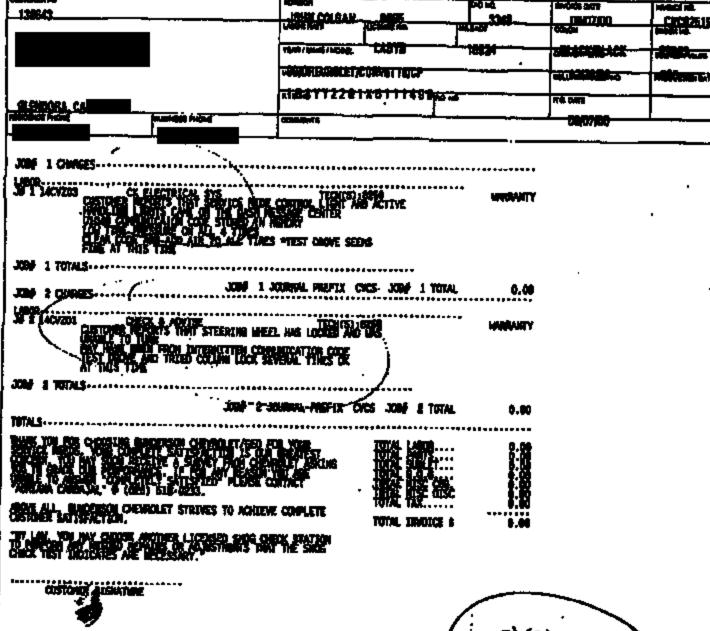


(626) 579-0500

ERA, # CADOS1005404

Service & Parts Hours Monday - Priday 7:00 AM - 7:00 PM

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MONDAY THROUGH FREDAY 7:SOAN TO BOOM! SATURDAY



PARTS HOURS MONOAY THROUGH PRIDAY TERRAL TO GERM

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GUNDERSON CHEVROLET

SUI SANTA ANITA AVE. RL MONTIL CA 91731 (430) 879-1980

B.A.R. REG. #AB203884

E.P.A. #CA2061966484

LP.A. PCACUETURAN

Service & Para Heer Monday - Hiday 7:00 AM - 6:00 PM

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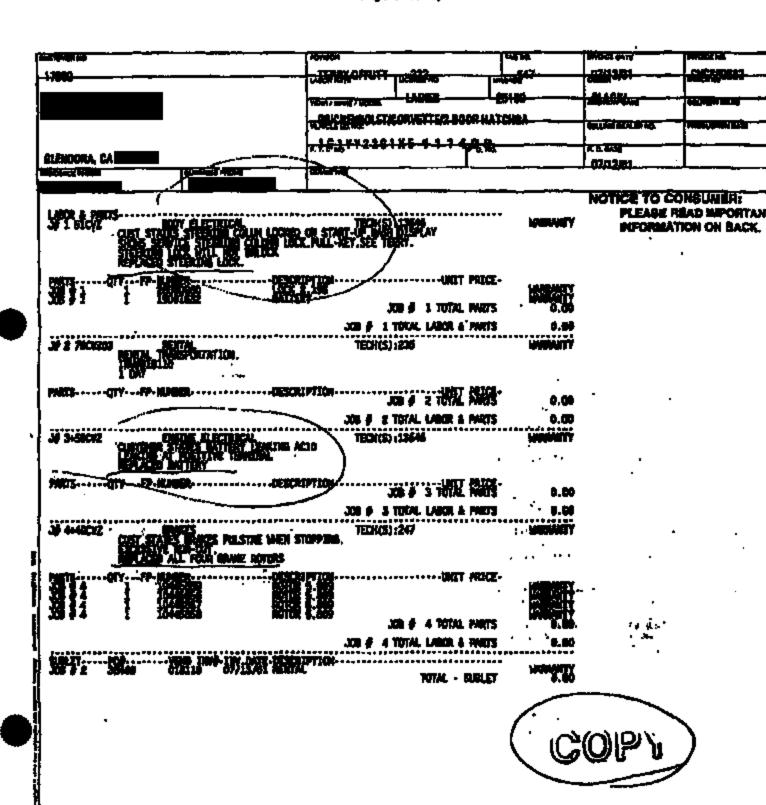
B.A.R. REG. J AM181421



1959 AUTO CENTRE DRIVE - GLENDORA, CA 91740-4714 (900) 394-9809 - (905) \$15-1147 www.glendorachevy.com PARTS HOURS

MONDAY THROUGH FRIDAY 7:30AM TO 8:00PM BATURDAY 8:00AM TO 8:00PM

E.P.A. # CAL000127862



SERVICE HOURS Monday Triviagh Priday 7:20 AM to 6:00 FM Examply 8:00 AM to 3:00 PM B.A.R. Reg. 8 AM181421

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Security 8:00 AM to 2:00 PM E.P.A. + CALCOS1276\$2

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MONDAY THROUGH PRICAY TODAM TO BIOPM SATURDAY BIOCAM TO 2:00PM

BAR REG. # AM181421



1969 AUTO CENTRE DRIVE - CLENDORA, CA 91740-6714 (906) 304-0000 - (826) 818-1147 www.glendomanwy.com

PARTS HOURS

MONDAY THROUGH FREDAY TORONA TO BOOPM BATURDAY SOURM TO 200PM

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MONDAY THROUGH FRIDAY 7:00AM TO GLOPM SATURDAY SCIOAM TO 2:00PM

BAR REG. # AMIRHEI



1959 AUTO CENTRE DRIVE • BLENDORA, CA 01740-6714 (309) 384-9869 • (526) 818-1147 www.glendorachavy.com PARTS HOURS

MONERY THROUGH FRIDAY 7-30AM TO BEOPM SATURDAY SEDAM TO 2:00PM

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MONDAY THROUGH SPEDAY 700AM TO GOOPM SATURDAY 800AM TO SIGPM

SAR REG. # AM181421



1988 AUTO CENTRE DRIVE - GLENDORA, CA 91740-6714 (600) 384-8888 - (828) 816-1147 www.glendoractievy.com PARTS HOURS

MONDAY THROUGH FRIDAY
7:00AM TO GOOPM
SATURDAY
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6:00AM TO 2:00PM

E.P.A. # CAL000127862

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B.A.R. Reg. # AM181421



1969 Auto Cártica Orare - GLENDORA, CA 91740-8714 (908) 394-0409 - (626) \$18-1147 PARTS HOURS

Monday Through Friday 7:30 AM to 8:00 PM

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1868 Auto Centre Drive - (ELENDORA, CA 91749-6714 (808) 384-9890 - (828) 916-1147

E.P.A. & CAU000127859

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SERVICE HOLDS Manday Through Friday 7:00 AM to 6:00 PM SERVICIN 6:00 AM to 2:01 PM 6:A.R. Fing. 6 AM 191401



1959 Auto Centro Drive - GLENDOMA, CA 91740-9714 (902) 304-8989 - (828) 815-1147 PARTS HOUSE Monday Through Priday 7:30 AM ID \$400 PM Searchy \$500 AM ID \$400 PM

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SERVICE HOLES

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B.A.R. Reg. # AM181421



1960 Auto Centre Drivo - GLENDONA, CA 91740-0714

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GUNDERSON CHEVROLET

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

Service & Parts Hours

Monday - Friday 7:00 AM - 7:00 PM Salarday 8:00 AM - Sala PM



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SERVICE HOUSE Monday Torough Pidday 7:00 AM to 6:00 PM

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1969 Auto Cerery Dayer + GLENDORA, CA 91740 (714 (200) 384-8860 + (626) 615-1147 PARTS HOUSE

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PHONE NO. :

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GUNDERSON CHEVROLET 3333 SANTA ANITA AVE. III. MONTE, CA 91731

(626) 579-0550 Survice & Parts Hours

Monday - Friday Summary

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GUNDERSON CHEVROLET

JULY SANTA ANITA AVE. III, MONTE, CA 91731



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Monday - Friday

Saturday

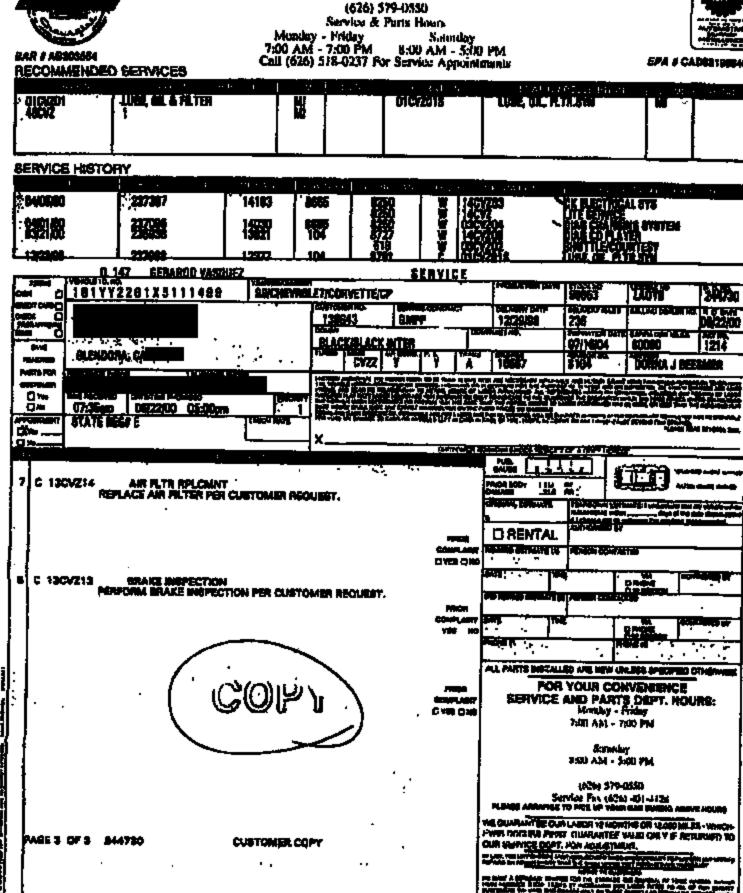
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GUNDERSON CHEVROLET

3333 SANTA ANTTA AVIL EL MONTE, CA 91731 (626) 579-0550



CUSTOMER COPY



(626) 579-0500 B.A.R. REG. #A8203884

E.P.A. #CAD981998404

Service & Pure House Monday - Triday 7:00 AM - 6:00 PM Saturday 7:00 AM - 3:00 PM

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GUNDERSON CHEVROLET

3333 SANTA ANTA AVE. EL MONTE, CA 91731 (626) 579-0500

B.A.R. REG. #AB209584

E.P.A. #CAD981998404

Service & Parts Hours Monday - Priday 7:00; AM - 6:00 PM Security 7:00 AM - 3:00 PM

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GMC

Business Resource Center

Fax

To:

WILLIAM R. MCGEE, ESQ.

Company:

LAW OFFICES OF WILLIAM R MCGEE

Phone:

0584858332

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:

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(not including cover)

Comments:

CONFIDENTIALITY

The information contained in this faceimile is confidential and may also be atterney-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 faceimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you



April 8, 2002

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

Re: 1999 Chevrolet Corvette VIN: 1G1YY22G1X5111499

This is to advise you that we are in receipt of the above referenced case dated March 27,2001. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sinceraly,

Bernie Ludwig

BRC Legal Case Manager

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

FAX# 866-225-6780

(oc: Local counsel on breach cases)

Copy of owner's current title and/or registration

Pinance agreement

Buyer's agreement

| Other:











GMC

Buelnese Resource Center

Fax

To:

Service Manager

Company:

Glendora Chevrolet

Phone:

909-394-9899

Fax:

909-394-7610

From:

Bemie Ludwia

Phone:

prompt 9 , prompt 5, ext 58508

Fax:

866-225-6780

Date:

Monday, April 08, 2002 9:43:08 AM

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April 8, 2002

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

Re

CARS File No.: 06668861 1999 Chevrolet Coupe VIN # 1G1YY22G1X5111499

Door Sir or Madem:

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

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

General Motors Corp. - CARS - Legal c/o MSK International, MC 336-105-000 Atta: Legal - Beraie Ludwig 1426 Pasific Drivo Autura Hills, MI 48326

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 my quartiens regarding this matter, find free to contact me directly at the number below.

Sincerely,

Bomie Ludwig

BBC Legal Case Manager

Plut 800-231-1841, prompt 9, prompt 5, automation 58508

FAX# 866-225-6780

e: FILE

Glendora Chevrôlet 1959 Auto Centre Drive Glendora, CA 91740



General Motors Corp - 1 CO MGK International MC ATTN: Legal Bernie 1426 PACIFIC Brive Auburn Hills, M

Monday Through Pricey 7:00 AM to 6:00 PM Between

Setuniay 8:00 AM to 2:00 PM B.A.R. Pag. # AM181421



1869 Auto Carrier Drive - GLENDORA, CA 91740-8714 (809) 391-9809 • (808) 815-1147 PARTE HOURS

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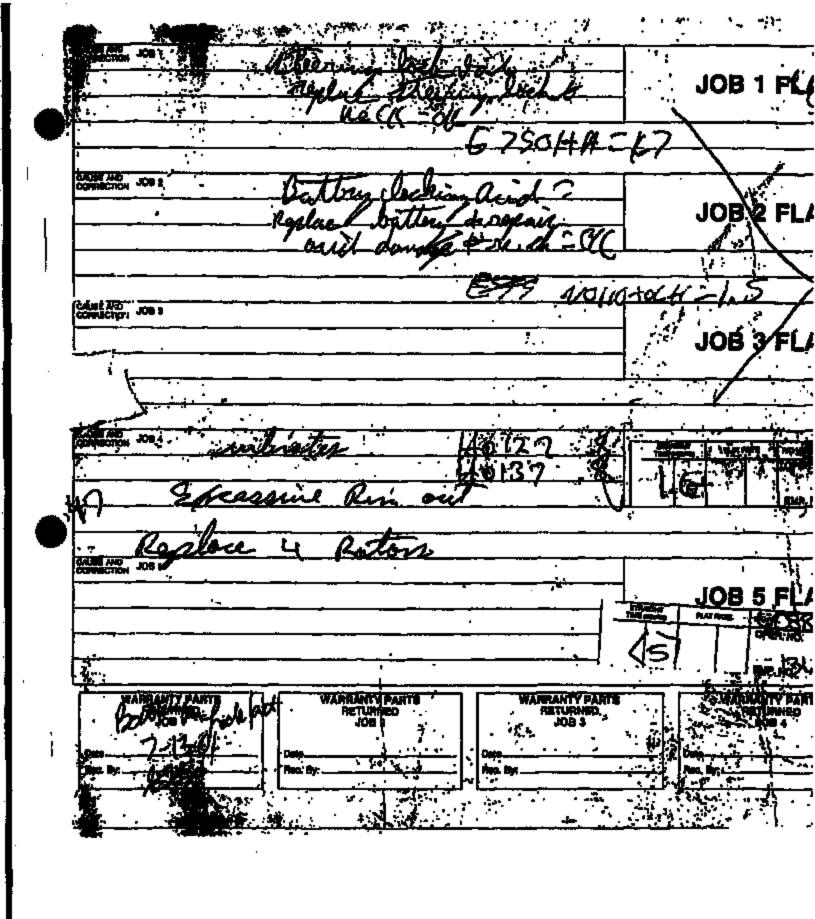
1958 Auto Centre Drive "GLENDORA, GA 81740-5714

PARTS HOURS Monday Through Fride 7:30 AM to 6:00 PM

Baturday 8:00 AM to 2:02 PM EP.A. # CAL000127688

BAR. Reg. # AM181421-(909) 304-9899 + (929) 818-1147 www.glandorecheny.com MENDED SERVICES مرت لامند الدواس MENCE PROPERTY. THE PLET 10.178.2261X611141 SACHEVROLETICORNEPLEZ THOSE HATCHE 17160 MLACK! BLEIGHORA, CA TERMY OFFUTI 222 L 19.29 03:46em 07/12/01 08:00pm STATERES.3 CATETINA CUSTOMER ESTIMATE: E 7501+0=1 THE COLUM LOCKED ON SYART-UP DASH DYSPLAY Dring Column Lock. Poll -Rey. See Teamy. rentál Rentál, transportation; 2016 +# forH = 1.0 1 Cal State With your service today may we change your license plate trains to read:

Glendora Chevrolet?



HERNACH HOUSE HERNACH PRICES PLOTAM to BOD PM Saturday \$200 AM to \$200 PM

BÁR. Reg. # AMIBIARI



1960 Aulo Cautra Driva • QLEREDORA, CA 91740-8714 (800) 304-0000 • (820) 815-1147 PARTS HOLES

Monday Through Friday 7:30 AM to 6:00 PM

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1959 Auto Cerbe Drive - SLENDORA, CA 91740-6714

PARTS HOURS

Monday Through Friday 7:30 AM to 8:00 PM

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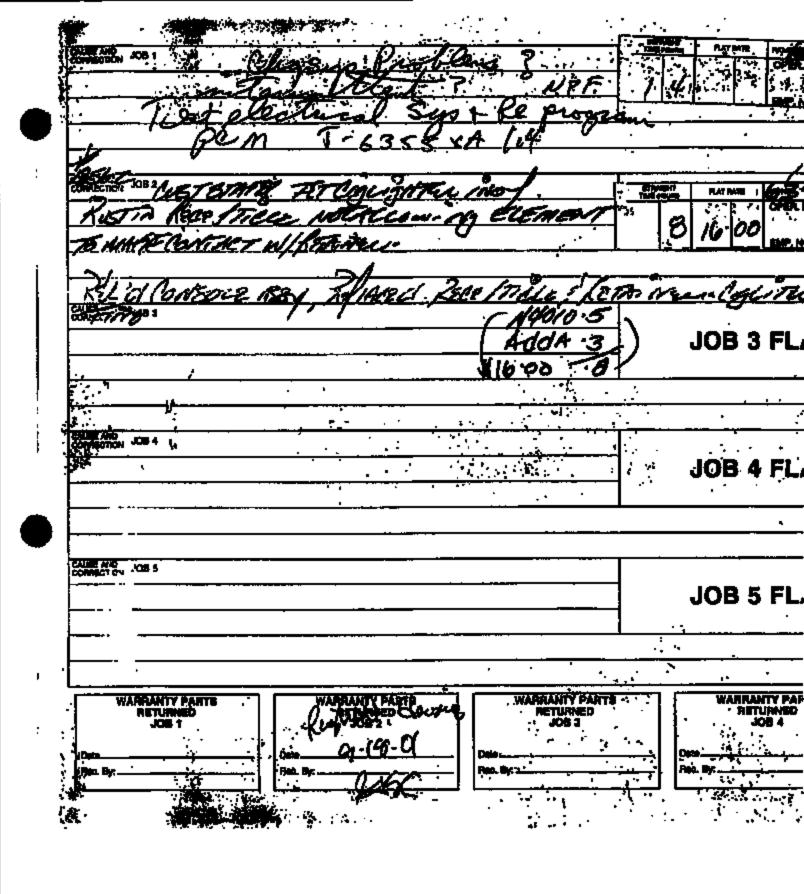
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1988 Auto Centre Drive - GLENDORA, CA 91740-6714

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B.A.R. Reg. # AM181421



1958 Auto Centre Dilive + GLENDORA, CA 91740-6714

PARTS HOURS

Monday Through Fries 7:30 AM to 6:00 PM

Saturday 8:00 AM to 8:00 PM E.P.A. & CAL000127652

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Saturday 0:00 AM to 2:00 PM

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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:

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(not including cover)

Comments:

CONFIDENTIALITY

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Priviletad and Confidential Information

CASE ASSESSMENT BY: 8. LUDWIG

Customer Name:

CARS Request No.: C06668861

GM Legal File No.: {mmber}

Vehicle ID No.: 1G1YY22G1X5111499

In Service Date: 12/29/1999

Vehicle let NEW

DLR's BAC Codes

164969

CRM Recommendation:

DEPENDS ()

SETTLE: {X }

FURTHER DISCOVERY: { }

VEHICLE REPAIR HISTORY

CLISTOMERS PRIMARY SYMPTOM/COMPLAINTI STEERING LOCK

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

OTHER SYMPTOM/COMPLAINT: MURCIPRICAL

4-1-00	14030	1	NO110-SATTERY REPLACE ONE
4-5-00	14193	1	N6600-BRAKE SYSTEM/TRACTION CONTROL
9-7-00	16524	1	N6626-STEERUNG /SUSPENSION/RIDE CONTROL
7 - 12-01	25169	1	NO110-BATTERY REPLACE ONE
8-31-01	26629	1	N2320-IGNITION SWITCH RPL
9-17-01	27455	1	N4010-CIG LIGHTER RPL
1-16-02	30060	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 PURE: \${Amount}

RECOMMENDATION

TEAM MANAGER APPROVING: SHAREN LINDLEY

YES:

NO:

BRC Legal Case Manager: B.LUDWIG

Ph# 606-231-1841, granut 9. premet 6, 58508

FAX# 1-866-228-6780

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 FEEL: \$

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

Fex;

866-225-6780

Date:

Tuesday, April 23, 2002 2:31:52 PM

Pages:

02

(not including cover)

Comments

CONFIDENTIALITY

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Privileged and Confidential Information

CASE ASSESSMENT BY: B. LUDWIG

Customer Name: CARS Request No.: C06668861 GM Legal File No.: {number}

Vehicle ID No.: 101YY2201X5111499 In Service Date: 12/29/1998 Vahicle in NEW DLR's BAC Codes

154969

CRM Recommendation:

DEFEND: { }

SETTLE: {X }

FURTHER DOSCOVERY: { }

VEHICLE REPAIR HISTORY

CLISTOMERS PRIMARY SYMPTOM/COMPLAINT: STEERING LOCK

7-17 -99	6243	1	STEERING COLUMN LOCKED STEERING LOCK ACTUATOR MOTOR THOP. DIAGNOSED AND PERPORMED BODY CONTROLL MODULE DIAGNOSTIC SYSTEM
			CHECK, REPLACED STEERING LOCK ACTUATOR MOTOR, CLEARED TROUBLE CODES AND CHECKED FOR PROPER OPERATION.
B-7-00 1	8524	1	CUST REPORTS THAT STEERING WHEEL HAS LOCKED AND WAS UNABLE TO
- · · · ·			TURN. MAY HAVE BEEN INTERMITTEN COMMUNICATION CODE TEST DROVE AND
			TRIED COLUMN LOCK SEVERAL TIMES, OK AT THIS TIME.
7-12-01 2	5160	1	CUST STATES STEERING COLUMN LOCKED ON START UP, DASH CIEPLAY SHOWS
			BERVICE STEERING COLUMN LOCK, PULL-KEY, STEERING LOCK WILL NOT
			UNLOCK REPLACED STEERING LOCK.
	<i>5</i> 591	1	ELECT RECALL CUST REQ CO1044 STEERING COLUMN LOCK
8-31-01 2	6528	1	PULL KEY WAIT TEN SECONDS, SERVICE STEERING COLUMN, MESSAGE IS ON.
			CAR WONT START. CAUSE: IGNITION SWITCH FAILED. REPLACED SWITCH.

OTHER SYMPTOM/COMPLAINT: FLECTRICAL

4-1-00	14030	1	NO110-BATTERY REPLACE ONE
4-5-00	14193	1	N6600-BRAKE SYSTEM/TRACTION CONTROL
9-7-00	18524	1	M6626-STEERING /SUSPENSION/RIDE CONTROL
7-12-01	25169	1	NO110-BATTERY REPLACE ONE
8-31-01	25628	1	N2320-KINITION SWITCH RPL
9-17-01	27455	1	N4010-CBG LYGHTER RPL
1-16-02	30060	1	N6600-BRAKE SYSTEM/TRACTION CONTROL
			• • • • • • • • • • • • • • • • • • • •

OTHER / MISCELLANEOUS:

Total Days Out of Service: VEHICLE MEETS PRESUMPTION:

YES: XX

NO:

(CASH /RUP/ TRADE): OFFER TO CUST: \$(Amount) ATTORNEY PIECE: \${Amount } CRM FINAL OFFER!

RECOMMENDATION:

TRAM MANAGHE APPROVING: SHAREN LINDLEY YES: NO:

BRC Legal Case Manager: B.LUDWIG Ph# 990-231-1841, prompt 8, FAX# 1-866-226-6700 prompt 5, 58508

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 CLIST: \$ ATTORNEY PERIS: \$

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 82127 (858)485-9332, Fax: (858)485-9763 E-mail: LemonAlty@eol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 4 (Including this cover sheet)

DATE:

May 1, 2002

TO:

Bemie Ludwig, Legal Dept.

RE:

Mosso v. GM

FAX NO.:

(888) 225-6780

FROM:

William R. McGee, Esq.

MESSAGE: Pursuant to your request, enclosed pieces 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, places 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 PRIMILEGED, 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 INMEDIATELY BY TELEPHONE.

HISTORY RECONSTRUCTION

Customer

Account Number 03211006609407

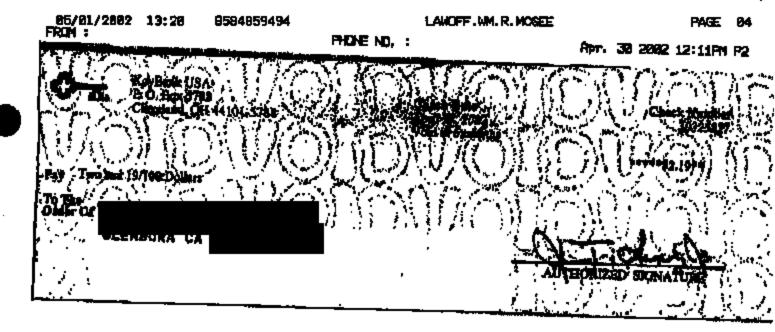
Date Propered Prepared By

84/240002 Sandy Hotelton

						Sign.	500 E 10		1 11 11 1		
LOAN FUNDING	120200		800								
REGULAR PAYMENT	65-20 (E)	27	0.00								\$20,6
REGULAR PAYMENT	00/11/89	4	800	M15.10	\$187.06	\$727.24				······································	170.00
REGULAR PAYMENT	000200	31	880	\$315.19	\$280,40	\$026.79	<u> </u>	<u> </u>			\$28, 2
FEE ASSESSMENT	05084sp	- 11	800	F815.10	270.00	\$544.60					78.40
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PEE ASSESSMENT	000300	61	0.00	3915,19	<u>\$491.31</u>		<u> </u>	[<u></u>	\$45.76	127 A
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PAY BY PHONE	201201		8.05	4000				\$46,70		\$137.36	\$38,2
REGULAR PAYMENT	9001/20	17	800	\$1,002.47	\$250.25	3965.98			3637.26		125
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	11/2000	<u> 20 l</u>	_ <u>0.00</u> /	37 15,10	200,02	\$968,67				 	\$12,00

Apr. 18 280 12:1281 PS

A. Carrier and Car											
REGULAR PAYMENT	4000										: ·
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EGILAR PAYMENT	Check.	22	8.00	\$00E.50	94432	\$000.00	 -	 -			
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GULAR PAYMENT	092001	25	8.00	##1 m	124.00			<u> </u>	<u> </u>		\$5.7
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SULAR PAYMENT	11010	31	240	\$200.60	#4.35	9005.34		<u> </u>	<u> </u>	1	12.0
CYCFF	12420	. 3	8.00	8000,00	\$1.23	1016					97.7
·····	12/19/01	10		\$10.66	\$270	200.07			<u> </u>	1	₽.
					<u>+c</u> cy	\$795.ca					



#30325639# 40410019994 04000000E9#











GMC

Business Resource Center

Fax

To:

ATTACHMENT

Company:

Phone:

Fex:

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:

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Privileged and Confidential Information

CASE ASSESSMENT BY: B. LUDWIG

Curtemer Name: MOSSO CAROL

CARS Request No.: C06668861

GM Logal File No.: {member}

Vehicle ID No.: 1G1YY22G1X3111499

In Service Date: 12/29/1998

Vehicle is NEW

DLR's BAC Codes

164969

CRM Recommendation:

DEFEND: { }

SETTLE (X)

FURTHER DISCOVERY(()

VEHICLE REPAIR HISTORY

CLISTOMERS PRIMARY SYMPTOM/COMPLAINT: STEERING LOCK

7-17- 99	5243	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	CLIST REPORTS THAT STEERING WHEEL HAS LOCKED AND WAS UNABLE TO TURN. MAY HAVE BEEN INTERMITTEN COMPRINICATION CODE TEST DROVE AND TRIED COLUMN LOCK SEVERAL TIMES, OK AT THUS TIME.
7-12-01	25160	1	CUST STATES STEERING COLLIMN LOCKED ON START UP, DASH DISPLAY SHOWS SERVICE STEERING COLLIMN LOCK, PULL-KEY. STEERING LOCK WILL NOT UNLOCK REPLACED STEERING LOCK.
8-1-01 8-31-01	26691 26628	1	ELECT RECALL CUST REQ CO1044 STEERING COLUMN LOCK. PULL KEY WAIT TEN SECONDS, SERVICE STEERING COLUMN, MESSAGE IS ON, CAR WONT START. CAUSE: IGNITION SWITCH FAILED, REPLACED SWITCH.

OTHER SYMPTOM/COMPLAINT: BLECTRICAL

4-1-00	14030	1	NO110-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	NO110-BATTERY REPLACE ONE
8-31-01	26628	1	N2320-IGNITION SWITCH RPL
9-17-01	27455	1	N4010-CIG LIGHTER RPL
1-16-02	30000	ī	N6600-BRAKE SYSTEM/TRACTION CONTROL
		_	

OTHER / MISCELLANEOUS:

Total Days Out of Service:

VEHICLE MEETS PRESUMPTION:

YES: XX

NO:

CRM PINAL CITER:

{CASH /REP / TRADE} OFFER TO GUET: \${Amount}

ATTORNEY FEES: \${Amount}

RECOMMENDATION:

ettle. I concerne sterkiho colunia, and electical concerns

TEAM MANAGER APPROVING: SHAREN LINDLEY

YES:

NO:

BRC Legal Case Manager: BLUDWIG

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

FAX# 1-955-225-5790

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 CUET: \$

ATTORNEY PRES: \$

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 (658)485-9332, Fax: (858)485-9763

E-mail; LemonAtty@aol.com

May 8, 2002

VIA FAX ONLY (866)225-6780 General Motors Corporation Business Resource Center c/o MSX International 1464 John A. Papalas Drive Lincoln Park, MI 48146

Attn: Bernie Ludwig, Legal Dept.

RE:

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 essessed 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:

8584869332

Fax:

8584859961

From:

Bemie Ludwig

Phone:

prompt 9 , prompt 5, ext 58508

Fex:

886-225-8780

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, Market Mar
- 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 Moseo and The Law Offices of William R McGee

Note: These checks are subject to change if Releases 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 unancumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attenney in favor of General Motors Corporation to correct any errors in title, and will execute an Odorneler Statement.
- (b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner efter Releasor(s) executes this Release, but before Releases 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, Releason(s) shall tender said Vehicle with clear title to Releason 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, Release shall make payment of said consideration to Releaser(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 Chrysolet 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 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 Releaser(s) and her attornoys have reviewed the provisions of this Release and that the custests of this Release have been explained to Releaser(s) by counsel prior to its executions
- (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 satigns convenent to defend, indemnify and save harmless the Releases from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release:

	tement or representation except as expressed in this release has been s) and that this document of 3 pages contains the entire agreemen
	D BY THE TERMS OF THIS RELEASE THE UNDERSKINED HASDAY OF
The undersigned has carefully read and above.	understands this release and signs it to resolve the claim describes
CURRENT VEHICLE MILEAGE	DATE SIGNED:
WITNESS:	
Claimant	Claiment
Address	Address
City, State, Zip Code	City, State, Zip Code
Social Security Number	Social Security Number
STATE OF	<u> </u>
COUNTY OF	
Sworn to (or affirmed) and subscr (full name of consumer).	fibed before me this day of, 20, by
	Signature of Notary Public
	Print, type or stamp Commissioned Name of Notary Public
	Personally Known OR Produced identification
	Type of identification
	My commission expires:













GENERAL MOTORS BUSINESS RESOURCE CENTER

May 7, 2002

VIA FAX ONLY

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

Rec

CARS File No.: 06668861 1999 Chevrolet Corvette VIN# 1G1YY22G1X5111499

Deer Mr. McGeet

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 1999 Chevrolet Corvette for all deliradants. 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 validic inspection be performed at any General Motors dealership prior to the insurance of any funds. Please advise my office of the dealership that your elient 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 elient. The vehicle must be without any undisalered damage and/or damage beyond normal wear and teer 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 38 @ various amounts Total down payment License/Title/Registration	\$34,679.87 (which includes sales tax of \$3,615.98) \$19,477.92 \$223.33			
Subtotal:	\$54,381.12			
Less Usage/Depreciation	- \$1,913.03			
Less Service Contract (refunded by provider)	- \$1,200.00			
Subtotal:	451,268.09			
Atturney's Fees	\$2,500.00			
Subtotal:	\$53,76B.09			
Resourchase Offer	\$53,768.09			

The above offer is inclusive of any and all costs, fees, expenses, and attempty's fees, known or unknown, that are meetinged 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 office. We will need a copy of your client's registration and social scendity number and your federal tax ID. All afterwarket home (if applicable) must be present on the vehicle at the point of inspection. Any demages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

	f this offer letter are acceptable, please have your ell the facaimile mamber shown below.	est sign on the fine below. Pi	ease rotum the signed offer
Sincere	ły,		
4	Beneficking		
Ph# 800	Ludwig ngai Case Manager 0-231-1841, prompt 9, prompt 5, extension 58506 166-225-6780		
Œ:	FILE		
Attach.			
	Nantora	Slengter	•

Date

General Motors requests you make this offer evallable to your client at the surfact possible opportunity. If the

May 8, 2002 Page 2

Date



Businees Resource Center

Fax

From:

7

WILLIAM R. MCGEE, ESQ.

Company:

LAW OFFICES OF WILLIAM R MCGEE

Phone:

8584859332

Fax:

8584859861

75:

Bernie Ludwig

Phones

prompt 9 , prompt 5, ext 58508

Fex:

858-225-8780

Date:

Wednesday, May 08, 2002 11:24:06 AM

Pages:

F 2

(not including cover)

Comments:

Rehar to follow.

CONFIDENTIALITY

The information contained in this facelmile 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, discemination, distribution or copying of this communication is strictly prohibited. If you have received the facelmile in error, please immediately notify us by fax, or by telephone at the numbers shown. Thank you.











GMC

GENERAL MOTORS BUSINESS RESCURER CENTRAL

May 7, 2002

VIA YAK CRILY

William R. McGee, Beq. Law Offices of William R McGee 16655 West Remardo Drive, Suite 380 Sm Diego, CA 92127

Te:

CARS The No.: 06668061 1999 Chavalet Corvette VIN # 1G1YY22G1X51(1499

Dear Mr. McGer

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

General Motors Corporation requires a vehicle inspection be performed at any General Motors desirably prior to the invesce of any funds. Please advise my office of the dealership that your ellent 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 maturity agreeable date and tions for your effect. The vehicle must be without any undisclosed damage and/or damage beyond normal weak and four for the year of the vehicle. Once the inspection has been complained satisfactorily and the accountry documents have been returned, the following repurchase offer will be processed:

Total psyments 36 @ various apacagas Total down psyment	\$34,679.87 (which includes sales ton c2\$3,615.98) \$19,477.92
License/Title/Registration	\$223.33
Subtotal:	\$54,381.12
Less Umge/Depreciation	- \$1,913.03
Loss Service Contract (refunded by provider)	- \$1,200.00
Subtotal:	251,268.09
Allumany's Fees	\$2,500.00
Subtotal:	353,762.09
Repurchase Offer	\$53,768.09

The above offer is inclusive of any and all socie, fore, expenses, and adjointly's thes, injurys or paknows, that are sometimed with the above-referenced vehicle.

The financial information, you represent inspection and receipt of release documents must all to completed within 30 days from the date of your acceptance of our offic. We will need a copy of your elient's registration and sectual security number and your fideral tax ID. All aftermediat items (if applicable) must be present on the vehicle at the point of inspection. Any demagns beyond narmal wear and text that is noted during the inspection must be appaired and paid for by your elient before proceeding.

May 8, 2002 Page 2

General Motors requests you make this effor available to your alless at the earliest possible opportunity. If the terms of this offer letter are someptable, piness have your alless sign on the line below. Please return the signed offer better to the facultable number shown balow.

Sincerely,

the way

Bernio Ludwig BBC Legal Cato Manager Fist 600-251-1441, prempt 9, prempt 5, extension \$8508 FAX# 866-225-6784

ce: FILE

VINC	VL
S 8/02	
Date	

Signature

The Law Offices of

William R. McGee

Bemerdo 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:

.FAX NO.:

(886) 225-6760

FROM:

William R. McGee, Eag.

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 healtate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

Bumi

If all pages are not received, or there is an error in transmission, please contact sender at (855)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.

(b) That no precedes, agreement, sense names to beau railed upon by Reinsam(s) between Reinspoo(s) and Reinsam.	ment of politicalistics except as approved in this release fine bour, and that this described of 3 pages contains the entire agreement
RYTERODIG TO BE LEGALLY BOUND: APPRIED EDIGHER SIGNATURE THIS	BY THE THOSE OF THE RELEASE THE UNDERSTREED HAS 9 + 14 DAY OF
\$bovs.	minutesis this release and place it to reastro the circle described
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Social Security Number	Books Security Municipal
STATE OF CALIFORNIA	·
COUNTY OF LOS AMORLES	 ·
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	Jul N Mul
ILEAN H. NEALCH COMMITTEE	Signature of Hotory Public
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•	Personally Kerren OR Produced Mentification
	My exeminate agricus There of Zong?
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The Law Offices of

William R. McGee

Bemerdo 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.

RF:

Carol Mosso

FAX NO.:

(866) 225-6780

FROM:

William R. McGae, Est.

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 healtste to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

Bumk

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CURRENT VENCLE MILEAGE 324	DATE MINORED 5 9 07
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Charact	Chicago
Address Clendora, Ca	Adino
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STATE OF CALIFORNIA	·
COUNTY OF LOS ANGELES	
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Business Recourse Center

Fax

To:

rdve

Company:

Phone:

Fex:

8662256780

From:

Bemie Ludwia

Phone:

prompt 9 , prompt 5, ext 59508

Fax:

866-225-6780

Date:

Friday, May 17, 2002 12:18:00 PM

Pages:

(not including cover)

Comments:

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Case ID: 45345 ISRBitar: Adult

CASE NUMBER: 02767298

VIN

1G1YY22G1X5112104

DATE OPENED:

01/05/01

MODEL YEAR: 99

DATE CLOSED:

01/26/01

SKRIKG:

CORVETTE COUPE

SOURCE:

MILEAGE:

27000

CUSTOMER:

ADDRESS:

STATE:

CA

HOME PHONE: BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

RESTRICTED G M

CUSTOMER:

ADDRESS:

BUN VALLEY

HOME PHONE:

CASE NUMBER: 02767298

VINI

1G1YY22G1X5112104

MODEL YEAR: 1999

DATE OPENED: 2001-01-05

SERIES MILEAGE: CORVETTE COUPE

DATE CLOSED: 2001-01-26 SOURCE:

Phone

27000

BRC TYPE: BRC PARENT:

DELIVERY DATE: DRALER NAME:

RYDELL AUTOMOTIVE GROUP

DEALER ADDRESS:753 SAN FERNANDO RD., SAN

FERNANDO, CA, 91340, USA

\$50 Roadside Assistance Complaint

O REDAIR ATTEMPT(S)

Other

cust waited for 4 hrs for roadside

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Other

steering column looked up

T28 Possible Lemon Law O REPAIR ATTEMPT(S)

Customer Satisfaction CUST HIRING LAWYER

Roadside Assistance phone numbers:

Buick:

1 (800) 252-1112

Cadillac:

1 (800) 882-1112

Chevrolet:

1 (800) 243-8872

1 (800) 223-7799

Oldsmobile:

1 (800) 535-6537

Pontiac:

1 (800) 762-2737

roadside assistance complaint

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. Cost states he does not know where his

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

...........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. Custatates 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

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

CUST CALLED, STATED THAT HE IS VERY PRUSTRATED 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. JOHNI GOOD/CAC/FDX; 0; 349313389

CRM SPOKE WITH SVC MER RAY CHARRA, 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 DEMY ASSISTANCE, RATHER THAN DLR. SVC MER UNDERSTOOD. CRM WILL PUT IN CALL TO AVM FOR CUST. JOHNI GOOD/CAC/PDX; 0; 349316419

AFTER CAREFUL REVIEW OF FILE WITH TM BRIAN PERRY, THIS CASE DOES NOT MEATT 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. JOHNI GOOD/CAC/FDX; 0; 349386239

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 THEM HUNG UP ON CRM. CRM WILL CLOSE THIS FILE. JOHNI GOOD/CAC/PDX; 0; 349386578
2001-01-26

CRM IS FORMARDING 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 SERVERAL OTHER VETS AND HOME 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 CASLL AFER 1 PM TODAT. KIMBERLEE WEISKER/FDX-CAC; 0; 349390617

2001-01-26

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

PAK NUMBER:

VEHICLE DRIVEABLE:

MILEAGE • BUY-BACK: 0

MERP:

BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

LEGAL:

NAMK:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

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 FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

RAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION OM RESTRICTED

CUSTOMER: ADDRESS:



LUDINGTON

MI

HOME PHONE:

CASE NUMBER: 01829383

VIN:

1G1YY22G1X5113687

MODEL YEAR:

1999

DATE OPENED: 2000-10-09

erdire :

CORVETTE COUPE

DATE CLOSED: 2001-02-26

MILEAGE:

7700

BRC TYPE:

SOURCE:

Phone

DRLIVERY DATE:

DEALER NAME: URKA AUTO CENTER INC

BRC PARENT:

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

erentuation accessor accessor access access and access access access access access access access access access

NO: Ricctricel General 4 REPAIR ATTEMPT(S)

Other NO START

M01 Steering General

0 REPAIR ATTEMPT(6)

Other

INOPERATIVE

A12 Miscellaneous - Not Classified

O REPAIR ATTEMPT(S)

Other

TON OIL TRABE

N10 Lamps/Signal/General

1 REPAIR ATTEMPT(S)

Other

FLICKER ON AND OFF

SHEKE REPURCHASE

CRM CONTACTED CUSTOMER AND LEFT MESSAGE WITH RECEPTIONIS SAN TO ADVISE THERE ARE NO NEW UPDATES AND WILL CONTACT MONDAY FOLLOWING TRANKSGIVING HOLIDAY. S. ALDRICH/ATX; O; 343676623

2000-10-09

CUSTOMER STATES VEHICLE HAS BEEN TO THE LESHP 4X FOR LOSS OF POWER TO VEHICLE; FIRST TIME THE BATTERY WAS REPLACED; AND SUBSCUENT TIMES ALTHOUGH DLRSHP VERIFIED NO START COMDITION EXIST THEY WERE NOT ABLE TO FIND THE SOURCE OF THE PROBLEM... CUSTOMER STATES DURING A TRIP, HIS STREETING COLUM LOCKED UP AND HAD TO BE TOWED TO DIRSHP, CHCE AT DIRLSHP 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 HE THIS LOW. CUSTOMER STATES HE HAS BEEN A LOYAL CUSTOMER OF GM BUT THE MARKER IN WHICH THIS IS HAMDLED WILL DETERMINE HIS FUTURE BUYING DECISIONS; CUSTOMER STATES HE IS SEEKING A REFURCHASE. CONTACTED DURSHY AND SPOKE WITE TOM, SVC MER., HE STATES THAT THIS CUSTOMER IS A VERY GOOD CUSTOMER, HE JUST FURCHASE A TARGE AND HE USUALLY FURCHASES A MEN VERLICUS SVERY 2YRS AND uses suc dept for all maintence. Tom states there is no fix for customer's situation. CRM WILL CONTACT AVM. B. ALDRICH/A; 0; 339949946 2000-10-09

CRM CONTACTED AVM AT 1800-823-0055 BOX 8215 AND ADVISED OF CUSTOMER'S REQUEST. S. ALDRICH/ATX; 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 SATTERY CHARGED. CUST STATES THAT HE BELIEVESTHAT THIS WAS A

UNSATISFACTORY STATEMENT BY ON TECHNICAL SUPPORT. CRN SEEKS DOCUMENTATION AND ASST. CRM advised cust of offer to asst, yet cam noticed that previous cam comtacted avm and is AMAITING RESPONSE. CRM ADVISED CUST OF THIS AND THAT DOCUMENTATION WILL BE NOTED. CRM FORMARDING FILE TO PREVIOUS CRM. TIFFAMY 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 & urks to tell him to offer denial. niko gutierres/fiel assistance..will call service manager to confirm the he will offer denial.; 0: 339955025 2000-10-09

tom urks service manager will offer denial of repurchase to cusotmer. niko gutierres/field assistance: 0; 339955090 2000-10-19

CRM RECONTACTED CUSTOMER PER NOTIFICATION. PRIOR TO SPEAKING WITH CUSTOMER, CRM CONTACTED THE SVC MGR., TOW STATES AVM DID CONTACT AND REQUEST THAT HE NOTIFY THE CUSTOMER TO DEMY ASSISTANCE AND HE HAD REPUSED TO DO SO BECAUSE THIS IS A EXTREMELY GOOD CUSTOMER AND FEELS IT SHOULD BE GM'S RESPONSIBILITY TO MOTIFY THE CUSTOMER. HE STATES THIS CUSTOMER PURCHASE A NEW VEHICLE FROM DLRSHP EVERY 2 YEARS AND HAS ALL SERVICING PERFORMED AT DLRHSP. HE STATES WHEN THIS PROBLEM ORIGINALY 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 MOR 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 DISAGREEANCE WITH DECISION.,.CRM ADVISED EVC MOR THAT CRM WILL SPEAK WITH TM TO SEE WHAT COURSE OF ACTION SHOULD BE TAKEN. 8. 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 FRO HER WHAT COURSE OF ACTION TO TAKE. B. ALDRICH/ATX; 0; 340831237 2000-10-19

CRM CONTACTED SVC MGR AT DIRENT TO ADVISE OF ACTION TO TAKE; HE STATES AVM HAD ALREADY CONTACTED THE ENGINEER AND ENGINEER DECLINED TO COME OUT BECAUSE VEH IS RIMMING 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 ROWS 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 DIREMP IN 7/31 FOR THIS PROBLEM, DIREMP INSTALLED A NEW BATTERY AND VEHICLE STAYED AT DLRSHP UNTIL AUGUST 16 WHEN DLRSSP TRIED TO START VEHICLE, RATTER 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; orm contacted gustomer and advised, will call back tomorrow. a. aldrichs/atx; 0; 341185429 2000-10-24

CUSTOMER'S TOTOAL VISTS TO DIRSEP ARE AS FOLIONS: 3/26/99 - 2MILES - BCM MODDLE 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 DLRSHP UNTIL 8/16/2000; 8/16/200 - BATTERY DEAD - RECHARGED.

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 ... I VISIT FOR OIL LOSS- CUSTOMER'S OIL LIGHT CAME ON AND OIL REGISTERED AT TIP OF DIPSTICK- DIRSHP IDENTIFIED NO LEAKS AND ADIVISED IT MAY BE AN INTERNAL ENGINE PROBLEM, CUSTOMER STATES 2 DAYS AFTER VEHICLE BROUGHT BACK FROM DIRSHP, HE IS CURRENTLY EXPERINGING FLIKERING HEADLIGHTS AND WILL BE BACK AT DIRSHP. NOTES CONTINUED IN NEXT COMMENT....S. ALDRICH/ATX; 0; 341248534

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 PLANKING TO TAKE...CRM UPDATED CUSTOMER AND WILL CONTACT AVM..S. ALDRICHA/TX; 0; 341248676
2000-10-24

AVM WAS CONTACTED AT HODE/MAILBOX 630092-8215. CRM WILL CONTINUE TO FOLLOW UP ON FILE...IP AVM OR CUSTOMER OR SVC MGR CALLS, FLRASE ALARM ME. 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 RILBY, HE ADVISED CRM TO OBTAIN ALL ESTORY OF VISITS TO DLRED AND GIVE TO HIM...CRM CONTACTED DLRSHP 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 DLRSHP 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 EATTERY. 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

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. 8. 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 ROVD AND SITUATION DISCUSSED WITH GM BRAND MGR., MR. CARL RILEY. S. ALDRICK/ATX; 0; 343261263 2000-11-20

CRM SPOKE WITH CARL RILEY, HE FEELS THAT CAM SHOULD BE CONTACTED BY TM, MIKE SCHOPPR, 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 MOT AWARR OF THE RANGE BUT WAS ADVISED BY THE ENGINEERS THAT DR. MAST'S VEHICLE IS DRAWING 32 MILIAMPS AND THAT IS CONSIDERED TO BE MORMAL. CRM ADVISED CARL RILEY, HE STATES HE IS ON HIS WAY TO A MEETING BUT WILL FIND OUT TOMMORRON WHAT THE RANGE IS TOMMORROW. CRM CONTACTED CUSTOMER STILL RESEARCHING, WILL RECONTACT. S. ALDRICH/ATX; 0; 343606770

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

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

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

CUSTOMER STTS HE STARTED HIS VEHICLE AND VEHICLE DID START BY SOUNDED SLIGHTLY HESITAMY, AS IF HATTERY HAS BEEN DRAINED. CUSTOMER STTS THAT HE WILL STARTING VEHICLE AGAIN IN 2WIB..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

CRN CONTACTED CUSTOMER, HE STTS THAT VEHICLE FAILED TO START. CUSTOMER STTS HE WANTS TO PERSUE THE REPURCHASE PROCESS AND IF HE CAN NOT HE ASSISTED BY CHEVROLET, UNFORTUNATELY HE WILL HAVE TO SEEK ALTERNATIVE AVENUE. CRN ADVISED CUSTOMER THAT AVM AND DIRSEP WILL BE CONTACTED IN REGARDS TO HIS REQUEST FOR REPURCHASE. CRM CONTACTED CHRIS WEITSCHADT AT 630092-8215 AND ADVISED OF CUSTOMER'S REQUEST. EVC 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 BITHER DISCOONNECT THE BATTERY OR USE A TRICKLE CHARGER ON THE VEHICLE. AVM STATES THE ENGINEER ALSOHAS A CORVETTE AND USES A TRICKLE CHARGER ON HIS VEHICLE WHILE IN STORAGE. AVM STATES THE REFUNCTHASE REQUEST IS DENIED. AVM SEEKS DOCUMENTATION AND ALARM SENT TO PREVIOUS CRM. CRM ADVISED AVM THAT DOCUMENTATION WOULD BE MADE AND ALARM SENT. FRITZAMM 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 DIRSHD FOR A DIAGNOSIS BEFORE AMY 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 DIRSEP 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 PILING WITH HIS STATE. CRM WILL ADVISE MR. RILEY OF CUSTOMER'S POSITION. CRM WILL CONTACT CUSTOMER ON FRIDAY, AS PROMISED. S. ALDRICH/ATX/GOODNILL LIAISON.; 0; 351110419

2001-02-16

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

MRL MELTEER/TAMPA ERC/ADR/58203; 0; 351184032

2001-02-16

CRN HAS RCVD ALARM OF THE ACTION TAKEN BY THE CUSTOMER. CRM CONTACTED HIM FOR THE LAST TIME TO ADVISED CRM WILL BO LORGER BE INVOLVED IN THE FILE. S. ALDRICH/ATX/GOODWILL LIAISON; 0; 351194780 2001-02-26

RECEIVED PRA IN MORKFLOW AND FORWARDED TO ARDEAN PATTERSON X58344. LEGWARD BETHEA/TAMPA; D; 352042723 2001-03-15

cust states that he seeks a call from manya 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 weh 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

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT PRAULT:

POLICE REPORT:

NUMBER OF PROPLE: 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 HAME:

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 IMSPECTED:

INVESTIGATIVE SUMMARY: PAR STATUS: TRANSACTION: POURCE: 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: BRC WARRANTY DATE: MILEAGE @ BUY-BACK: 0 MERP: MADA: 0 SALES TAX: DEPRECIATION: UPORADE: AFTHRMARKET: LHASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER SUYOUT: ACCOUNT BALANCE LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF 80, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE TITLE NAMES: BUSINESS: * BUSINESS: 0 ACCIDENT:

DESCRIPTION OF DAMPAGE: PURCHASE/LEASE: 0

DATE OF ACCIDENT:

MILEAGE AT FURCHASE: 0

DATE OF PURCHASE/LEASE: PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

PESCLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER:

1

ADDRESS:

CONTACT TYPE: CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3961090

VIN Number:

1G1YY22G1X5114678

Date Opened:

5/30/2000

Model Year:

1999

Date Closed:

11/14/2000

Series:

Corvette

Dealer Code:

B30712

Mileage:

15214

Addren:

ALLEN SAMUELS BAY CHCORPUS CHRIS

State:

TΧ

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 A000286.

11/14/2000 19:47:30 BRYANT

- DLR CLOSED CASE BY VME CAR

EA02-031 / GM22C

Page 1 of 2

EA02-031 / GM22C

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUBTOMER: ADDRESS: HOME PHONE:

REDDING CA

CASE NUMBER: 04882985

VIN:

1G1YY22G1X5115116

CORVETTE COUPE

MODEL YEAR:

1999

DATE OPERED: 2001-07-11

DATE CLOSED: 2001-07-11

SHRIBB: MILBAGE:

DELIVERY DATE:

BRC TYPE: BRC DARRING:

SOURCE:

E-Mail No

DRALER NAME:

DEALER ADDRESS:

MO1 Steering General

Other

2 REPAIR ATTEMPT (8)

continues to lock up

Vehicle operation or design

IMSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- Validate feature is on vehicle
- * Review owners manual with owner [[Owners Manuals RUK
- 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_Corepoi nt.htm] }
- Validate with dealership if necessary
- * Coordinate with dealership to compare with enother vehicle if necessary
- Schedule a follow up if issue is not resolved during call

Vehicle operation or design

cre received electronic contact 7/11/01 email case # 1274967. cust stated that the steering wheel continues to look up and sha'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 chevyuse 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. orm 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 uner what conditions the vehicle is driven. or will include file \$04882985 with chevrolet 800# and email addy. cont'd; 0; 363747256 2001-07-11

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

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER RAME:

DRIVER DIBABILITY:

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:

MILRAGE AT INSPECTION:

WHERE WAS INSPRCTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BACI

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT COES:

BEGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VHHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION .

UPGRADE:

AFTERMARKET:

LEASE TERM:

DANAGE:

OTHER:

BRANCH: ACCOUNT NUMBER: NAME:

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF IMJURY: TREATED:

RESTRAINT

IF SO, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

Business:

* BUSINESS: 0

DATE:

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASH/LHASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME

COMPANY:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3477919

VIN Number:

1G1YY22G1X5118475

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
- $_{\rm N_{\rm S}}$ (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.

GRNBRAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



Sunbury ,

OH HO

CASE NUMBER: 1-30182817

VIN: MODEL YEAR: 1G1YY22G1X5116508

1999

DATE OPENED: 2002-09-04

DATE CLOSED: 2002-09-04

SERIES: MILEAGE:

Corvette 70000.0000000

SCURCE:

Phone

N/AYes

DELIVERY DATE:

Aldahan Automotive Group, Inc. DRALER NAME:

BRC TYPE: BRC PARENT:

DEALER ADDRESS:3101 Morse Rd, Columbus, CH, 43231-6188, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(6)

Inoperative

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

Get web to dlr; ; 2002-09-04 2002-09-04

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: ONNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD COMDITION: BODY INJURY:

ROAD SURFACE:

MUMBER OF PROPLE

IMJURIES:

WAS ANOTHER VERICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGRET MAKE:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: NOTIFY NAME: WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: MILBAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP IMEPECTED: INVESTIGATIVE SUMMARY: SOURCE: TRANSACTION: RECUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: BODY TYPE: PRODUCT CODE: TRIM: ENGINE TYPE: TRANSMISSIOM: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: NSRP: MADA: 0 BALBS TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LENON LAN: DEALER ADMINISTRATION: VERICLE DESTINATION: RALEAGE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0

COMMENTS:

NAME:

TREATED:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE HUNGER: SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: C

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PRONE: 1

ADDRESS:

DIV: CHEVROLET CASE 000063365

TYPE: G-GENERAL

MAME: THE GLENMAY MOTOR CAR CO.

YR/MDL: 1999/CORVETTE

Base Case Information

OMNER:

CITY: CINCINNATI

VIN: 1G1YY22G1X5116511

RESP DEALER: 00000

MILEAGE: 10736

YEAR/MODEL: 1999/CORVETTE

STATE: OH EIP:

DHLIVERY DATE:

CORPORATE CASE #:

CASE TYPE : G-GENERAL

OPEN DATE : 02/07/2000

REOPENED: N

LAST ACTIVITY DATE: 02/07/2000

•

CLOSE DATE: 02/07/2000 SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRICT LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

MARRANTY: I (IM/OUT)

REPAIR ORDER: SAFETY CASE: N LEGAL FILE: (Y/N) REDMEURSED OWNER:

WARRANTY CODE: I

DEALER CONTACTED: H

CONTACTED DATE: 02/07/2000

DEALER CLOSED : 02/07/2000

STATUS: C

ORIG OPEN DATE: 02/07/2000

BY: MARGIE SHRUNK

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D
- ARBITRATION LETTER: (Y/M)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER NUMBER: 09235

NAME: THE GLENWAY MOTOR CAR CO.

ST: OH

CITY: CINCINNATI

REQUEST CODES AND CONCENTS

CDR # CLOSE DESC M41 0 LOCKED UP Certificates

No Certificates Data available for this case.

General Comments

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

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/07/2000 11:40:58 CUST STATES THAT A COUPLE OF MONTES 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 HIGHT 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, SUT HE BELIEVES THAT THIS COULD HAPPEN AGAIN AND HE WILL BE INCONVENIENCED AGAIN. CUST STATES THAT HE HAS A LEMON AND HE WANTS OM TO COME PICK IT UP AND HE DOES NOT WANT TO LEASE IT ANYMORE. CUST STATES THAT HE IS SECOND OWNER, PURCHASED VEH WHEN IT WAS 6 MONTES OLD.

CRM ADVISED THAT AS LONG AS VEH WAS WORKING FINE, THERE WAS NOTHING THAT ON COULD DO BESIDES CONTINUE TO COVER VEH UNDER WARRANTY.

CUST STATES THAT HE IS GOING TO GET A LAWYER.

ASHLEY PALOMAREZ/ AUSTIN

ENTERHO DATE/TIME: 02/16/2000 11:36:54 COMMENT TYPE: G-GENERAL CUSTOMER FOLLOW-UP: CUST CALLED IN TO STATE THAT HE HAD TO HAVE HIS ver towed into plackip 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/RON, SVC.MGR TO VERIFY CUST COMPLAINT.. ROW FOUND VEH USING CUST LAST NAME, GAVE CRM CORRECT VIN & ADV THAT They Replaced the ignition switce & 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. MOR 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 LOME/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 PIND ANY COMMENTS IN FILE CONCERNING THE SCRATCH. CRM CALLED ROADSIDE ASSIST. AND SPK W TOWETTE WHO STATED SHE WID HELP CUST W HIS CONCERN. SHE WID SEND SCHECKE OUT FROM ROADSIDE TO INSPECT HIS VEH. CRM CONFERENCED TOWETTE W CUST. AND SHE WILL HANDLE CUST.'S CONCERN. CUST THANKED CRM FOR ASSIST.

GM 1241

No GN 1241 Data available for this case. GN 1241 R

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

NO GM 1241D Data available for this case. GN 1241 X

No GM 1241% 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 Limbility / Breach Data available for this case. Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE:	OWN	er
HAME:		
COMPAN	Y:	
ADDRES	B ı	

CITY: CINCINNATI

BUSINESS PHONE:

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: OH

HOME PHONE: RETENTION:

DATE:

DATE

ZIP

T:

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 Not

3948284

VIN Number:

1G1YY22G1X5117092

Date Opened:

5/22/2000

Model Year:

1999

Date Clesed:

6/27/2000

Series:

Corvette

Dealer Code:

B08507

Milenge:

18847

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 P## A000265 . AND CALL BACK WITH THE RESULTS.

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

EA02-031 / GM22C

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

_4__DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

CONCERN.

__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 80521, U1016 WAS STORED IN 3- OTHER MODULES, 4- MODULES TOTAL, U1040 WAS STORED IN TWO MODULES, U1064 WAS STORED IN 4- MODULES, U1160, U1096 - STORED IN THREE MODULES, U1256 IN TWO MODULES, B2666, B2660, 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 CHANGE CALLED IN STILL UNABLE TO DUPLICATE THE CONCERN.

- __6__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.

EA02-831 / GM22C Page 2 of 2

CASE NUMBER: 00802149

VIN:

1G1YY22G1X5117643

DATE OPENED:

07/04/00

MODEL YEAR:

DATE CLOSED:

05/18/01

SERIES 1

CORVETTE COUPE

SOURCE:

YES

MILEAGE:

19000

CUSTOMER:

ADDRESS:

STATE:

FL

HOME PHONE: HUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE:

MIAMI

FL

CASE NUMBER: 00802149

VIN:

1G1YY22G1X5117643

DATE OPENED:

2000-07-04

MODEL YEAR: 1999 SERIES:

CORVETTE COUPE

DATE CLOSED:

2001-06-18

MILEAGE:

19000

SOURCE:

Phone Yes

DELIVERY DATE:

DRALER NAME:

MAROONE CHEVROLET

BRC TYPE: BRC PARENT:

DEALER ADDRESS:

M41 Steering Column/Lock/Attaching Parts

7 REPAIR ATTEMPT(S)

Inoperative

locks up/towed to dlrship

T28 Possible Lemon Law 1 REPAIR ATTEMPT(6)

Other

cust has filed w/state

legacy file# 990560661

cust states: ****see Legacy file# 990560661********cust called in, did not have his case#,etc...Please note, that customer last name was spalled incorrectly on old file, should be AMDREAU, not AMDREW. cust would like return call back from gm legaldivision. said he rec'vd 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/austim,tx**please do not forward file back to thim orm, as i will no longer be with cac. thank you.**; 0; 99999 2001-06-18

Wo activity. Crm is closing file. Jesse Gonzales/atx.; 0; 361753364

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIZS:

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 VERICLE 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE PRASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

PAX NUMBER:

BODY TYPE:

TRIM

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: O BRC WARRANTY DATE: MSRP: WADA: 0 BALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTERRET PAID: INTEREST RATE: DRALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: HAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED IF SO, WHERE: **EXTERNAL CASE NUMBER:** DATE: TITLE NAMES: BUSINESS: % BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 PURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0 DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: 1

COMPANY: ADDRESS: CONTACT NUMBER: CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION OM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

TAMPA

CASE NUMBER: D4367762

VIN:

1G1YY22G1X5118730

MODEL YEAR:

1999

DATE OPENED: 2001-05-30

SKRIKS: MILEAGE:

CORVETTE COUPE 25000

SOURCE:

DATE CLOSED: 2001-05-30

BRC TYPE: No DELIVERY DATE:

DEALER NAME: ROGER WHITLEY CHEVROLET INC

BRC PARENT: DEALER ADDRESS:11300 N FLORIDA AVE, TAMPA, FL, 33612, USA

M&1 Steering Column/Lock/Attaching Parts

Other locked up

4 REPAIR ATTEMPT (8)

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)
- ((SPECIFIC SOLUTIONE RUN * Review Specific Solutions
- 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]]
 - (lst 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 RUM C:\Progra-1\Plus!\Micros-1\Iaxplore.exe

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

Vehicle repair request - Repair not done

cust stated that she has had her weh into the dlr 4 times for the same repair. cust stated that there is a safety feature on her weh 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 weh 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. cra advised cust that I would escalate to tier? for further assistance. kimberly steele/cars/tamps/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 SER 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 RUBS 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 DOWALD REEVES. CRM CLOSING FILE CUSTOMER IS MORKING WITH THE DEALER. HOPSFU;;LY IT WILL BE FIXED. VIRGINIA BEATY/TAMPA; 0; 360105661

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER MAC:

DEALER NAME:

DRALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE: BODY TYPE: TRIM TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 BALBS TAX: DEPRECIATION: UPGRADE: AFTERMARKET . LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: RAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SHATING POSITION: RESTRAINT: TYPE OF INJURY: IF SC, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUS INKŠŠ: * BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GRUPRAL MOTORS CORPORATION CHBVROLET DIVISION ON RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



HIANI

CASE NUMBER: 04375271

VIN:

10177220175119182

MODEL YEAR:

1999

DATE OPENED: 2001-05-31 DATE CLOSED: 2001-06-01

SERIES: MILEAGE: CORVETTE COUPE 17560

BOURCE:

DELIVERY DATE:

DRALER NAME: GRAND PRIZE CHEVROLET OLDSWOBILE

ARC TYPE: BRC PARENT: 04375270

ADR No

DEALER ADDRESS:11701 SW 152ND ST,,MIAMI,FL,33177,USA

M41 Steering Column/Lock/Attaching Parts 3 REPAIR ATTEMPT(B)

Inoperative

Steering column locks up

T28 Possible Lemon Law O REPAIR ATTEMPT(S)

Customer Satisfaction Active BBB case

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

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

Decision: BBB case closed as inaligible due to age of vehicle (in-service date is 2/11/99) and leased as used. Robert Hall, ADR.; 0: 360275886

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER EAKE:

DRIVER AGE:

DRIVER DISABILITY: ONMER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD COMDITION: BODY INJURY:

ROAD SURFACE:

IL JURIES :

ME AMOTHER VEHICLE INVOLVED:

HUMBER OF VEHICLES: 6

WAS VEHICLE INSURED:

PROPERTY DAMAGE:

INSURANCE COMPANY MAME:

INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

RE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TRST DESCRIPTION:

ROAD TRST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTRCT: ,

PHONE NUMBER:

ODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIN:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: ERC WARRANTY DATE:

MILEAGE • BUY-BACK: 0 MORP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPCIRADE:

AFTERNARKET:

LEAGE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTERREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAN:

DEALER ADMINISTRATION:

VERICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

PRISTRAINT:

REPLACEMENT VIN:

HUDGER OF INJURIES: D

DESTINATE :

HAME :

ADDRESS: ,

CITY/STATE: ,

PROME HUMBER:

SEATING POSITION:

LOCATION:

TYPE OF INJURY:

TREATED:

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:

DOMS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CBBB 5/30/01 12:20 PAGE 1/5 RightFAX 0437527/ TO:Robert Hall COMPANY:Chevrolet Motor Division

> To: Robert Hall Fax#: 13132035001 From: Amanda Goon

May 30, 2001

Re: Chevrolet Motor Division/CHV0166004

TotalPages: 5



May 30, 2001

Re: m09 1716 X 1604 CHV0166004 Was Chevrolet Motor Division

Mr. Robert Hall Chevrolet Motor Division Temps, FL

Dear Mr. Halt:

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 seview 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 offerts, 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.

Amenda Goon at Extension 240

CBBB 5/30/01 12:20 PAGE 3/5 RightFAX TO:Robert Hall COMPANY:Chevrolet Motor Division

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

This chain is C IN Warranty I In the VIN Hated above concer?	G1X5119162 D OUT of Watersty	State:	05/30/01 FL
	CIN g to affer the container to settle this dispu- g name for sepains, specific dollar figures, o		rde sa mach
Has this affer been communicate if you checked YES, please indice the control of	ate the enstance's response below: fler on// for on//	40	
If the statemen screpts this offer performance date or time frame:	r, when will the settlement be parformed?	Picese ladioso	o a specific
AMETRATION INFORMATION	ON		
Please list ensteamer requests the	et you feel are ineligible for arbitection and	explain why.	
Please weltz your position as to t	the cause of each problem listed on the Clar	omer Claim Fan	•
Please indicate the decision you	mquost the arbitrates to mades:		
List the amount of my over allo I will perticipate (1) By phone	munc/segative equity: \$ I to pense		
Return this form so cosa es possi	hle .		
Te	Completed by:	Dese:	ll
BBB AUTO LINE	Future contact:		
Page 703.247.9700	Phone: Fix: _		_

CBBB

5/30/01 12:20 PAGE

RightFAX

TÖ:Robert Hall COMPANY: Chevrolet Motor Division

Customer Claim Form

Case Number: CHV0188004 Conner Date: 05/30/01 Start Date: 05/30/01	
ine; :eb:	
used for business purposes: For lessed by the business : 0 1999 Current Mileage: 17560	
icy Number: 1005581 Date of socident:	
purchandiright side if nebicle mas leased 02/11/00 Mileage at lease: Used	Ŋ
e in your possession? yes apany's Name: Key Bark USA Address: 4810 Tedemen Road City/St/Zep: Brookland , OH 44114 Phone: (800) 880-8050	
this vehicle is an inconvinience L	

Customer Name Address

MIAMI, FL

Day Phone:

Fex Number:

Evening Pho

E-mail eddre

Vehicle Information

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

Is Vehicle titled to a business: no Transmission Type: Standard

Percentage of time vehicle Number of vehicles owner

Make: Chevrolet

Model: Corvette

Model Year:

Vehicle Identification Number: 1G1YY22G1X5119182

Servicing Dealer/City/State :

Grand Prize,

Lexus of Kendall, Miami, FL

Salling Dealer/City/State Insurance Carrier

Comper Insurance

Pol

Has vehicle been in an accident/had body damage? Yes No X D

Description of Damage

Purchase/Lease Information (complete left side if poblicle was

Pumbese Date:

Mileage at purchase:

Losse Date:

Pumhased As 1

Lessed As t

Is the vehicle in your possession?

Is the vehicle

Lienholder's Nume: Address:

Lessing Con

City/St/Zip:

Phona:

Resolution Sought

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

Signature of Owner(s): _

Date.

I am authorizing any finaholder/lausor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the valuele monaci on this Customer Claim Form.

Return the Porm to: BBB AUTO LINE, 4200 Wilson Bivd., Suite 800, Arilington Va., 22203-1838

CBBB TO: Robert Hall COMPANY: Chevrolet Motor Division

5/30/01 12:20 PAGE 5/5 RightFAX

Customer Claim Form

Customer Nume:	Case Number:	CHRISTON
CHRISTIAN MILITA	Cas Muner.	CHARLOCON

Problems	Servicing Douber(s)	Current? Yes or No	V of Repair Attempts	Repair Date(s)	Milongu ca. Dato(s)	Days Out of Service
steering column locks / unable to stir vehicl		yes	3			
				:		
•						
		 	<u>.</u>			
		<u>† </u>				
· · · · · · · · · · · · · · · · · · ·		 				
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<u> </u>		† –				
		 -				
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		1				
· · · · · · · · · · · · · · · · · · ·		-			-	
						1

(Plouse indicate whether each problem is current)

CBBB 8/6/01 5:11 PAGE 1/2 RightFAX TO:Robert Hall COMPANY:

To: Robert Hall Fax#: 13132035001 From: Amanda Goom

Jun 06, 2001

Re: /CHV0166004

TotalPages: 2

CBBB

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

TO: Robert Hall COMPANY:



June 6, 01 Mr. William Green 9301 Marine Drive Miami, FL 33189

Re:

Eva Chevrolet Motor Division # CHV0166004

Dear

After careful review of your case, we have determined that your camplaint is not eligible for further handling in the BBS 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 888 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 fulls within the program limits. The program eligibility information is explained in the *Program Summary*.

While I am surry 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 father information, please contact the Florida Division of Consumer Services at 1-800-321-5366.

Sincerely.

Amenda Goon at Extension 240

cc: Robert Hall

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

6299705

VIN Number:

1G1YY22G1X5120445

Date Opened:

3/6/2003

Model Year:

1999

Date Closed:

B15559

Series:

Convette

Dealer Code:

Mileege:

29841

Address:

R&R AUTO GROUP SCHUYLKILL HAVE

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 11:12:65 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.

DÉALER 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 RESTRICTED G M

CUSTOMER: ADDRESS:

Lancaster

TX

HOME PHONE:

CASE NUMBER: 1-136483643 VIN:

1G1YY22G1X5120865

MODEL YEAR:

1999

DATE OPENED: 2003-09-02

SERIES: MILEAGE: Corvette 60000.0000000

DATE CLOSED: SOURCE:

2003-09-08 Phone

N/AYes

DELIVERY DATE:

BRC TYPE:

DEALER NAME:

Chuck Fairbanks Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS:629 M Beckley, De Soto, TX, 75115-4804, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Inoperative

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

1-136493643 Steering column locked up; ; 2003-09-03

2003-09-02

1-136483643 Steering column locked.; ; 2003-09-02

2003-09-03

2003-09-02

1-136463643 Steering column locked up.; ; 2003-09-03 2003-09-02

Previous Agent; ; 2003-09-02 2003-09-02

Call Cust Back; ; 2003-09-02

Trnsf/referral; ; 2003-09-02 2003-09-02

Cust called., ; 2003-09-08 2003-09-02

```
cust seaks 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
1-136463643; ; 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
81-136483643; ; 2003-09-08
2003-09-08
1-136483643 Steering column look.; ; 2003-09-08
2003-09-0B
Service Request has been Closed Satisfied.; , 2003-09-08
INCIDENT DATE:
                               INCIDENT TIME:
INCIDENT LOCATION:
```

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY:

CONNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPIE:

INJURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS AMOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED.

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE IMPORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

MAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

MHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD THST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ESGINE TYPE:

MSRP:

MILEAGE . BUY-BACK: 0

DEPRECIATION:

UPGRADE:

APTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

TRANSACTION:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VENICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RHLRAGR:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: C

COMMENTS:

HAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHOSE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUS INBSS :

& 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME:

COMPANY

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

SEASIDE

CASE NUMBER: 04355562

VIN:

1G1YY22G1X5121062

MODEL YEAR:

1999

DATE OPENED: 2001-05-29

CHRIEC: MILRAGE: CORVETTE COUPE 10000

DATE CLOSED: 2001-05-29 SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

No

DRALER NAME:

LOVE MOTORS INC

BRC PARENT:

DEALER ADDRESS:3 GEARY PLAZA, SEASIDE, CA. 93955.USA

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

M01 Steering General O REPAIR ATTEMPT(S)

Inoperative

locked

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- Baview 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/CNC/SolutionsByComponentCode Corepoi nt.htmll
- * 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

Cust states that her steering has locked, cust would like to have roadside come take weh to Love Chev, crm contacted roadside, spoke to Bureka, who is setting up service for cust, no further action required, greg founal/cars/pdx; 0; 360044761

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:

MAS 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: MILHAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUE: SOURCE: TRANSACTION: REQUEST TYPE: RAPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER 1 FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VERICLE DRIVEABLE: MILBAGE • BUY-BACK: 0 BRC WARRANTY DATE: MARP 1 NADA: 0 BALBS TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: MAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DRALER BUYOUT:

ACCOUNT BALANCE:

LEGAL

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

LIEN PAYOFF:

RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

VEHICLE DESTINATION:

COMMENTS:

NAME:

AUDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

DATE:

IF SO, WHERE:

* BUSINESS: 0

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT: DESCRIPTION OF DAMAGE:

PURCHASE/LEASE 0

MILEAGE AT PURCHASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AG:

DATE OF ACCIDENT:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION EORGHT:

KAME:

CONTACT NUMBER:

1

LOCATION:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4780583

VIN Number:

101YY2201X5121062

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

States

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 12:36:02 \$BD 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:
- $_{\rm N}$ (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.)

08/01/2001 12:36:02 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, U1160

RFA - U1016, U1084, U1096

SIR- B1001 TECH STATES ALL CODES WERE HISTORY. TAC INFORMED DEALER TECH OF P! A000265.

EA02-031 / GM22C

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

5686379

VIN Number:

1G1YY22G1X5121899

Date Opened:

6/21/2002

Model Year:

1999

Date Closed:

Series:

Corvette

Desier Code:

B16535

Mileage:

44987

Address:

NORTH STATE CHEVROLEGREENSBORO

States

NC

Denier 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---

08/21/2002 08:24:55 \$BD 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

EA02-031 / GM22C Page 1 of 1

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3519940

VIN Number:

1G1YY22G1X3122003

Date Opened:

10/15/1999

Model Year:

1999

Date Closed:

10/18/1999

Series:

Corvette

Dealer Code:

B30515

Mileage;

6659

Address:

BERT OGDEN CHEVROLETMISSION

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
- $_{\rm N_{\rm S}}$ (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, P.G.)
- _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

BA02-031 / GM22C Page 1 of 1

CASE NUMBER: 03304931

VIN:

1G1YY22G1X5122213

DATE OPENED:

02/26/01 03/06/01 MODEL YEAR:

DATE CLOSED:

SERIES: MILEAGE: CORVETTE COUPE

SOURCE

CUSTOMER:

ADDRESS :

STATE:

FL 1

28140

HOME PHONE: BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVIBION G M RESTRICTED

CUSTOMER: ADDRESS:

HILLSBORO BRACH

HOME PHONE:

CASE NUMBER:

03304931

VIN:

101442201X5122213

1999

28140

DATE OPENED: 2001-02-26

SERIES: MILEAGE: CORVETTE COUPE

DATE CLOSED: 2001-03-06 SOURCE:

Phone

DELIVERY DATE:

MODEL YEAR:

BRC TYPE: BRC PARENT: DEALER NAME:

LOU BACHRODT CHEVROLET INC DEALER ADDRESS: 1801 W ATLANTIC BLVD, , PONDANO

BRACH, FL, 33069, USA

M01 Steering General O REPAIR ATTEMPT (B)

Excessive Effort steering locked up

power steering looked

cust states the steering on his vehicle is locked up and he cannot drive the vehicle. cust states the problem has occured before and cust seeks a permenant 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 permenantly. cust also seeking to have an area field rep involved in repairing vehicle. crm called sym, 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. orm set a callback for 2/27/01 between 2-4 central time. orm then advised cust that orm would transfer cust to kenny at roadside to make arrangements to tow vehicle. jina

martinez/atx/cars; 0; 352067752 2001-03-05

orm will call sym and cust on 3/6/01 between 2-4 central time. jina martinez/atx/cars; 0: 352692114

2

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 requet number. crm closing file as cust concerns have been resolved, and no furtheraction needed. jina martines/atx/cars; 0; 352767438

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLE: 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:

MORR INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT CODE: FAX NUMBER:

BODY TYPE: TRIM:

RNGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE: NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MSRP:

AFTERMARKET: LEASE TERM:

DAMAGE: OTHER:

BRANCH:

ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIKN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: ,

DHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE: TREATED:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS 1

BUSINESS: 0

ACCIDENT:

DESCRIPTION OF DAMAGE:

DATE OF ACCIDENT:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

PAGE: 4

GM RESTRICTED

371431

NAME: COMPANY: CONTACT NUMBER: 1 CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



ROXBURY , CT

CASH NUMBER: 03949029

VIN

1G1YY22G1X5122910

MODEL YEAR:

1999

DATE OPENED:

2001-04-25

SERTES: MILRAGE Corvette 16000

DATE CLOSED: 2001-05-16

Phone

DELIVERY DATE:

BRC TYPE:

SOURCE:

DEALER NAME:

DANBURY CHEVROLET OLDSMOBILS CADILLA

BRC PARENT:

DEALER ADDRESS:

850 Roadside Assistance Complaint

O REPAIR ATTEMPT (8)

CLEET 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(8)

Inoperative

LOCKS INADVERTIMALY

T44 Maintenance Certificate (011 Change)

O 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 oustomer to Roadside Assistance for further assistance.

[[Phone List RUN C:\Progre-1\Plus!\Micros-1\Isxplore.exe http://carswab/wabknowledge/plists/]] Roadwide Assistance: Miscellaneous complaint

CUST STATES HIS VER BROKE DOWN AND HAD TO CALL ROADSIDE ASSISTANCE, CUST STATES CUST SVC REP was not able to understand anything he was saying, cust statres he had to literatly spell EVEY WORD TO CRM & ROADSIDE ASSITANCE, 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 eone, cust stars 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 CAS HOME AND RETURN THIS MORNING TO GET VEE IN TO DLR, CUST STATE THAT HE SPENT 8.00 DLLS OM CAB PARE BUT THAT DLR WILL BE PAYING FOR THE TOW TRUCK, CRM ADVISED CUST CRM WILL BE CONTACTING ROADSIDE ASSITANCE AND VOICE CONCERNS.

ADRIAN CARLO CAC/ATX; 0; 357071818 2001-04-25

CUST STATES VERY BAD EXPERIENCE WITH ROADSIDE.....CRM CALLED MRIC, SVC MGR NEO STATES CUST has all his work done there and wife owns a cadillac....eric states the veh strering where. LOCKS WITHOUT WARNING AND HE CALLED TAC.....TAC ADVISED ERIC TO CALL DEWLTH TAC MUMBER 4694622 AND MENTION PRODUCT ALLEGATION...CRM ADVISED BRIC 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 8. NEWCOMB/CAC/PDX; 0; 357085258

2001-05-02

CUST STATES WAS EXPECTING A CALLBACK, CALLBACK SET FOR 12-1 HAS NOT SEEN 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 GOODMILL AND WOULD CRM ADVISE CUST THAT PREVIOUS CRM WILL CALL IN AN HOUR. CRM GOT BACK ON THIS 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 NITH 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 CORVETTS....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 OFFERD 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/CCA/PDX; 0; 357679220

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 COMPIDENCE IN CHEVROLET THAT WE CARE ABOUT POOR SERVICE.....2) CUST OWNS A CONVETTE AND CADILLAC... GREGORY S. NENCOMB; 0; 357679837
2001-05-02

CRM REVIEWED FILE WITH TM RSPINOZA WHO APPROVED LOF....GREGORY S. NEWOCMB/CAC/PDX; 0; 257679954
2001-05-02

CRM WILL FORWARD TO GOODWILL LIAISON CONGER......GREGORY S. NEWCOMB/CAC/PDX; 0; 357680651 2001-05-02

CRN DID VERIFY CUST ADDRESS WHEN CRM OFFERED LOF TO CUST.......GREGORY 8. NEWCOMB/CAC/PDX; 0; 357680890 2001-05-03

REVIEWED WILL FORWARD TO GM FOR REVIEW AND FINAL APPROVAL COODWILL LYAISON/JANET CONGER/CAC/PDX; 0; 357752225 2001-05-03

GOODWILL LIAISON/JAMET CONGER/CAC/PDX; 0; 357752524 2001-05-04

GL REVIEWED AND FORWARDED FOR FINAL APPROVAL......JOAN STATON/GOODMILL LIAISON/PDK; 0; 357856369
2001-05-16

One oil change certificate was mailed to the oustomer on 5/08/01. Jada Head/Approver TL/CAC/PDX; 0, 358890030

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER MAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD COMDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

MAS 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 IMSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DOME:

INSPECTORS NAME: INSPECTION DATE:

WAS VERICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE :

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

PAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIK:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MERP:

AFTERMARKET:

LEAGE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTERREST RATE:

NAME:

INTERBST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TRHATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE KAMES:

BURINESE:

& 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 POSESSION OF VEHICLE:

RESOLATION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

May 2, 2001

Roxbury, CT

Request: C03949029

Dear

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 Menager

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

Milenger

8126

Address:

MISSION CHEVROLET, LEL PASO

States

ΤX

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 A000265 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 99 YB SERVICE MANUAL ON PAGE 2-69 (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 (87 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:

Date Closed:

8/2/1999

Series:

Corvette

Dealer Code:

B06035

Mileager

7481

1999

Address:

ANDERSON CHEVROLET CUPERTINO

States

CA

Deuter Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN WON'T LINLOCK

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
- $_{\rm N_{\rm S}}$ (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) 8/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 LISSION 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.

EA02-031 / GM22C Page 2 of 2

CEEVROLET MOTOR DIVISION CM RESTRICTED

PAGE:

310241

CASE MUMBER: 0D-0172984

VIN:

1G1YY22G1X5124302

DATE OPERED: 04/19/00

NODEL YEAR:

DATE CLOSED: 04/21/00

SKRIRS:

YB CORVEYTR

SOURCE:

THE

MILENGE:

13010

CUPTOMER:

ADDRESS:

HOME PHOME:

BUB. PHUMB:

STATE:

TYX

93

******************* CHREENL COMMING **************

CRM COSTACTED DURENTY AND SPORE TO PHIL/SERV NAVA WED STATES LOCK WAS PUT IN STEERING TO STOP LOCK UP AND AVM IS INVOLVED WITE THIS PROPERM with ver...pril states cust is loval to chevrolut and owns several for HIS BUSINESS AND HAS BEEN MICH THROUGH OUT ALL THE REPAIR OF THE VEH... PHIL STATES OFFICE CONVENTES HAVE SAD SIMILAR PROBLEMS WITH STREETING WE BEL AND DEREETP IS ADV OF A LIST OF ENGINEERS TO CONTACT WHEN THEY HAV R THESE TYPES OF PROBLEMS AND PRIL STATES CHEVROLET IS STILL TRIES TO COME UP WITH A FIX FOR THE PROBLEM...

CRM WILL CONTACT AVM TO IMPORM HIM OF MR. RAMSLEBBMS CONCERN PLS OPDAY R FILE WHEN AVM CALLS IN ..

KELAFOSTER/AUSTE

CUST STATES STARTING FROM THE FIRST DAY HE FORCHASED VER STREETING WHEE L LOCKED UP ON ADV TROT DRIVING VEH EXFORE CUST TOOK VEE BOME...COST S TATES ER HAS MAD VEH IN TO DILREHID 4 TIMBS AND NO LONGER WANTS THE VEH and does not prel safe in ver and is afraid he will be driving the ver and it will cause peysical harm to him or other parties...cost making t youcease a 2000 converts but does not want to stay in this ver and fer LO IT IS UNAMPS...

CRM WILL COMPACT DERSHIP ...

CRM CONTACTED PHIL AT DIRRETT WHO STATES CHEVROLET IS STILL TRYING TO COME UP WITH A FIX FOR STRENDING WHERE PROBLEMS W/CORVETTES AND THIL AL SO STATED IN ORDER TO ATTEMPT TO FIX VEH HE HAD TO CONTACT GM SPECIFIE D ENGINEER... PHIL STATES COST DID INFORM HIM HE WAS AFRAID TO DRIVE VE H...PRIL ALBO STATES AVE HAS BEEN INVOLVED IN DEALINGS WITH THIS VEH... Crit adv cust that ave mould be notified of his req and concern and can WILL CALL COST ON MONDAY TO UPDATE HIM ON ANY INFO RECEIVED...

CRM WILL CALL AVE AND LEAVE MESSAGE WENT CRM PLS UPDATE FILE WITE ANY IMPO AVE CALLS WITH AND MEMOPAD ME... KELAPOSTER/AUSTX

AVM MOSTE DONE CALLED TO STATE THAT AVM IS AWARD OF THE CONCESS AND HA s visited with svc mar sell wineskember. Dlr/Avm fire that the vect has been repaired and are waiting for any further concerns from Cusy. Ava. veklê cuşt lê juşt trying to get put in a 2000 veh and cuşt veh has be VER LOCKED UP ON COST WEILE DRIVING. AVM STATES INTERLOCK IS NOT ALLOW ING STEERING TO UNLOCK WITH VEH OFF. LATOYA WILKINS/AUSTIN

CAM WILL CONTACT CUST ON MONDAY AND AUV CUST TO CALL DERSELP AND SPEAK

PAGE:

310241

TO SERV MANAGER REGARDING THE VEE...
CRK WILL ALSO CALL DIRECTO TO SPEAK TO SERV MANAGER TO FIND OUT WEAT D
SCISION WAS MADE CONCERNING CUST VEH....
RELAPOSTER/AUSTX

CEM CONTACTED DIRECTO SPEAK TO PRIL/SERV MANAGER AN ANY STATED PHILIS AT DOCTORS APPOINTMENT AND WILL BE BACK LATER TODAY...
CRM WILL CALL BACK AT TIME ADV 1:00 PM CENTRAL TIME...
ENLAPOSTER/AUSTX

AVM. MONTE DOME. CALLED TO UPDATE STATUS OF FILE. AVM STATES CUST DID HAVE A DEFECTIVE INTERLOCK RELAY WHICE PREVENTED THE STREETING MEETL TO LOCK UP. THIS RELAY WAS REPAIRED AND VEHICLE IS OPERABLE. CUST HAS A FEAR OF THE VHHICLE LOCKING UP WHILE DRIVING EVEN THOUGH THIS HEVER HAPPENED DURING OPERATION OF STREETING MEETL. COST STATES HE WILL BE INTERRESTED IN GETTING INTO A 2000 VEHICLE WHEN IT SHOOMES AVAILABLE DOMES GROW/TANDA/ADR

CDE # DEBC

CDE COMMENTS

STREETING WEREL LOCKS UP WHILE COST VEH IS NOT MOVING
CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION DIVIBION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS:

SWAMPSCOTT

NA

HOME PHONE:

CASE NUMBER: 05441920

VIN:

1G1YY22G1X5127119

MODEL YEAR:

DATE OPENED: 2001-08-31

SERTES:

CORVETTE COUPE

DATE CLOSED: 2001-11-16

MILEAGE

BOURCE:

Mail No

DELIVERY DATE:

DEALER NAME: MIRAK CHEVROLET INC

3100D

1999

BRC TYPE: BRC PARENT:

DEALER ADDRESS:1125 MASSACHUSETTS AVE, , ARLINGTOS, MA, 02476, USA

T22 CSI Reply

O REPAIR ATTEMPT(S)

Customer Satisfaction

CUSTOMER SATISFACTION SURVEY

M40 Steering Wheel 1 REPAIR ATTEMPT(S)

Inoperative LOCKED

A07 Referred to Dealer O REPAIR ATTEMPT(S)

Customer Satisfaction

PUTURE CONCERNS

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

- CRM to contact service manager and verify concern.
- 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.

CRM REC'D CSI REFLY FROM CBK SURVEYS 03 REQ ASSISTANCE BT. CRM/MSX#0123600055/08/31/01. Case Scan Shows: No open campaings, no vin Alerts, no prev Reg's. Cust sts in Survey OVERALL: SATISFIED WITH VEH, NOT SATISFIED WITH SVC OR MIRAK CHEV. CUST STRIM SURVEY: THAT THE STEERING WHEEL LOCKED AND HAD DIR LOOK AT IT AND IS NOT FLEASED THAT NOTHING WAS DONE ACCORDING TO THE R/O. CUST HAS A LIST OF COMPLAINTS. DUE TO TIME (AFTER 9FM). CRM UMABLE TO CONTACT CUST. CRM WILL ATTEMPT TO CONTACT CUST WITH IN 2-4 DAYS BTW 4-6PM. NO FURTHER ENTRIES AT TEIS TIME. JASON ESCALANTE/CORR/ATX/CARS.; 0; 368161118 2001-11-16

TM CLOSING DUE TO INACTIVITY. TRACI BECKER/TM/ATX; 0; 374779643

INCIDENT DATE:

DRIVER NAME:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPIE: 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:

ÇÇMP INSPEÇTED;

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRANSACTION:

BODA - JA

ENGINE TYPE:

Trim: Transmission:

VEHICLE DRIVEABLE:

MILEAGE • BUY-BACK: 0 BRC WARRANTY DATE:

MERP:

MADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER

INTERPST RATE:

ACCOUNT BALANCE:

LEGAL:

NAMB:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

LOCATION:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

STAME 1

ADDRESS: , CITY/STATE: , PHOME NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

IF 60, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUBINESE: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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118680

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 1G1YY22G1X5127119

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 (781-595-5560 & 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 invoke. Additionally, they renaired 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 anyons 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 sir 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,



Enci as stated

1999 Chevrolet Corvette

161YY2261X5127119

in service date: 05/31/99

- 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
- 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
- shifter still jumps out of second when engine is cold and after accelerating to about 3000 rpm in second, and releasing foot from gas.
- severe water leak in passenger foot compartment (appears to be left side of that compartment).
- 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.
- rear window defagger 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
- 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)
- information panel often states "charging fault" but nothing is ever wrong.
- 11. information panel for fuel history often resets itself for no reason

is amengucy bowie keeds adj.

MIRAK O'

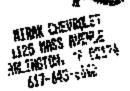
ƊAi, Inc.

HYUNDE





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YOU

FOR

YOUR

BUSINESS

CUSTOMER COPY

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16:58:40





1125 Rear MARS. 02476

DAI, Inc.



SERVICE - (781) 648-5005 - BODY SHOP - (781) 643-8000 - PARTS - (781) 646-7000 M - F - 7:36 - 6 24 HOUR TOWNG M - F - 8 - 8 M - F - 7:38 - 6 M - F - 7:38 - 6

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ASS. 02476



17:02:07

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[CONTINUED ON NEXT PARKET

PAGE 1 OF 2

CUSTOMER COPY

*** GM RESTRICTED ***

Case No:

6775186

VIN Number:

1G1YY22G1X5129846

Date Opened:

9/12/2003

Model Year:

199P

Date Closed:

Series:

Corvette

Dealer Code:

B30457

Mileage:

33058

Address:

MORRIS MOORE CHEVROLSILSBEE

State:

TΧ

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 13:53:65 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

*** GM RESTRICTED ***

Case No:

5814924

VIN Number:

1G1YY22G1Y5102514

Date Opened:

9/4/2001

Model Year:

2000

Date Closed:

9/4/2001

Series:

Corvette

Dealer Code:

B13093

MBeage:

9000

Address:

RIVERSIDE CHEVROLET-SCOTTSVILLE

State:

ÑΥ

Desier 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.

TAC ADV DLR OF THIS CAMPAIGN AND DLR TO JUMPER C207 AND IT WILL UNLOCK.
DLR THEN TO DO CAMPAIGN AS NEEDED. WW

*** GM RESTRICTED ***

Case No:

4813400

4023408

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

States

МО

Deuler 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

08/14/2001 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 PLA000265.

A000265A 5-22-01 SUPERSEDES A000266 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 YE 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.
- 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 TAC 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 09:39:38 MEYERS

- DEALER SURVEY WAS PERFORMED

RA02-031 / GM22C Page 2 of 2

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

GREENVILLE

BC |

HOME PHONE:

CASE NUMBER: 04114789

VIN:

1G1YY22G1Y5104232

MODEL YEAR:

2000

DATE OPEMED: 2001-05-08

SERIES:

CORVETTE COUPS

BOURCE:

DATE CLOSED: 2001-05-08

NILHAGE:

42000

BRC TYPE:

Phone Ma

DELIVERY DATE:

KEVÍN NHITAKÉR CHEVRÓLET ÖLDSMOBILE DHALER MAME:

BRC PARENT:

DEALER ADDRESS: 2320 LAURENS RD., GREENVILLE, SC, 29607, USA

M40 Steering Wheel O 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 RUM 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 Corepoi nt.html]
- * 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

CUST STATES THAT STEERING COLUMN IS LOCKED... CUST STATES THAT HE COSTACTED DIRECT BUT DLREEP WAS CLOSED... CUST SEEKS ASSISTANCE WITH CONCERN ASAP... CRN ADVISED CUST TO CONTACT ROADSIDE TO RECIEVE HELP WITH CONCERN ASAP; OLATOYE KONOLAFE/CRC/PDX *+*; 0; 358226497

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: CHRIER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

POAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPIE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

ACTENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VERICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

IMSPECTORS NAME: INSPECTION DATE:

MAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

enennannannannannannenneenkankakkakkkepar Informationennannannannannanhakkakakakanannanhakketet

SCURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER RAC:

DEALER NAME:

DHALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

PAX NUMBER: BODY TYPE:

TRIME

ENGINE TYPE:

TRANSMISSION:

VERICLE DRIVEABLE: BRC WARRANTY DATE:

MERP:

MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

APTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCE:

ACCOUNT NUMBER:

INTERRST RATE:

MAKE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

DEALER ADMINISTRATION:

LEGAL:

RELEASE:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMPRENTS

HAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER.

SEATING POSITION:

TYPE OF INJURY:

TREATED

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE NAMES:

BUSINESS:

• BUBINESS: 0

DATE OF ACCIDENT: ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LHASE AS: MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET BIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

WHARTON TΧ

CASE NUMBER: 04458908

VIN

1G1YY22G1Y51Q4523

MODEL YEAR: 2000

DATE OPENED:

2001-06-06

SERIES: MILRAGE: CORVETTE COUPE

DATE CLOSED: SOURCE:

2001-06-22

Phone

DELIVERY DATE:

BRC TYPE: BRC PARENT: No

DEALER NAME: DON ELLIOTT AUTOMORLD DEALER ADDRESS: 1225 N RICHMOND, , WRARTON, TX, 77488, USA

T22 CSI Reply

O REPAIR ATTEMPT(B)

Other

CSI RECEIVED ON 6-6-01

M01 Steering General

Other

2 REPAIR ATTEMPT(8)

STEERING CONCERNS

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

- CRM to contact service manager and verify concern.
- If dealer has not been able to resolve concern, has dealership contacted TAC?
- 3. If TAC contacted, what is the TAC number?
- If TAC not contacted, seek to find out when TAC will be contacted (if needed).
- If needed, contact AVM about vehicle concern.

Dealer unable to resolve vehicle concern.

CSI RECRIVED 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 LEFTER BUGGOZ 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 RETURING TO CRM FOR FURTHER ACTION. PLEASE SHE FEEDBACK FORM. KATIE DESMOND/GL/PDX; 0; 361564161 2001-06-21

CRM ATTEMPTED TO CONTACT CUST ON 5-21-01. CRM TO ATTEMPT A SECOND CALL ON 6-22-01/SARAE HARRIS/FUX/CAC: 0: 361994629 2001-06-22

CRM ATTEMPTED SECOND CALL ON 6-22-01/NO MESSAGE NO ANSWER повравания «МВХТ СВМинакильниями

CUST STATES SOMETHING NEEDS TO BE DONE ABOUT THE STEERING COLUMN LOCKING AS THIS IS THE SECOND TIME IT HAS HAPPENED. FLEASE ASSIST CUST ACCORDINGSY/SARAH HARRIS/PDX/CAC; 0; 362093259

2001-07-17

cust phones according to survey is surveys, which differs from # in MECESSARY PER PREVIOUS NOTES...thanks...***kathryn mccallum/gl/pdx/cac; 0; 364238077 2001-07-17

ROAD SURFACE:

request was reviewed and letter 800003 is approved... *** kathryn mccallum/gl/pdx/cac; 0; 364238212

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

NUMBER OF PROPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE IMPORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER HAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

MILEAGE @ BUY-BACK: 0 MERP:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER: INTEREST RATE: NAME:

INTEREST PAID:

DRALER BUYOUT:

ACCOUNT BALANCE:

LEGAL

LEGAL TYPE:

LEMON LAW:

DHALER ADMINISTRATION:

VEHICLE DESTINATION:

PELKASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

HAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SHATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

bus iness :

* Business: 0

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILHAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAPLE :

CONTACT NUMBER:

LOCATION:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

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Deer für

Service Satisfaction Survey

	Please make my carrections to your name, address, or telephone number here.
Whereon TX Per Burkhalleddeks in Monekilding phillips. Ad	Heres telephones
James Working	Change for [)
ords indicate that you had your 2006 Corrects convise to be completely establed. Please take a few industr of this is personnel and veryleas. Your thinly response	e to complete both sides of this questionesire shi

Our more e gnej is for yo our deal sunficient afforts boward meeting the highest expectations of our sustainers. Think you for having your vehicle serviced at Don Ellett Autoworld. Death L Wright Director ~ Customer & Relationship Services Instructions Places use a dark pea or penal (professibly black) when filling can this purery. Threat shock this box if you so tonger own/seas this 2000 Corvette, and return the questionneits. * Please pave the person who took thes vehicle in for expance on appliant, 2001, complete this supacy, ** About Your Chavrolet Dealership's Service Department How satisfied were you with the convenience of the Service Department's hours?.... 3. When striving for earlies work you greated promptly?........ IJ П About Your Berrice Consultant/Advisor How satisfied were you that your Service Conspilent took shough time to thoroughly understand your service requests.... O٠ П ⅎ ۵ 6. Ware you offered transportation options?.... 0 7. How artisfied were you that you ware kapt informed about the tistes of your curvice request?..... a а Ö

IG1YY2201Y5104523 30175

8. Was your vehicle ready by the original time promised?.........

						
How salested were you with the explanation you were	•		Yey.	2,44,5-4	Pasymins Easiriles	Telefor Colorina
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Overall, how settefied was you with your Service Consultant?	,,,,,,,			Þ	ם	
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			V		-	Name
When you picked your vehicle up, how suitefled ware you	· 	راحادیان اسالطین		Sethilai	Solicited	-
The time it took to complete the transaction?		Ð	٥		D	o
The ease of petiting your vehicle?		<u>.</u>	ü	ä	ă	<u> </u>
The condition in which it was returned?	-	ã	ō	17	ö	ō
		***	-			
Were ALL of your service concurrs corrected on this serv	Distr och		Q			
FRO, who not? (check all that spoke						
C) Condition explained - repair not recovery		rte not e	veliable			
☐ Work performed did not correct the preblem	□ 14	ه ونظرها	apair .			
☐ Service Department could not duplicate problem		ther (place	se specify)			
☐ Barvice Department was too beey	다 D	on't know	,			
	•	بضيب	Way		Sustantial	Su MA
How satisfied are you that your vehicle was flood right			المكنكبة	أوكاليادية	 	-
on this service well.	• • • • • •	כו		Ü		n
		Yes	Re			
Wars you given a copy of the completed repair order/ins	pice?		LI .			
		<u>-</u> -	-	Don't Krapty	•	
Were you contected shortly after this service visit to determine your entiriection with the declaration's service?		*=	ū	Mon Garay [.]		
			¬			
Summing Up V	OM EX		•		•	
Record on this service visit, overall, how satisfied are w		angividy Sedelled	Wary Sartifical	*****	المنتسلة المالية	Neg je Jel Serieled
		ㅁ	0	11	[]	
with Don Elligit: Autoworld?			Probeity	نعنو نقار	Probably	Definity.
		-	Wante	اللهابة الأنوالية ا	Mag	Mari
Woold you recommend this declarable					_	
Would you recovered this dealership for surviva?	••••	۵	១	r.	0	0
for service?				[i		_
for service?			Noy Selection	Laborate .	E) Semestel Substel	D RetArAR British
for service?				Ci tribbi (II)	0	D
for service?			Noy Selection	Laborate .	E) Semestel Substel	D RetArAR British
Certrall, how settlefied are you with your 2000 Corvette?			Noy Selection	Laborate .	E) Semestel Substel	D RetArAR British
Covereit, how settefied are you with your 2000 Corvette? Do your hims any contraints/recommendations about your Contraints			Noy Selection	Laborate .	E) Semestel Substel	D RetArAR British
for service? Overeil, how settlefied are you with your 2000 Convette? Do you have any community/recommendations about your: Ocaleration	400		10 Sec. 1		E) Semestel Substel	D RetArAR British
Covereit, how settefied are you with your 2000 Corvette? Do your hims any contraints/recommendations about your Contraints	400		10 Sec. 1		E) Semestel Substel	D RetArAR British
for service? Overeil, how settlefied are you with your 2000 Convette? Do you have any community/recommendations about your: Ocaleration	400		10 Sec. 1		E) Semestel Substel	D RetArAR British
Covereit, how settlefled are you with your 2000 Convette? Do you have any community/recommendations about your Conference Values SOMETHAL LIGHTS SECRET TIME TARRY OU Are you Are you Are you The secret in Periods	34r.5	Z TR	6 Set		Semental California	Red Arrian Bridding
for service? Overeil, how settlefled are you with your 2000 Convette? Do you have any community/recommendations about your; Ocaleration Values SOMERIAN LIGHTS SECOND TIME T	34r.5		6 Set		E) Semestel Substel	Red Arrian Bridding
Covereil, how settlefled are you with your 2000 Convette? Do you have any contrastiture commendations about your: Oederation Validia: SANSKA GENES & SE DONE THIS IS THE SISCOLD TRANS T Are you If said Permise Your squ Under 25 25-34 38	34.5	× 18	5 502 UAPA	D5 64	Semental California	Red Arrian Bridding
Covereit, how settlefled are you with your 2000 Convette? Do you have any comments/recommendations about your: Oederation Validity Settlefled Settles Set 1248 Are you	Sec. 5	A 15 deplement	6 5998 (4.24)		Security Control of the Control of t	Received Strations
Covereil, how settlefled are you with your 2000 Convette? Do you have any contrastiture commendations about your: Oederation Validia: SANSKA GENES & SE DONE THIS IS THE SISCOLD TRANS T Are you If said Permise Your squ Under 25 25-34 38	144 on to you clanded, you or	A 15-	SA SING	B6 64	Arrest countries	D Lock
Covereit, how settlefied are you with your 2000 Convette? Do you have any contraints/recommendations about your: Oesteration Valida SANSHAL SECTION TO TAKE T Are you If sale I remain Your age I limiter 25 I 25-34 I 38 May we include your name when providing this information If you have a concern requiring intermediate a your dealer. If further assistance is required.	144 n to you ttention	designation of the Country of the Co	Sa Sittle LA PAC Head Charles The Charles To Table Charles To	B6 64 B7 you to wrolat Ma	Signat points	D Lock

1G1YY22Q1Y8104622 30175 21119396664 6322160679 115798 July 17, 2001

Wharton, TX |

Request: C04458908

Dear

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 cencern. 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

*** GM RESTRICTED ***

Case No:

4878157

VIN Number:

1G1YY22G1Y6104991

Date Opened:

7/12/2001

Model Year:

2000

Date Clesed:

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 A000265- 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 BOM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
- 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 BYWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST."

GENERAL MOTORS CORPORATION CHEVROLET DIVIBION GM RESTRICTED

CUSTOMER: ADDRESS:



RIVER RIDGE

LA

HOME PRONE

CASE NUMBER: 05040562

VIN:

1G1YY22G1Y5105\$43

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

DHALBR NAME:

BRC PARENT:

DEALER ADDRESS:

M41 Steering Column/Look/Attaching Parts

Other

O REPAIR ATTEMPT(S)

LOCKED UP

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to obeck for recalls.

- First check VIN profile tab for recalls
- Refer to [[Campaigns RUN C:\Progra-1\Plus!\Nicros-1\Iexplore.exe http://carswab/webknowledge/]] for recall details. Go under the Bulletins tab.
- 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

CUST STATES THAT STRERING COLUMN IS LOCKED UP AND THAT SHE WANTS TO KNOW HOW TO UNLOCK ADVISED CUST OF RECALL # 01044 ALSO DID CONFERENCE CALL TO CHEV ROADSIDE # 01130147 SO THAT VEH CAN BE TOWED TO DIR...DIANNA ROUTT-ATA CRM; 0; 364858041

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER KAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PEOPLE: 0 ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIUS:

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:

HOTIFY 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:

eneralenteletetetetetekelenkelennelennepar Informationentetetetetenenennennenenenken

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DRALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: .

PHONE NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

FAX NUMBER:

VERICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MERP

MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERNARKET:

LEASE TERM:

DAMAGRI

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LHMON LAW:

DEALER ADMINISTRATION

VEHICLE DESTINATION:

RELEASE:

LIBN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

HAME: LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 MILEAGE AT PURCEASE: 0 DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE:

ADDRESS 1

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Lilburn , GA |

ROAD BURFACE:

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: BRC TYPE: Phone N/AYes DELIVERY DATE:

DEALER NAME: Nash Chevrolet Company

BRC PARENT:

DEALER ADDRESS:PO Box 608, Lawrenceville, GA, 30046-0608, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT (6)

Inoperative

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

OWNER DESCRIPTION:

DRIVER DISABILITY:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

NUMBER OF PROPLE: INJURIES:

NAS 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 MAME: WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: NILEAGE AT INSPECTION: WHERE WAS INSPECTION DOME: WAS VEHICLE ROAD TESTED: ROAD TRET DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: 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 ERC WARRANTY DATE: MSRP: NADA: C SALES TAX: DEFRECIATION. UPGRADE: APTERMARKET: LEASE TERM: DAMAGE: OTHER: **ERANCH:** NAME: ACCOUNT NUMBER: INTERRET PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAM: DEALER ADMINISTRATION: VHHICLE DESTINATION: RELEASE: LIHN PAYOFF: TITLE BRAND: REPLACEMENT VIN:

RESTRAINT:

LOCATION:

MUMBER OF INJURIES 0

COMMENTS:

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

NAME:

ADDRESS: ,

TREATED: IF 80, 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

EAKE:

COMPANY:

CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

1

CASE NUMBER: 04374109

VIN:

10177220175106272

DATE OPENED:

05/31/01

MODEL YEAR:

DATE CLOSED:

06/04/01

SERIES:

CORVETTE COUPE

SOURCE:

YRS

MILEAGE:

30144

٥a

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

MA

BUB. PHONE:

GENBRAL MOTORS CORPORATION

CHEVROLET DIVIBION RESTRICTED G M

CUSTOMER:

ADDRESS:



MIDDLETON

MA

HOME PHONE:

CASE NUMBER: 04374109

VIN:

19177229175106272

CORVETTE COUPE

MODEL YEAR:

2000

DATE OPENED:

2001-05-31 2001-06-04

SERIES: MILEAGE:

30144

DATE CLOSED: SOURCE:

BRC TYPE:

Phone Yes

DELIVERY DATE:

DEALER NAME:

BARRON CHEVROLET INC

DEALER ADDRESS:90 ANDOVER ST,,DANVERS,MA,01923,USA BRC PARENT:

T22 CSI Reply

O REPAIR ATTEMPT (8)

Customer Satisfaction

SURVEY

M01 Steering General O REPAIR ATTEMPT (8)

Other LOCKS UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner [[Owners Manuals RUN

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

http://carsweb/wabknowledge/Manuals/owners/OwnersManualsDecision.htm]]

- * Review specific solutions [[SPECIFIC SOLUTIONS NUM
- 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

Vehicle operation or design

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 AFFRAID IT WILL HAPPEN AGAIN, CRM WILL CONTACT CUST MAY 31ST BETWEEN 10-12PM, TOO BARLY NOW, ALEX AGUIRRE/ COR/ AUSTIN; 0; 360165557 2001-06-01

CRN CALLED CUST, CRN LEFT 1800/ FILE NUMBER FOR CUST TO REFER TO, CRN 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 ROYD 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VERICLES: 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:

WAS VEHICLE ROAD TESTED:

INSPECTORS NAME: INSPECTION DATE:

360222

_		
	ROAD TEST DESCRIPTION:	
Ţ	ROAD TEST RESULT:	
	COMP INSPECTED:	
	INVESTIGATIVE SUMMARY:	
	PAR STATUS:	
	+4*********	**PAR INFORMATION**********************
	SOURCE:	TRANSACTION:
	REQUEST TYPE:	
	REPURCHASE REASON:	
	DELLET DIG.	
	DEALER BAC:	
	DEALER NAME:	
	DEALER ADDRESS: , ,	
	CONTACT: ,	TAL WINDING
	PHONE NUMBER:	FAX NUMBER:
	PRODUCT CODE:	BODY TYPE:
		TRIM:
	ENGINE TYPE:	TRANSMISSION:
		VEHICLE DRIVEABLE:
	MILEAGE & BUY-BACK: 0	BRC WARRANTY DATE:
	MSRP:	MADA: 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 LAN:
	DEALER ADMINISTRATION:	VEHICLE DESTINATION:
	RELEASE:	LIEF 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:	IP SO, WHERE:
_		
	********************	+ADR INFORMATION*********************************
_	external case number:	DATE:

PAGE:

GM RESTRICTED

360222

TITLE NAMES:

BUSINESS:

& BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GREERAL MOTORS CORPORATION CHEVROLET DIVISION G N RESTRICTED

CUSTONER: ADDRESS: HOME PHONE:

EULESS

TX

CASE NUMBER:

05008538

VIN.

1G1YY22G1Y5106319

CORVETTE COUPE

MODEL YEAR:

2000

DATE OPENED: 2001-07-20 DATE CLOSED: 2001-07-20 SERIES:

MILEAGE:

SOURCE: BRC TYPE: Meb No

DELIVERY DATE:

DEALER NAME: HUFFINES CHEVROLET COMPANY, INC.

BRC PARENT:

DEALER ADDRESS:1400 S. I-35E, LENISVILLE, TX, 75067, USA

M01 Steering General

2 REPAIR ATTEMPT(8)

801 Service General O REPAIR ATTEMPT (8)

this problem

A01 Open Cempaign O REPAIR ATTEMPT(S) on their vehicle

Other

steering column is locking up

cust is upset that chev has not recalled

Customer Satisfaction

orm will inform cust that there is a recall

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\lexplore.exe http:\\cersweb\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 Corepoi nt.html]
- * 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

orm 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILRAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGLER TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

SALES TAX:

DEPRECIATION: UPGRADE:

APTERMARKET:

MSRP:

LEASE TERM: DAMAGE: OTHER: BRANCE: NAME: ACCOUNT NUMBER: INTEREST RATE: INTERRST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF IMJURY: TREATED: IF 60, WHERE: HATERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINEGO: & BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT DURCHASE: 0 PURCHASE/LEASE AS: DORE OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER: 1 COMPANY: CONTACT TYPE:

ADDRESS :

CONTACT PHONE: