

**EA02-031**

**GM**

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

**ATTACHMENT**

**4F**

**BOOK 10 OF 22**

**PART 1 OF 3**

**GM622C**  
**EA02-031**

**ATTACHMENT "4F" Cont**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Big Stone Gap  
VA 24219-2526

HOME PHONE:

CASE NUMBER: 1-5999206 VIN: 1G1YY22G2W5126429  
MODEL YEAR: 1998  
DATE OPENED: 2002-06-04 SERIES: Corvette  
DATE CLOSED: 2002-06-04 MILEAGE: 31000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANO DEALER NAME: Morgan-McClure Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 1147 Norton-Coeburn Rd, Coeburn, VA, 24230, USA

\*\*\*\*\*GENERAL CASH INFORMATION\*\*\*\*\*

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

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

Campaign Inquiry; ; 2002-06-04  
2002-06-04  
Service Request has been Closed Satisfied.; ; 2002-06-04

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

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

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

CASE NUMBER: 04734235 VIN: 1G1YY22G2W5126446  
MODEL YEAR: 1998  
DATE OPENED: 2001-06-28 SERIES: UNKNOWN  
DATE CLOSED: 2001-06-29 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MIKE PATTON CHEV-OLDS INC  
BRC PARENT: DEALER ADDRESS: 695 BULLSBORO DR., NEWNAN, GA, 30265, USA

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) LOCKED UP

Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

cust states she has an ongoing concern with her steering on her corvette...states she has taken it to the dlr several times for a concern in which her veh's steering "locks up"...cust seeks to make GM aware of the fact that NHTSA's website has information and customer complaints regarding this concern as it has been experienced by others...CRM advises will document concern...CRM called dlr, spoke with technician who states cust has not been in for repair since 8/00.

Andrew Kickerts>ATK>CAC; 0; 362611230  
2001-06-29

CUST STATES THAT HER CORVETTE'S STEERING COLUMN HAS LOCKED UP AGAIN. CUST STATES THAT HAS HAD NUMEROUS REPAIRS ON VEH INREGARDS TO THIS. CUST SEEKS COST ASSISTANCE ON REPAIR. CRM CONTACTED DEALERSHIP SPOKE TO JEFF MULLIGAN SVC MGR WHO STATED THAT SHOW ONLY REPAIR IN REGARDS TO STEERING COLUMN ON VEH. FILE SHOWS FUSES REPAIR, MODULE BUT DOUBT RELATED TO STEERING COLUMN. CRM ADV CUST THAT JEFF STATES CUST IS RESPONSIBLE FOR INITIAL DIAGNOSIS BUT THAT THEY WOULD BE WILLING TO GO A 50/50 COST SPLIT IN REPAIR (BUT NOT TOWING) IF THE REPAIR IS SAME REPAIR THAT WAS PERFORMED LAST TIME. IF NOT WOULD GO FROM THERE, BUT FIRST VEH NEEDS TO BE BROUGHT INTO THE DEALERSHIP BEFORE THEY CAN DO ANYTHING ELSE. CUST SAID WILL TRY TO FIND SOMEONE WHO WILL TOW VEH IN. FILE CLOSED/NO FURTHER ACTION REQUIRED/MARIA RODRIGUEZ/CAC/ATK; 0; 362684919

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GM RESTRICTED

377407

CASE NUMBER: 05034741 VIN: 1G1YY22G2W5129394  
 DATE OPENED: 07/24/01 MODEL YEAR: 98  
 DATE CLOSED: 07/24/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 30000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NV  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] RENO , NV [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05034741 VIN: 1G1YY22G2W5129394  
 MODEL YEAR: 1998  
 DATE OPENED: 2001-07-24 SERIES: UNKNOWN  
 DATE CLOSED: 2001-07-24 MILEAGE: 30000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: CHAMPION CHEVROLET GEO  
 SRC PARENT: DEALER ADDRESS: 600 KIETZKE, RENO, NV, 89502, USA

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

A01 Open Campaign Other  
 0 REPAIR ATTEMPT(S) OPEN CAMPAIGN 2001044  
 M01 Steering General Other  
 1 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED

Campaign Recalls performed at any Dealership

INFORM THE CALLER:

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

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

CUST STATES THAT HIS STEERING HAD LOCKED UP ON HIM ABOUT 2 WEEKS AGO AND HE HAD TO HAVE VEH TOWED TO DLSHP. CUST STATES THAT HE JUST RECEIVED A NOTICE REGARDING THE LOCKING OF THE STEERING COLUMN BEING A CAMPAIGN ON HIS VEH. CUST STATES THAT HE WAS CHARGED FOR REPAIR AND PAYED \$200.00 FOR TOWING. CUST SEEKS TO BE REIMBURSED FOR THE COST OF TOWING AND THE CAMPAIGN BEING PERFORMED ON THE VEH. CRM TRIED TO CONTACT SVC MGR AND DLSHP IS CURRENTLY CLOSED. CRM ADVISED CUST THAT CRM WILL TRY TO CONTACT DLSHP LATER THIS A.M. AND GIVE CUST A CALL BACK TODAY 7/24/01 @9-11 CST. CUST THANKED CRM. KIMBERLEE BROWN/ATX/CAC; 0; 364837502

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

377407

2001-07-24

CRM SPOKE TO SVC MGR DAVE SUBLETT AND WAS INFORMED THAT THE CUST CAN BRING IN HIS PAPERWORK ON THE REPAIR AND THE TOWING PAPERWORK AND HE WILL SUBMIT IT FOR REIMBURSEMENT. SVC MGR APOLOGIZED FOR THE OVERLOOK ON THEIR PART. CRM LEFT A MESSAGE FOR THE CUST TO BRING PAPERWORK BY THE DLSP AND THE SVC MGR DAVE WILL SUBMIT IT FOR REIMBURSEMENT. KIMBERLEE BROWN/ATX/CAC; 0; 364866191

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REFURCHASE REASON:

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

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DEALER BAC:  
 DEALER NAME:  
 DEALER ADDRESS: , ,  
 CONTACT: ,  
 PHONE NUMBER:  
 PRODUCT CODE:  
 ENGINE TYPE:  
 MILEAGE @ BUY-BACK: 0  
 MSRP:  
 DEPRECIATION:  
 UPGRADE:  
 AFTERMARKET:  
 LEASE TERM:  
 DAMAGE:  
 OTHER:  
 BRANCH:  
 ACCOUNT NUMBER:  
 INTEREST RATE:  
 ACCOUNT BALANCE:  
 LEGAL:  
 DEALER ADMINISTRATION:  
 RELEASE:  
 REPLACEMENT VIN:

FAX NUMBER:  
 BODY TYPE:  
 TRIM:  
 TRANSMISSION:  
 VEHICLE DRIVEABLE:  
 BRC WARRANTY DATE:  
 NADA: 0  
 SALES TAX:  
 NAME:  
 INTEREST PAID:  
 DEALER BUYOUT:  
 LEGAL TYPE:  
 LEMON LAW:  
 VEHICLE DESTINATION:  
 LIEN PAYOFF:  
 TITLE BRAND:

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

NUMBER OF INJURIES: 0  
 COMMENTS:

NAME: LOCATION:  
 ADDRESS: ,  
 CITY/STATE: ,  
 PHONE NUMBER:  
 SEATING POSITION: RESTRAINT:  
 TYPE OF INJURY:  
 TREATED: IF SO, WHERE:

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

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

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

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

377407

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5598651	VIN Number:	1G1YY2G2X5101483
Date Opened:	5/13/2002	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B32612	MBadge:	40451
Address:	DANA AUTOMOTIVE NORTHAMPTON	State:	MA
Dealer Phone:			

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SYMPTOM ABSTRACT— CAMPAIGN COLUMN DIC LOCK STEERING THEFT THEFT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/13/2002 09:16:39 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

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

\_8\_ 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)

JIM HANNIFAN TECH

CUSTOMER CONCERN -

COLUMN LOCKED AND CAMPAIGN 01044A

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

TECH PERFORMED CAMPAIGN 01044A PRIOR TO DIAGNOSING THE LOCKED COLUMN AND NOW AFTER CAMPAIGN THE COLUMN IS NOT LOCKED BUT DIC STILL SHOWS SERVICE COLUMN LOCK. NO CODES STORED. LOCKED COLUMN AND DIC MESSAGE WERE PRESENT PRIOR TO CAMPAIGN.

TAC RECOMMENDATION -

ADVISE TECH OF PI A001782 AND TO DIAGNOSE CONCERN PER PUBLISHED DIAGNOSTICS AND PER PI TECH TO USE 2001 MODEL YEAR INFORMATION.

A001782

4D. IF THE PROCEDURE OUTLINED IN CAMPAIGN 01044 HAS BEEN PERFORMED ON A

1998.5 - 2000 M/T VEHICLE, THE 2001 & NEWER DIAGNOSTICS SHOULD BE USED TO ADDRESS ANY FUTURE CONCERNS. THE 2001 SERVICE MANUAL, PAGE 2-42 CONTAINS A SCHEMATIC THAT BASICALLY SHOWS WHAT A 1998.5 - 2000, M/T VEHICLE SHOULD LOOK LIKE AFTER THE CAMPAIGN.

05/13/2002 09:16:39 HISTORY - RICHARDSON

GM RESTRICTED

380045

CASE NUMBER: 05395506 VIN: 1G1YY22GZX5103024  
 DATE OPENED: 08/24/01 MODEL YEAR: 99  
 DATE CLOSED: 08/24/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 39000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

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

CASE NUMBER: 05395506 VIN: 1G1YY22GZX5103024  
 MODEL YEAR: 1999  
 DATE OPENED: 2001-08-24 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2001-08-24 MILEAGE: 39000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: BLAKE CHE-CAD-OLD  
 SRC PARENT: DEALER ADDRESS: 30401 S FEDERAL HWY, HOMESTEAD, FL, 33030, USA

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

All Miscellaneous - Not Classified Other  
 0 REPAIR ATTEMPT(S) REIMBURSEMENT

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:  
 The dealership should reimburse the customer.

AGENT INSTRUCTIONS:  
 Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[[Campaign and Special Policy Reimbursement RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
 http://carsweb/webknowledge/quickref/html/training/qhcampaignspecialpolicyreimbursement.h  
 tm  
 ]]

Reimbursement for repairs already done that are on a campaign.

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

CUST STATES THAT HIS VEH STEERING COLUMN LOCKED, HE HAD HIS VEH TOWED TO BLAKE DLR 305-  
 247-2121. DLR STATED THAT THE PROBLEM WITH VEH WAS A RECALL/CAMPAIGN #2001044. CUST IS  
 SEEKING REIMBURSEMENT FOR THE TOWING. CRM ADVISED CUST THAT HIS FILE WILL BE FORWARDED TO

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

380045

A CRS TODD PATRICK FOR FUTHER REVIEW. CRM DID ADVISE CUST OF RECALL #2000034 CHAQUITA SLATER/TIER1/TAMPA; 0; 367533914  
2001-08-24

Customer states that he was on vacation and his steering column locked up. Customer states that he called Roadside assistance to get a tow and he was taken to Blake Chevrolet. Customer states that when he arrived, he was informed that the needed repair was a open campaign and that it would be repaired at no cost to him. Customer states that he was subsequently charged \$152.00 for the flat bed tow to the dealership.

Customer seeks reimbursement for the towing expense.

CRM advised of further research. CRM called the dealership to speak with the service manager Tony Gregory. CRM informed that Mr. Gregory was not available in that he was on a test drive for the next 30 minutes. CRM received OVER THE SHOULDER APPROVAL FROM TM JENNIFER JARRETT to provide reimbursement for the tow.

CRM advised that CRM was trying to coordinate the reimbursement at the dealership level, however, if that could not be done, CRM would reimburse the customer.

CRM advised the customer that CRM would follow up and; 0; 367535510  
2001-08-24

call him back. Customer states that he is going to pick up a new Corvette tomorrow from Blake tomorrow.

CRM called Tony Gregory, service manager at Blake at this time. Mr. Gregory informed CRM that they would be generating a RO for this customer and they would be reimbursing him at the dealership level. CRM thanked him for the information.

CRM provided this information to the customer who was very satisfied.

Request closed until further contact from the customer.

todd patrick/tier2/tampa; 0; 367539847

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0



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

380045

## PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

## MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:ACCOUNT BALANCE:  
LEGAL:LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

380045

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: LOCATION:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

INDIANAPOLIS

IN

HOME PHONE:

CASE NUMBER: 04504584

VIN: 1G1YY22G2X5103850

DATE OPENED: 2001-06-11

MODEL YEAR: 1999

DATE CLOSED: 2001-06-11

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE:

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: CAMPBELL CHEV OF BOWLING GREEN KY INC  
DEALER ADDRESS: 2151 SCOTTSVILLE RD, BOWLING GREEN, KY, 42104, USA

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

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Other  
STEERING LOCKED UP ON CUST

Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

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

CUST STATES HAS 1999 CHEV CORVETTE. CUST STATES VEH HAS 36,115 MILES ON VEH. CUST STATES STEERING LOCKED UP ON CUST. CUST STATES DLR IS ADVISING CUST IS OUT OF WARRANTY AND WILL NOT BE ABLE TO DO UNDER WARRANTY. CRM ADVISED CUST WILL LIKE TO CALL DLR AND GET INFORMATION. CRM CALLED DLR AND SPOKE TO JOHNNY CONLEY SVC MGR. JOHNNY STATES THAT GOODWILL WAS HIGH LAST MONTH AND WOULD HAVE TO REVIEW. CRM ASKED IF SVC MGR WILL SPEAK TO CUST WITH CONCERN. JOHNNY STATES YES. CRM ADVISED CUST IF UNHAPPY WITH DLR DECISION PLEASE CALL CAC BACK. CRM ADVISED CUST OF REQUEST #. KIM SMITH CAC ATX; 0; 361142457  
2001-06-11

\*\*\*\*NEXT CRM\*\*\*\* IF CUST CALLS BACK PLEASE CONTACT DLR AND PURSUE ASSISTANCE FOR CUST.

- 1) CUST IS ONLY 115 MILES OUTSIDE OF BUMPER TO BUMPER WARRANTY.
  - 2) CUST IS AWAY FROM HOME AND CAN NOT GET TO ORIGINAL DLR
- KIM SMITH CAC ATX; 0; 361142755  
2001-06-11

CUST HOME PH # \*\*\*\*\*  
KIMSMITH CAC ATX; 0; 361142826

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:

DEALER ADMINISTRATION:  
RELEASE:

VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*MODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

311425

CASE NUMBER: 3919166 VIN: 1G1YY2G2E5104058  
DATE OPENED: 05/09/00 MODEL YEAR: 99  
DATE CLOSED: SERIES: XB  
SOURCE: CHEVROLET MILEAGE: 016408  
CUSTOMER: B24034  
ADDRESS:  
HOME PHONE: STATE: LA  
BUS. PHONE:

SYMPTOM ABSTRACT----- COLUMN STEERING STRG COLUMN LOCK MESSAGE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/09/2000 09:59:48 SBD TEMPLATE - FERRIS

STRATEGY BASED DIAGNOSTICS

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

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

\_N\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_N\_ (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.)

05/09/2000 09:59:48 HISTORY - FERRIS TECH HAS COMPLAINT  
OF STRG LOCKED.

VEHICLE IS NOT EXHIBITING CONDITION AT THIS TIME. DID NOT RECOMMEND PI  
A000914.

ADVISED TECH OF PI A000265. ADVISED TECH POSSIBLE LOCK MOTOR PER OTHER  
CASES.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	2941883	VIN Number:	1G1YY22G2X5106520
Date Opened:	12/4/1998	Model Year:	1999
Date Closed:	3/25/1999	Series:	Corvette
Dealer Code:	B15116	Mileage:	3307
Address:	KERBECK CADILLAC PONATLANTIC CITY	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK COLUMN IS LOCKED

RESOLUTION ABSTRACT- BRACKET, MEM SEAT MODULE - REPLACE RIGHT

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/04/1998 15:41:29 SBD TEMPLATE - CIARKOWSKI

STRATEGY BASED DIAGNOSTICS

CUSTOMER NAME (IF KNOWN):

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

\_2\_ 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.)

\_NA\_ (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.)

12/04/1998 15:41:29 HISTORY - CIARKOWSKI

DLR ADV OF CONCERN OF STEERING COLUMN LOCKED. NO DTC. TECH IS RUNNING DOWN CHART AND STS BCM CONN C2 IS TERMINAL LOCATION IS OPPOSIT OF THAT SHOWN IN 98' MANUAL. TECH INQUIRING IF THERE WAS A CHANGE.

AFTER REVIEWING ESI AND 99' MANUAL ( IN WHICH NO BCM CONNECTOR END VIEWS ARE SHOWN) I ADV TECH THAT THE BOOK MAY BE INCORRECT. IF VEHICLE WAS IN FACT WIRED WRONG THE WOULD BE MULTIPLE DTC SET.

TECH IS TO CONTINUE W/ CHART AND REPORT FINDINGS.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: 9999999999CASE NUMBER: 04003193 VIN: 1G1YY22G2X5105811  
MODEL YEAR: 1999  
DATE OPENED: 2001-04-30 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-06-04 MILEAGE: 20000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: SERRA CHEVROLET INC  
BRC PART#: DEALER ADDRESS: 1170 CENTER PT RD., BIRMINGHAM, AL, 35215, USA

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

M41 Steering Column/Lock/Attaching Parts 3 REPAIR ATTEMPT(S)	Other locking
C24 Seat Trim 2 REPAIR ATTEMPT(S)	Other seat covers needed replaced
B12 Roof 4 REPAIR ATTEMPT(S)	Other leaking
C07 Window 1 REPAIR ATTEMPT(S)	Broken right window not working

Final Repair Attempt

## CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [( State Lemon Laws and Other Statutes RUN

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

[http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3\\_1.pdf](http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3_1.pdf)}}

FINAL-AL

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

rec'd letter from attorney stating cust has been having several concerns since purchasing vehicle. besides what is listed on additional info cust has been having concerns with a/c not working, cd player broke, over window motor broke, trim needed repair, and campaign for seat belt. atty states at this time cust is having concerns with the top still leaking, right window does not work and cust is concern the steering will lock up again and will cause a wreck. crm will contact atty, sm and avm. louise gentile/legal corres/tampa x58150; 0; 3575789999  
2001-05-01

spk to atty and was advised he was not sure if cust concern with window was the same one as before which had to do with the window motor. atty also states it is his understanding roof still leaks but as far as the steering is concerned cust is only worried that it will lock up again. doesn't know if it has actually happend. crm advised atty of needing to research

further and contacting dealers for additional input.louise gentile/legal corres/tampa  
x58150; 0; 357582887  
2001-05-01

attempted to contact sm bill pinegar at ivan leonard dealership.sm was not in yet.will try  
later.need to set up for final attempt.louise gentile/legal corres/tampa x58150; 0;  
357589446  
2001-05-02

sm bill pinegar was not available.crm spk to jim yaw assist sm and was advised last time  
cust was at dealership was on 2/14/01 for seat cover replacement.crm advised assist sm of  
needing to set up final attempt.crm was advised cust may bring vehicle in on monday 5/7 at 8  
am.crm attempted to contact atty but he will not be in until tomorrow morning.crm will c/b  
atty and advise him of appt for final attempt.louise gentile/legal corres/tampa x58150; 0;  
357690721  
2001-05-03

spk to atty and advised him of the appt for 5/7 at 8 am for final attempt.atty states he  
will contact his client and have her contact jim yaw to confirm.atty was also advised that  
crm will be out of the office until 5/14 which at that time crm will contact both atty and  
sm for update.atty agreed.louise gentile/legal corres/tampa x58150; 0; 357752046  
2001-05-04

c/b atty and was advised cust will be keeping appt for monday 5/7/01 at 8 am with dealer.crm  
will be out of the office next week but will follow up on 5/14/01.louise gentile/legal  
corres/tampa x58150; 0; 357837581  
2001-05-14

spk to sm bill pinegar and was advised they replaced the power motor for the window and also  
the aquator lock for the steering wheel.they also revealed the glass top.sm states cust seem  
satisfied with the repairs.crm will contact atty to verify.louise gentile/legal corres/tampa  
x58150; 0; 358704908  
2001-05-14

attempted to contact atty and was advised he is no longer at that office.was given a phone#  
2054280702.attempted to contact atty at that phone# but only rec'd a recording.will try  
later.louise gentile/legal corres/tampa x58150; 0; 358705301  
2001-05-17

contacted atty again and was advised he has been in court all week.receptionist states crm  
is on the list for c/b and he will return call when available.crm will wait till monday for  
c/b.louise gentile/legal corres/tampa x58150; 0; 358964593  
2001-05-21

left another message for atty to call back atty was with a client..louise gentile/legal  
corres/tampa x58150; 0; 359315805  
2001-05-22

left another message for atty to c/b.advised receptionist atty does not respond by tomorrow  
afternoon,file will be closed out.louise gentile/legal corres/tampa x58150; 0; 359417040  
2001-05-30

attempted to contact atty 4 times for status update on final attempt and if cust is  
satisfied.atty not returning calls.crm closing out file until atty responds to request.louise  
gentile/legal corres/tampa x58150; 0; 360088637

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:  
REPLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: LOCATION:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

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

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

Bessemer, AL

CERTIFIED MAIL



7000 0520 0016 4595 7047

04-27-01P02:43 RCVD

RETURN RECEIPT  
REQUESTED

General Motors Corporation  
P.O. Box 33170  
Detroit, Michigan 48232-5170

48232+5170



U.S. POSTAGE  
BESSEMER, AL  
APR 24 01  
\$0.68  
0000000000



04603173

**LIPSCOMB & THOMASON, P.C.**  
**LAWYERS**

130 NORTH 18<sup>th</sup> STREET  
BESSEMER, ALABAMA 35020  
TELEPHONE (205) 428-8487  
FAX (205) 428-3395

Powell Lipscomb  
Bill Thomason  
John A. Hamilton  
Becky Thomason  
Jack Shores

Non-Lawyer Professionals:  
Carolyn Lipscomb  
(Controller)  
James D. Cowles, PhD  
(Trial Administrator)  
Shannon George Trutt  
(Asst. Controller)

April 23, 2001

General Motors Corporation  
P.O. Box 33170  
Detroit, Michigan 48232-5170

Re: [REDACTED]

Dear Sir or Madam:

Please be advised that we represent [REDACTED] [REDACTED] leased a 1999 Chevrolet Corvette Automobile, Vehicle Identification Number 1G1YY22G2X5105811, from Serra Chevrolet, one of your dealers.

[REDACTED] has had continuous problems with this car. She has delivered it to your dealerships for repair and it has not been repaired. Repair attempts include the following:

12 Nov 98	Serra Chevrolet	The bottom of the driver seat was tearing. The top leaked. The car was pulling to the right.
01 Dec 98	Serra Chevrolet	The driver seat cover was replaced. An electrical problem was repaired.
15 Jun 99	Premier	The air conditioning was not working. This was discovered the first time she tried to operate the air conditioning in hot weather.
15 Sep 99		The CD Player was broken and had to be replaced. The steering was locking.
30 Sep 99		A "check system" light had illuminated and something had to be repaired. The leak in the top had reappeared.
08 Oct 99		The top continued to leak.
29 Dec 99		Problems existed PCM; power window motor assembly was replaced; parking brake was not holding; headlights were not working properly; car was pulling to right; air conditioner was not working; memory function was not working; shock absorbers were defective.
28 Aug 00		The Roof Hatch needed repair.
15 Sep 00	Premier	Trim needed repair. Top leak had reappeared.
20 Sep 00	Ivan Leonard	Steering lock problem had reappeared
28 Sep 00	Ivan Leonard	Warning light had illuminated.


25 Jan 01 Ivan Leonard Steering lock problem had reappeared.; seat cover needed another repair; right front window was not working. Ms. Thompson had received a seat belt recall notice. This could not be repaired and Ms. Thompson was to go back for a new seat cover when it came in. Ivan Leonard did not have the seat belt in stock and the recall work was not done.

14 Feb 01 Ivan Leonard Seat cover was replaced; seat belt was replaced.

The right window does not work. The top still leaks. [REDACTED] is concerned that the steering will lock and cause a wreck.

Notice is given to you under the Alabama Lemon Law (Section 8-20A-1, et seq., Code of Alabama, 1975) that this vehicle does not conform to you express warranty. The warranty appears to have failed of its essential purpose. Despite this failure, [REDACTED] has directed that we advise you of the problems and allow you a final opportunity to correct the problems. If you fail to correct the problems, [REDACTED] will pursue her remedies under Section 8-20A-2(b) and under other provisions of Alabama Statutory and Common Law.

Yours truly,



Bill Thomason

BT/sgt

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Visalia , CA

CASE NUMBER: 1-113401734 VIN: 1G1YY22G2X5106957  
MODEL YEAR: 1999  
DATE OPENED: 2003-06-25 SERIES: Corvette  
DATE CLOSED: 2003-07-02 MILEAGE: 36000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Hallowell Chevrolet Company, Inc.  
BRC PARENT: DEALER ADDRESS: 961 W Shaw Ave, Clovis, CA, 93612-3203, USA

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

M01 General  
0 REPAIR ATTEMPT(S) Inoperative

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

Corvette steering locked; ; 2003-06-25  
2003-06-25

svc mgr; ; 2003-06-25  
2003-06-25

PERMISSION TO CLOSE DISBAT; ; 2003-07-02  
2003-07-03

DONE EARLY SR1-113401734, call cust to find out if the concern is taken care of; ; 2003-07-03  
2003-07-02

UPDATE FROM CUST; ; 2003-07-02  
2003-07-02

Service Request has been Closed Satisfied.; ; 2003-07-02

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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



WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

## PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

## MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

DEER PARK

NY

HOME PHONE:

CASE NUMBER: 04176796

VIN: 1G1YY22G2X5107770

DATE OPENED: 2001-05-14

MODEL YEAR: 1999

DATE CLOSED: 2001-05-22

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 15200

ERC TYPE: Yes

DELIVERY DATE:

ERC PARTENT:  
STATION, NY, 11776, USA

DEALER NAME: RAMP CHEVROLET INC

DEALER ADDRESS: 1395 RTE 112, PORT JEFFERSON

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

M01 Steering General  
1 REPAIR ATTEMPT(S)

Inoperative  
LOCKED UP

Final Repair Attempt

CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[ State Lemon Laws and Other Statutes RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
[http://carsweb/webknowledge/Manuals/SOGandmP/PP/PP3\\_1.pdf](http://carsweb/webknowledge/Manuals/SOGandmP/PP/PP3_1.pdf)]]  
TBD

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

CUST STATES: VERY UPSET BECAUSE HIS STEERING COLUMN LOCKED UP AGAIN LAST NIGHT & HE HAD TO LEAVE HIS VEH WHERE IT WAS. CUST STATES: IS CONTACTING AN ATTORNEY TODAY TO HAVE VEH REPURCHASED. CRM ADV'D: GM WILL DO EVERYTHING POSSIBLE TO CORRECT PROBS W/VEH. CRM ENCOURAGED CUST TO HAVE VEH TAKEN TO SELLING DLRSHF. CRM OFFERED TO CONF CUST TO DLRSHF OR TO ROADSIDE, BUT CUST HAS TO GET KEYS FROM FRIEND BEFORE HE CAN HAVE VEH TOWED. CUST STATES: PLANS TO GET VEH HOME TONIGHT & CALL ROADSIDE IN THE AM TO HAVE VEH TOWED. CUST STATES: WILL BE CONTACTING ATTORNEY IN THE NEXT DAY OR TWO. CUST STATES THIS IS NOT THE FIRST TIME THIS HAS HAPPENED W/HIS STEERING LOCKING UP. CRM ADV'D WOULD DOCUMENT CONCERN & SET FILE FOR REVIEW W/DLRSHF THEN CUST ON TUES, 5/22 BETWEEN NOON & 1 PM. -CRM WANDA STRONG-PDX; 0; 358700401  
2001-05-14

CRM DID A CASE SCAN AS CUST STATED HAS CALLED BEFORE W/THIS CONCERN; HOWEVER, CRM COULD LOCATE NO OTHER OPEN/CLOSED FILE & ASKED ASSIST FROM A MORE EXPERIENCED TEAM MEMBER TO HELP LOCATE & NOTHING WAS FOUND. THIS THEN WILL REMAIN CUST'S FILE #. -CRM WANDA STRONG-PDX; 0; 358701136  
2001-05-22

(TIME: 11:12 AM) SPOKE W/CUST'S FATHER WHO ADV'D THAT CUST HAD PICKED UP VEH LAST FRI & IT SEEMS TO BE OPERATING PROPERLY NOW. CUST'S FATHER ADV'D THAT DLRSHF INSTALLED A WHOLE NEW STEERING COLUMN UNIT. CRM MADE CERTAIN MR. COHEN SR HAD FILE # FOR CUST IN THE EVENT OF FUTURE CONCERNS. CASE CLOSED. -CRM WANDA STRONG-PDX; 0; 359410658

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

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

CASE NUMBER: 04749990 VIN: 1G1YY22G2X5107929  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-29 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-06-29 MILEAGE: 28507  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CHEVROLET 73 INC.  
BRC PARENT: DEALER ADDRESS: 110 RTE 73, BERLIN, NJ, 08009, USA

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

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

B12 Roof Other  
1 REPAIR ATTEMPT(S) WATER LEAK, T-TOP

B11 Body Scratches - Fine  
1 REPAIR ATTEMPT(S) SCRATCHES

S24 Selling Practices Other  
1 REPAIR ATTEMPT(S) RUSHED SALE

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATED PURCHASED VEHICLE USED IN NOV, 2000. CUST STATED HAS HAD MANY PROBS WITH VEHICLE SINCE. CUST STATED PURCHASED VEHICLE AT NIGHT, AND IT WAS RAINING LIGHTLY. CUST STATED ABOUT A WEEK LATER, STATED THERE WAS BIG RAIN FALL, STATED VEHICLE WET INSIDE, STATED VEHICLE HAD WATER LEAK FROM ROOF. CUST STATED ALSO NOTICED SCRATCHES ON VEHICLE. CUST STATED DLR

REPLACED T-TOP, STATED LEAK BETTER, BUT STILL LEAK SOMEWHERE. CUST STATED DLR ATTEMPTED TO BUFF OUT SCRATCHES, BUT STATED CAN STILL SEE SCRATCHES. CUST STATED NOW, STEERING COLUMN LOCKED, STATED VEHICLE TOWED TO DLR AND DLR WORKING ON NOW. CUST STATED HE FEELS HE WAS RUSHED INTO BUYING VEHICLE, STATED FEELS DLR HAS BEEN RUDE AND NOT COOPERATIVE. CUST STATED DLR ADVISED CUST DLR CAN TRADE CUST OUT OF VEHICLE, BUT CUST HAS TO MAKE UP DIFFERENCE. CUST STATED NO OTHER VETTES ON LOT CUST LIKES. CUST STATED SEEKS DLR TO TAKE VEHICLE BACK AND CUST GETS DEPOSIT BACK.; 0; 362700022  
2001-06-29

CRM CONTACTED DLR, SPOKE TO SVC MGR ROLAND, SVC MGR STATED DLR HAS BEEN TESTING VEHICLE TODAY, STATED HAS NOT BEEN ABLE TO DUPLICATE STEERING COLUMN LOCK CONCERN. SVC MGR STATED DLR WILL PERFORM FURTHER WATER TESTS FOR LEAK CONCERN. SVC MGR STATED DLR WILL STICK TO WARRANTY RENTAL POLICY WITH CUST. SVC MGR STATED OTHER THAN THAT, HAS NOT SEEN CUST, STATED SCRATCHES ARE NOT WARRANTY ITEM. CRM ALSO SPOKE TO GM OF DLR MIKE, MIKE STATED HAS NOT HEARD FROM CUST SINCE CUST PURCHASED, STATED CUST DID COMPLAIN ABOUT A FEW THINGS, STATED SVC IS ADDRESSING CONCERNS, STATED THAT'S IT. MIKE STATED DLR DOES NOT HAVE ANOTHER VEHICLE CUST INTERESTED IN, SO NO TRADE OUT, STATED THERE WILL BE NO ASSISTANCE WITH TRADE ANYWAY. CRM WILL ADVISE CUST THAT CONCERNS DOCUMENTED, ADVISE CUST THAT CUST NEEDS TO WORK WITH DLR. CUST MENTIONED ALREADY CONTACTED CONSUMER AGENCY AND WILL SEEK LEMON LAW. BEN ENGSTROM/PDX/CAC; 0; 362700363  
2001-06-29

CRM ATTEMPTED TO CONTACT CUST TWICE, ON CELL AND AT HOME, NOT AVAIL. CRM L/M ADVISING CUST THAT CAC CANNOT ASSIST WITH CUST'S CONCERNS, ADVISED CUST THAT DLR IS ADDRESSING CUST'S CONCERNS APPROPRIATELY, ADVISED CUST TO CONTINUE WORKING WITH DLR, ADVISED CUST IF SEEK LEGAL ROUTE, WHICH CUST STATED IS PURSUING, THEN GM CANNOT ASSIST. BEN ENGSTROM/PDX/CAC; 0; 362706148

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:



DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

CLEARWATER

FL

HOME PHONE:

CASE NUMBER: 00427936 VIN: 1G1YY22G2X5108045  
MODEL YEAR: 1999  
DATE OPENED: 2000-05-24 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-06-27 MILEAGE: 6000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: DIMMITT CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 25485 US HWY 19 N, CLEARWATER, FL, 33763, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	Locks up intermittently
T22 CSI Reply	Customer Satisfaction
0 REPAIR ATTEMPT(S)	SERVICE
B01 Paint	Other
0 REPAIR ATTEMPT(S)	SOFT
K10 Clutch	Other
1 REPAIR ATTEMPT(S)	REPLACED

## Steering Column lock-up

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

Customer states that the steering column locks up due (apparently) to a computer chip failure.. Customer states that when this event happens, the vehicle cannot be driven and must be carried to the dealer This has happened twice to her within the last year. Customer also states that she is aware of another corvette that is 2 weeks older than her vehicle that has had the same problem twice and two weeks before the problem happened to her vehicle. It is not known at this time whether or not this failure could occur when the vehicle is moving. Customer Vin is 1G1YY22G2X5108045. Computer error prevents entering this VIN in either WINS or COREPOINT VIN Profile. CRM is unable to contact the Dealer SM at this time but CRM is asking TM to review the file. CRM William Moore/ATX; 0; 99999  
2000-05-24

tm reviewed file. tm is advising that owner take vehicle to dlr to hav electronic control lock module replaced. tm is unaware as to whether this has been replaced previously due to VIN profile being inaccessible. whitney cole.team manager, atx; 0; 328048527  
2001-06-19

6-19 CRM RECVD SERVICE SURVEY AND FOUND THIS CLOSED PREVIOUS RELATED REQUEST, CRM HAS RESUMED. CUST HAS NO CAMPAIGNS, MAXVIN. CUST STATES THAT SHE D/W/RECOMMEND DEALER AND THAT SHE IS S/W/VEH. CUST ALSO STATES THAT HER STEERING WHEEL HAS LOCKED UP TWICE, THE PAINT IS SOFT AND THE CLUTCH HAS BEEN REPLACED. CRM UNABLE TO CALL CUST DUE TO TIME. CRM WILL CALL CUST 6-20 B/T 6-8 PM CT. ANNE SHREVE/CORR/ATX/CARS.; 0; 361062384  
2001-06-20

6-20 CRM ATTEMPTED TO CONTACT CUST, LEFT MEAG W/800# AND REQUEST# ON MACHINE. CRM WILL CALL CUST AGAIN 6-21 B/T 6-8 PM CT. ANNE SHREVE/CORR/ATX/CARS.; 0; 361937602  
2001-06-21

6-21 CRM ATTEMPTED TO CONTACT CUST AGAIN, LEFT MSG W/800# AND REQUEST# ON MACHINE. CRM WILL  
SEND LETTER SU0003. ANNE SHREVE/CORR/ATK/CARS.; 0; 362018343  
2001-06-25

Letter deleted. Sam Guerra/liaison/atx; 0; 362341133  
2001-06-27

Letter approved, with adjustments. Sam Guerra/liaison/atx; 0; 362507042

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER:  
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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



# Service Satisfaction Survey

Clearwater FL

944-444-4444

Please make any corrections to your name, address, or telephone number here:

Home telephone:

Change to:

Dear Ms Diana Yarger:

Our records indicate that you had your 1999 Corvette serviced at Dimitri Chevrolet on April 30, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Dimitri Chevrolet.

Sincerely,

*Dawn L. Wright*

Dawn L. Wright

Director - Customer & Relationship Services

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 1999 Corvette, and return the questionnaire.

\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 30, 2001, COMPLETE THIS SURVEY. \*\*

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were service available to you on both an appointment and non-appointment basis? .....                                 | Yes                                 | No                       | Does Not Apply/Not Required | Does Not Apply           |                          |
|  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    |                          |                          |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     |
|  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? .... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you offered transportation options? .....   | Yes                                 | No                       | Does Not Apply/Not Required | Does Not Apply           |                          |
|   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                          |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                       | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     |
|   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? .....  | Yes                                 | No                       | No Time Promised            |                          |                          |
|   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    |                          |                          |

Please complete and return

1G1YY2G2XG108045 2S144

21116397386 00000114713 210548

050

# About Your Service Consultant/Advisor - Continued

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

## About Service Delivery

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

12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify) \_\_\_\_\_
  - ☐ Don't know

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

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Diamond Chevrolet? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Maybe/ Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
19. Do you have any comments/recommendations about your Dealership? \_\_\_\_\_

- Vehicle: Les-o. 1988 10,000 miles Steering column locked up  
Clutch switch replaced Soft plant THUR
20. Are you ... ☐ Male ☒ Female
21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☒ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope by  
 CHEVROLET MOTOR DIVISION, P.O. BOX 10063, TOLEDO, OH 43686-0063

June 27, 2001

[REDACTED]  
Clearwater, FL [REDACTED]

Request: C00427936

Dear [REDACTED]

Thank you for your recent comments regarding your 1999 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Anne Shreve  
Customer Relationship Manager

SU0003-A/sjg

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Coral Gables

FL

HOME PHONE:

CASE NUMBER: 1-97917215

VIN: 1G1YY22Q2X5108594

MODEL YEAR: 1999

DATE OPENED: 2003-05-09

SERIES: Corvette

DATE CLOSED: 2003-05-09

MILEAGE: 18000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Yes

DEALER NAME: Dadeland Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 8455 S Dixie Hwy, Miami, FL, 33143-7608, USA

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

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

Inoperative

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

steering locked, can not be towed; ; 2003-05-09  
2003-05-09

background; ; 2003-05-09  
2003-05-09

Chevy roadside; ; 2003-05-09  
2003-05-09

check current status; ; 2003-05-09  
2003-05-09

voice mail background; ; 2003-05-09  
2003-05-09

Service Request has been Closed Satisfied.; ; 2003-05-09  
2003-05-09

SR in Status of Closed has been Re-Opened by BURKEC; ; 2003-05-09  
2003-05-09

Transfer; ; 2003-05-09  
2003-05-09

Cust called again.; ; 2003-05-09  
2003-05-09

requested callback; ; 2003-05-09  
2003-05-09

followup; ; 2003-05-09  
2003-05-09

Service Request has been Closed Satisfied.; ; 2003-05-09



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

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

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

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

DIV: CHEVROLET CASE 000061346 TYPE: G-GENERAL  
NAME: SURF CHEVROLET  
YR/MDL: 1999/CORVETTE

## Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: TOMB RIVER  
VIN: 1G1YY22G2X5108806  
RESP DEALER: 00000  
MILEAGE: 17873  
YEAR/MODEL: 1999/CORVETTE

STATE: NJ ZIP: [REDACTED]  
DELIVERY DATE: 12/11/1998  
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 02/04/2000 ORIG OPEN DATE: 02/04/2000  
REOPENED: N  
LAST ACTIVITY DATE: 02/11/2000 BY: CAROLE BURFO  
CLOSE DATE: 02/11/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N  
CONTACTED DATE: 02/04/2000  
DEALER CLOSED : 02/04/2000

DEALER NUMBER: 02313  
NAME: SURF CHEVROLET  
CITY: POINT PLEASANT BEACH ST: NJ

## REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		STEERING COLUMN LOCKS UP

## Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/07/2000 09:28:59  
RECEIVED CASE ON 2/3/00.

CONTACTED CUST AND ADVISED OF REPURCHASE PROCESS ON 2/4/00. CUST SEEKS TO KNOW WHAT TO DO ABOUT HIS PAYMENT. ADVISED CUST GM ADVISES YOU MAKE YOUR PAYMENTS UNTILL THE REPURCHASE IS COMPLETED.

FORWARDING CHECK REQUEST TO GM SUPERVISOR FOR APPROVAL ON 2/7/00.

J.SANDERS/REPURCHASE/TAMPA/58750

CAROL BURPO CALLED TO MAKE SURE THE REPURCHASE IS ON SCHEDULE. CRM ADVISED CAROL I SPOKE W/ JOHN AND HE HAS FORWARDED THE CHECK FOR APPROVAL. WE ARE STILL WITHIN OUR 15 DAY GUIDELINES. KEVIN HOGAN/ADR/TAMPA...

RECEIVED APPROVED CHECK REQUEST.

FORWARDING FILE TO RVDC TO HANDLE DISPOSITION.

FAXED TO MSX TO IMAGE

J.SANDERS/REPURCHASE/TAMPA/58750

\*\*\*\*\* EXECUTIVE & REPURCHASE SUMMARY \*\*\*\*\*

DECISION MAKER:.....BBB

TRANSACTION:.....STRAIGHT REPURCHASE

REASON:.....STEERING COLUMN LIGHT

DEALER CONTACT:.....MARK ASHLEY

LEASE BUYOUT:.....\$37,807.33

PAYMENTS:.....\$ 8,740.84

TOTAL:.....\$46,548.17

TOTAL TO CUST:.....\$ 8,740.84

MSRP:.....\$43,750.00

\*\*\*\*\*

J.SANDERS/REPURCHASE/TAMPA/58750

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 02/11/2000 00:00:01  
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/14/2000 14:23:30  
2/14/00--GINA FROM LO-CO, J. AMARI'S OFFICE CALLED AS TO STATUS OF REPURCHASE. CALLED RVDC, CRS WENT OUT ON 2/10/00. SPOKE TO SURF CHEV. AND BOB IN SERVICE SAID O/BROUGHT IN CAR AND THEY DID REPURCHASE ON 2/11/00. -- CAROLE BURPO, NE BUSINESS RESOURCE MGR. 8-440-5248 (914) 251-5248

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/10/2000 09:01:10  
MSX PKG RECEIVED.DOC# 000709060

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/11/2000 16:39:08  
2/17/00--RECD. CC LETTER FROM LO-CO., J. AMARI TO STATE OF NJ ADVISING THAT GM HAS SUBSTANTIALLY COMPLIED WITH THE TERMS OF THE FINAL DECISION.--CAROLE BURPO, NE BUSINESS RESOURCE MGR., 914-251-5248

GM 1241

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

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

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

No GM 1241X Data available for this case.  
Reimbursements

No Reimbursement Data available for this case.  
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: TOMS RIVER

AGE: 000

BUSINESS PHONE: ( ) -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: NJ

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

**Injured Parties**

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

**DMAC Correspondence**

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Cape Coral

FL

HOME PHONE:

CASE NUMBER: 1-44613309 VIN: 1G1YY22G2X5112239  
MODEL YEAR: 1999  
DATE OPENED: 2002-10-28 SERIES: Corvette  
DATE CLOSED: 2002-10-28 MILEAGE: 33000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

NO1 General  
0 REPAIR ATTEMPT(S) Inoperative

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

Steering is locked; ; 2002-10-28  
2002-10-28

Continued; ; 2002-10-28  
2002-10-28

Service Request has been Closed Satisfied.; ; 2002-10-28

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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



AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:ELLICOTT CITY  
MD

HOME PHONE:

CASE NUMBER: 00509994

VIN: 1G1YY22G2X5113116

DATE OPENED: 2000-06-02

MODEL YEAR: 1999

DATE CLOSED: 2000-08-21

SERIES: CORVETTE COUPE

SOURCE: E-Mail

MILEAGE:

SRC TYPE:

DELIVERY DATE:

SRC PARENT:

DEALER NAME: HERITAGE CHEVROLET, OLDSMOBILE

DEALER ADDRESS: 11234 REISTERSTOWN RD., OWINGS MILLS, MD, 21117, USA

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

J01 Engine  
0 REPAIR ATTEMPT(S)Stalls - Hot Engine  
Engine StallsM01 Steering General  
0 REPAIR ATTEMPT(S)Inoperative  
Steering wheel locksS50 Roadside Assistance Complaint  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
Not helpful

Steering

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

CUST SENT IN E-MAIL, KANA CASE #357572, DATED 6-1-00, AS FOLLOWS:

Yesterday 5/31 my steering wheel locked and a message read: remove key wait 10 seconds. The car also stalled.

I called the 1-800 number on my window and they said "we only call tow vehicles." After some prodding, I did get connected with Susan who laughed when I told her my situation, being stranded in a parking lot with a 1999 Corvette with a stuck steering wheel lock. I said is this tech support, she said that's what she was and what do I think she can do????? To make a long story short, I got the Corvette to work myself and I'm going to call Jim Campbell, maybe you know him, Susan certainly didn't and I'm sure doesn't care. I'm a vette owner for 30 years. Purchased over 20 of them, but maybe I'll start looking for a viper or something.

CRM DOCUMENTED FILE: CRM WILL ADVISE CUST TO CALL CARS FOR FOLLOW-UP.  
JESSICA FLOYD/TAMPA/T2/CORR/KANA INTERNET RESPONSE TEAM/CARS; 0; 99999  
2000-08-10

CORR\*\*CRM RECEIVED CUST SURVEY..CUST STATES IS SOMEWHAT SATISFIED WITH VEH AND COMPLETELY  
SATISFIED WITH DLRSHP..ATTACHMENTS..PAM BROWN/AUS; 0; 334809008  
2000-08-21

CRM RECEIVED ALARM, CHECKED FILE. JESSICA FLOYD/TAMPA/T2/KANA INTERNET RESPONSE TEAM; 0;  
335724506

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

+ BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



# Service Satisfaction Survey

Elbert City MD

Please make any corrections to your name, address, or telephone number here:

Home telephone:

Charge to:

Dear Mr. Earl Laprest:

Our records indicate that you had your 1998 Corvette serviced at Miller Brothers Chevrolet on June 27, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Miller Brothers Chevrolet.

Sincerely,

*Dawn L. Wright*

Dawn L. Wright

Director - Customer & Relationship Services

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 1998 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON JUNE 27, 2006, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                                     | Very Satisfied                          | Satisfied  | Disappointed/ Dissatisfied                          | Not At All Satisfied                          |
|--|--|---|--|---|---|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input checked="" type="checkbox"/>                      | <input type="checkbox"/>                | <input type="checkbox"/>                             | <input type="checkbox"/>                            | <input type="checkbox"/>                      |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | Yes <input checked="" type="checkbox"/>                  | No <input type="checkbox"/>             | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/>                 |   |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/>                      | <input type="checkbox"/>                | <input type="checkbox"/>                             |   |   |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/>                   | Disappointed/ Dissatisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |   | Completely Satisfied                                     | Very Satisfied                          | Satisfied  | Disappointed/ Dissatisfied                          | Not At All Satisfied                          |
|---|--|---|--|---|---|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? .... | <input checked="" type="checkbox"/>                      | <input type="checkbox"/>                | <input type="checkbox"/>                             | <input type="checkbox"/>                            | <input type="checkbox"/>                      |
| 6. Were you offered transportation options? .....   | Yes <input type="checkbox"/>                             | No <input checked="" type="checkbox"/>  | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/>                 |   |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                       | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/>                   | Disappointed/ Dissatisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? .....  | Yes <input checked="" type="checkbox"/>                  | No <input type="checkbox"/>             | No Time Provided <input type="checkbox"/>            |   |   |

101YY230220113116 14378

21025291184 00000113682 429917

### About Your Service Consultant/Advisor - Continued

8. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant?.....

### About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
  - The ease of getting your vehicle?.....
  - The condition in which it was returned?.....

12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify) \_\_\_\_\_
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?..
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

### Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Miller Brothers Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1988 Corvette?.....

19. Do you have any comments/recommendations about your Dealership?.....

Vehicle: GM SHOULD DO BETTER TO ELIMINATE  
MAFUNCTIONS LIKE A STEERING WHEEL LOCK,  
"100 NUMBER SERVICE PEOPLE"

20. Are you..... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☒ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to: **CHEVROLET MOTOR DIVISION, P.O. BOX 10663, TOLLEDO, OH 43686-0663**

101Y2302K5113116 14370  
 21025201194 4058232410 429817

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

DERIDDER, LA

CASE NUMBER: 05036496 VIN: 1G1YY22G2X5113245  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-24 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-07-24 MILEAGE: 48499  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: GREEN CHEVROLET INC  
ERC PARENT: DEALER ADDRESS: 307 E FIRST ST, DERIDDER, LA, 70634, USA

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

S55 Warranty Clarification  
0 REPAIR ATTEMPT(S)  
DELAYED.

Customer Satisfaction  
SKS LONGER RENTAL COVERAGE, AS PARTS ARE

T19 Campaign Correction Required  
0 REPAIR ATTEMPT(S)  
ARRIVE.

Customer Satisfaction  
CORRECTION TO BE COMPLETE WHEN PARTS

M01 Steering General  
0 REPAIR ATTEMPT(S)

Interference  
LOCKS DUE TO CAMPAIGN 01044

A14 Dealer Service/Modification/Parts Delay  
0 REPAIR ATTEMPT(S)

Special Policy  
PARTS DELAY NEW CAMPAIGN

TED  
TED

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

CUST STS HE WAS EXPERIENCING CONCERNS W/ VEH STEERING LOCKING UP. CUST STS TOWED VEH TO DLRSHF, AND THEY ORDERED PRTS. CUST STS THAT AFTER DLRSHF RECVD PARTS THEY RECVD CAMPAIGN LETTER 2001044 REGARDING ADDITIONAL PARTS NEEDED TO CORRECT CONCERN. CUSTSTS THAT EXTENDED WARRANTY COVERED 5 DAYS LOANER, BUT DLRSHF IS STILL WAITING ON ADDITIONAL PRTS. CRM CALLED GMPP TO SEEK IF RENTAL COULD BE EXTENDED. TAYLER STS THAT LOANR IS COVERED UP TO 5 DAYS. MAY EXTEND 3 DAYS TO \$250, AFTER DLRSHF HAS CALLED TO INDICATE REASONS WHY. PARTS DELAY??? CRM ADVISED CUST THAT SHE NEEDED TO GET FURTHER INFO FROM DLRSHF TO GIVE TO GMPP FOR EXTENSION ON RENTAL. DONELLE ERHARDT/PDX/CAC; 0; 364862211  
2001-07-24

CRM CALLED TO SPK W/ TERRY. CRM ADVISED THAT IN ORDER FOR GMPP TO APPROVE AN EXTENSION ON LOANER, HE HAD TO CALL REPAIR IN TO THEM, AND EXPLAIN PRTS DELAY. CRM REQUESTED THAT TERRY CONTACT CUST TO RETAIN CUST WHEN HEARS IF GMPP APPROVES LOANER.  
NO FURTHER ACTION AT THIS TIME FROM CRM. DONELLE ERHARDT/PDX/CAC; 0; 364863533

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:



ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

HRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6619533	VIN Number:	1G1YY22G2X6115125
Date Opened:	7/14/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B03012	Mileage:	29943
Address:	JIM TRENARY CHEVROLES SAINT CHARLES	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/14/2003 16:25:54 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

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

\_4\_ 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 HELLING

CUSTOMER CONCERN - STATES THAT THE COLUMN DOES NOT UNLOCK.

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

TECH HAD VERIFIED THE CONCERN, AND IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC INFORMED TECH THAT THE RECALL 01044 WAS DONE, AND THE COLUMN SHOULD NOT LOCK, SUGGEST REVIEWING WORK DONE ON COLUMN PER 01044.

07/14/2003 16:25:54 HISTORY - COLEMAN

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

PALMDALE, CA

CASE NUMBER: 04176753 VIN: 1G1YY22G2X5115321  
MODEL YEAR: 1999  
DATE OPENED: 2001-05-14 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-05-23 MILEAGE: 18600  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: RALLY CHEVROLET  
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Inoperative  
2 REPAIR ATTEMPT(S) LOCKS UP  
A07 Referred to Dealer Customer Satisfaction  
1 REPAIR ATTEMPT(S) INSPECTION

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

## Vehicle operation or design

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

CUST STATES THAT THE VEH STEERING WHEEL HAS LOCKED UP 2 TIMES. CUST STATES THAT THE FIRST HAPPENED APT 1 YEAR AGO & THE SECOND ONE HAPPENED APT 2 MONTHS AGO. CUST STATES THAT HE IS WORRIED APT DRIVING VEH. CUST IS SEEKING A NEW VEH. CRM ADVSD CUST THAT CRM CAN RESEARCH & CLL DLR. CRM CLLD DLR & SPOKE TO JOHN, SVC MGR & WAS ADVSD TO HAVE CUST BRING VEH BCK IN FOR AN INSPECTION & DLR WILL GO FROM THERE. CRM ADVSD CUST TO TAKE VEH TO THE DLR FOR AN INSPECTION. CRM ADVSD CUST THAT THE DLR DOES FEEL THAT THE VEH HAS BEEN REPAIRED. CUST STATES THAT A INSPECTION IS NOT GOOD ENOUGH. CRM ADVSD CUST THAT AT THIS TIME CRM WOULD RECOMMEND TO TAKE VEH TO THE DLR. CRM ADVSD CUST OF FILE #. CRM SET A CLL BCK FOR 5-23-01 ANYTIME @ WORK [REDACTED]. JAIMESANDAGE PDX CAC; 0; 358707900  
2001-05-23

CRM CLLD CUST @ WORK # & WAS ADVSD THAT THE VEH IS OPERATING OKAY. CUST STATES THAT HE IS NOT VERY HAPPY WITH VEH B/C IF THE STEERING CONCERN. CUST STATES THAT HE DID NOT TAKE VEH BCK TO DLR FOR AN INSPECTION. CUST STATES THAT HE BELIEVES HE WILL TURN VEH BCK IN. CUST STATES THAT HE WILL PROBABLY NOT PURCHASE/LEASE ANOTHER VEH FROM RALLY CHEVROLET. CUST STATES THAT HE IS NOT GETTING ANY SATISFACTION. CUST STATES THAT HE WILL GO TO ANOTHER DLR TO PURCHASE/LEASE ANOTHER GM VEH JAIMESANDAGE PDX CAC; 0; 359486157  
2001-05-23

CRM ADVSD CUST THAT CRM WOULD DOC FILE & IF CUST HAS ANY FURTHER CONCERNS TO CONTACT CAC.  
JAIMESANDAGE FDX CAC; 0; 359486194

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

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

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

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

SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

DAMAGE:  
OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6329799	VIN Number:	1G1YY22G2X5115321
Date Opened:	3/18/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B39390	Mileage:	30648
Address:	RALLY CADILLAC CHEVRPALMDALE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING A000265 COLUMN WILL N

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/18/2003 15:49:52 SBD TEMPLATE - ROSS

STRATEGY BASED DIAGNOSTICS

4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

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

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

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

CUSTOMER CONCERN -STEERING COLUMN INT WILL NOT UNLOCK

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

KEY TURNS IN THE IGN. AND VEH STARTS BUT COLUMN INT WILL NOT UNLOCK.

CAMPAIGN 01044A WAS PREVIOUSLY PERFORMED AROUND 8 MONTHS AGO. NO

DIAGNOSTICS PERFORMED, CONCERN IS NOT PRESENT AT THE MOMENT. TECH CALLING FOR ANY INFO.

TAG RECOMMENDATION -

ADVISED TECH:

A000265 97 - 01 CHEVROLET CORVETTE YB STEERING COLUMN LOCK ADDITIONAL DIAGNOSTICS

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW

EA02-031 / GM22C

THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
  2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
  3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
  4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT  
ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.
- IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENT

03/18/2009 15:49:52 HISTORY - ROSS



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Cape Coral

FL

HOME PHONE:

CASE NUMBER: 1-129421328

VIN: 1G1YY22G2X5115402

MODEL YEAR: 1999

DATE OPENED: 2003-08-12

SERIES: Corvette

DATE CLOSED: 2003-08-29

MILEAGE: 30184.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: ADNo

DEALER NAME: Roger Dean Chevrolet of Cape Coral, Inc.

BRC PARENT:  
2046,USA

DEALER ADDRESS: 101 SW Pine Island Rd, Cape Coral, FL, 33991-

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

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

Sticks

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

Steering locked; ; 2003-08-12  
2003-08-12

Svc Mgr; ; 2003-08-12  
2003-08-13

Dlr- Contact dlr to see if assistance can be provided; ; 2003-08-13  
2003-08-14

Cust-Give customer status; ; 2003-08-14  
2003-08-13

Svc Mgr; ; 2003-08-13  
2003-08-13

Calling to get status of repair; ; 2003-08-13  
2003-08-14

Update; ; 2003-08-14  
2003-08-14

See previous; ; 2003-08-14  
2003-08-14

Customer calling for status; ; 2003-08-14  
2003-08-14

Customer calling for status; ; 2003-08-14  
2003-08-14

Calling to get current status; ; 2003-08-14  
2003-08-14

Dissect closing; ; 2003-08-14

2003-08-14

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-08-14  
2003-08-18

CHV0350328 <SD:>08/15/2003 08/18/2003 10:48:35:426; ; 2003-08-20  
2003-08-20

SR in Status of Closed has been Re-Opened by BARTOW; ; 2003-08-20  
2003-08-20

Service Request Ownership has changed FROM: DACUSG TO: BARTOW; ; 2003-08-20  
2003-08-20

Ownership Escalated to BRC; ; 2003-08-20  
2003-08-20

BBB Start Date was set to 08/15/2003 in SR# 1-129421328; ; 2003-08-20  
2003-08-20

research; ; 2003-08-20  
2003-08-20

CRM called customer; ; 2003-08-20  
2003-08-20

See Acknow; ; 2003-08-20  
2003-08-20

CRM left vm msg for AVM 4040828093; ; 2003-08-20  
2003-08-20

Dealer; ; 2003-08-20  
2003-08-21

AVM response; ; 2003-08-21  
2003-08-28

CRM spoke with BBB rep; ; 2003-08-28  
2003-08-28

CHV0350328 08/28/2003 12:15:28:424; ; 2003-08-29  
2003-08-29

ineligible; ; 2003-08-29  
2003-08-29

denied; ; 2003-08-29  
2003-08-29

close; ; 2003-08-29  
2003-08-29

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-08-29

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

ORLANDO , FL

CASE NUMBER: 01527120 VIN: 1G1YY22G2X5115853  
MODEL YEAR: 1999  
DATE OPENED: 2000-09-11 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-09-11 MILEAGE: 1500  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

## STERING WHEEL LOCK UP

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

CUST STATES THAT STERING WHEEL LOCK UP ON CAR AND WANTED TO KNOW IF WE HAD ANY INFO ON IT.  
CRM ADVISE HIM THAT WE DO NOT HAVE A RECALL ON IT AND THAT HE SHOULD TAKE IT TO DEARLER FOR  
SERVICE. KIMBERLEE WEISKER/PDX; 0; 337552752

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CARMEL, IN

CASE NUMBER: 01423084 VIN: 1G1YY22G2X5116761  
MODEL YEAR: 1999  
DATE OPENED: 2000-08-30 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-08-30 MILEAGE: 21000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General  
0 REPAIR ATTEMPT(S)Inoperative  
STEERING LOCKED

STEERING COLUMN INOP

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

CUST STATES THAT THE STEERING WHEEL IS LOCKED AND WARNING LIGHT IS ON ENEV WHEN THE GEAR IS  
IN REVERSE OR DRIVE. CRM WILL DOCUMENT THE CASE AND HELP THE CUST WITH ROADSIDE ASST IF  
NECESSARY/

ANTHONY COLTON/ATX; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:



NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

**NC**

DEALER ADDRESS:1800 N MAIN ST.,HIGH POINT,NC.27262,USA

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

### ELECTRICAL PROBLEMS

STAYS ON

## LOCKS UP

**GOES DEAD**

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

PER AVM (JOSEPH SCHROER) A STRAIGHT REPURCHASE WAS OFFERED TO THE CUST TO SETTLE THE CASE. CUST ACCEPTED THE STRAIGHT REPURCHASE OFFER....CUST IS TO BE CHARGED ONLY 2000 MILES FOR USAGE.....CRM IS FORWARDING TO TM FOR REVIEW.....NATHAN SHERMAN/ADR/TPA/57093; 0; 342025123  
2000-11-02

\*\*\*\*\*EXECUTIVE SUMMARY\*\*\*\*\*

DECISION-- CLOSE FILE  
JUSTIFICATION-- CUST AGREED TO SETTLEMENT OFFER (STRAIGHT REPURCHASE)  
DECISION MAKER-- AVM  
FOLLOW UP-- NONE  
NATHAN SHERMAN/ADR/TPA/57093; 0; 342025199  
2000-11-02

ADR Voluntary Repurchase, PRA forwarded to repurchase c/w Robyn Starks, ext. 58089. Related requests 02022145, 02011430, and 01998305. Kristine Ellis/Tampa workflow; 0; 342040848

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER HAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER:  
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:ACCOUNT BALANCE:  
LEGAL:DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADJ INFORMATION\*\*\*\*\*

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

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

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

To: Rosemary Buchanan  
Fax#: 13133810022  
From: Colleen Paull  
Oct 24, 2000

Re: Chevrolet Motor Division/CHV0044527  
TotalPages: 4

**BBB AUTO LINE**

October 24, 2000

Re: m01 1716 X 1645 CHV0044527 [REDACTED] vs Chevrolet Motor Division

Ms. Rosemary Buchanan  
Chevrolet Motor Division  
Tampa, FL

Dear Ms. Buchanan:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

Colleen Paul at Extension 629

Customer Claim Form

Case Number: CHV0044527  
Contact Date: 10/24/00  
Start Date :

Customer Name Address

ARCHDALE, NC

Day Phone :

Fax Number:

Evening Phone:

E-mail address :

Vehicle Information

Name(s) that appear on vehicle title: Mary Hoffman

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Standard

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Corvette

Model Year: 1999

Current Mileage: 3997

Vehicle Identification Number:

Servicing Dealer/City/State : Highpoint Chevrolet,

Selling Dealer/City/State : Highpoint Chevrolet, Highpoint NC

Insurance Carrier :

Policy Number:

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

Description of Damage :

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

Purchase Date: 06/24/99 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : New

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name:

Leasing Company's Name:

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone: ( ) -

Phone:

Resolution Sought

Customer wants this car replaced.

Signature of Owner(s):

Date:

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

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



Customer Claim Form

Customer Name:



Case Number: GHV0044527

Problem	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
electrical problems		yes				
problem with headlight rollover		yes	1			
battery keeps going dead /		yes	1			
steering column locked up		yes	1			
check engine light on		yes	1			

(Please indicate whether each problem is current)

To: Rosemary Buchanan  
Fax#: 13133810022  
From: Colleen Paull  
Oct 30, 2000

Re: Chevrolet Motor Division/CHV0044527  
TotalPages: 10

**BBB AUTO LINE**

---

October 30, 2000

Re: m09 1718 X 1845 CHV0044527 [REDACTED] vs Chevrolet Motor Division

Ms. Rosemary Buchanan  
Chevrolet Motor Division  
Tampa, FL

Dear Ms. Buchanan:

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

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

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

Sincerely,

Colleen Paul at Extension 529

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Case Number: CH00044527

Start Date: 10/30/00

Customer Name: [REDACTED]

State: NC

VIN: 1G1YY22G2X5117330

This claim is ☐ IN Warranty ☐ OUT of Warranty

Is the VIN listed above correct? ☐ YES ☐ NO

If you checked NO, please indicate the correct VIN: \_\_\_\_\_

SETTLEMENT INFORMATION

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

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

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

☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer has not indicated a response to the offer.

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

ARBITRATION INFORMATION

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

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

Please indicate the decision you request the arbitrator to render:

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

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

Return this form as soon as possible.

To:

Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBS AUTO LINE

Future contact: \_\_\_\_\_

Fax: 703.247.9700

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_



**HIGH POINT**

8017

67629

ARCHDALE NC  
 HOME:

MOB:

\*INVOICE\*

DUPLICATE 1

PAGE 1

PO BOX 5408  
 1800 North Main Street  
 Phone (336) 884-2288  
 HIGH POINT, NORTH CAROLINA 27282

SERVICE ADVISOR: MI NICHOL NORTON

1999 CHEVROLET CORVETTE 1G1YK220X8117330 3621/3621 13603

24 JUL 1999 17.00 17 JUL 00 0.00 CASH 20 JUL 2000

07:54 17 JUL 00 11:19 20 JUL 00  
 LINE OP CODE TECH TYPE BOOKS  
 CHARGES: STORY ON BACK OF RO  
 40 WC 4.10 230.87 230.87

24 JUL 1999 17.00 17 JUL 00 0.00 CASH 20 JUL 2000

COXSON LOCK  
 B LOW VOLTAGE LIGHT ON (CK)  
 CHARGE: BATTERY LOW REPLACE ALTERNATOR-NOT CHARGING

34100 40 WC 0.70  
 1 10246634 W-GENERATOR 373.32 39.42 39.42  
 2 FUSE 2.00 2.00 4.00

SUNL EDI/F/MCD/87532  
 FORD

STRAIGHT  
 30.00 30.00

BATTERY-LOW REPLACE ALTERNATOR-NOT CHARGING

<p>ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, INSURANCE OR NOBLE RECORDS SUPPORTING THE CLAIM ARE AVAILABLE FOR 111 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p>STATEMENT OF DECLARATION I, SERVICE ADVISOR, MI NICHOL NORTON, DO HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, INSURANCE OR NOBLE RECORDS SUPPORTING THE CLAIM ARE AVAILABLE FOR 111 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<table><tr><td>LABEL AMOUNT</td><td>0.00</td></tr><tr><td>PARTS AMOUNT</td><td>0.00</td></tr><tr><td>GAR, CR, LUBE</td><td>0.00</td></tr><tr><td>BULLET AMOUNT</td><td>0.00</td></tr><tr><td>MSRP CHARGES</td><td>0.00</td></tr><tr><td>TOTAL CHARGES</td><td>0.00</td></tr><tr><td>LESS INSURANCE</td><td>0.00</td></tr><tr><td>SALES TAX</td><td>0.00</td></tr></table>	LABEL AMOUNT	0.00	PARTS AMOUNT	0.00	GAR, CR, LUBE	0.00	BULLET AMOUNT	0.00	MSRP CHARGES	0.00	TOTAL CHARGES	0.00	LESS INSURANCE	0.00	SALES TAX	0.00
LABEL AMOUNT	0.00																	
PARTS AMOUNT	0.00																	
GAR, CR, LUBE	0.00																	
BULLET AMOUNT	0.00																	
MSRP CHARGES	0.00																	
TOTAL CHARGES	0.00																	
LESS INSURANCE	0.00																	
SALES TAX	0.00																	
<p>DEALER: DALLAS, TEXAS 75201</p>	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>																

CLIENT COPY

8617

70440

HIGH POINT

\*INVOICE\*

P.O. BOX 5408  
 1800 North Main Street  
 Phone (336) 894-2288  
 HIGH POINT, NORTH CAROLINA 27362

ARCHDALE NC  
 HENRY

PAGE 1

SERVICE ADVISOR: 81 HICKE HONDA

1995 CHEVROLET CORVETTE 1G1YY2227K5117330 3880/1880 73074

24 JUN 1999 17:00 228EP00 0.00 CASH 228EP2000

STK: 9117330 ICR: 16459

ENG: 5.7 Liter V8 MPI

07:24 228EP00 13:25 228EP00

LINE CODES TECH TYPE R0004

CAUSE: BATTERY DEAD

40 MC 0.50 28.16 28.16

4000 TEST W/J42000-PEP DRAM TEST-TEST GEN-REPL BATT TEST & REPLACE

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

STATEMENT OF DECLARATION  
 CUSTOMER NAME AND ADDRESS  
 CUSTOMER PHONE AND E-MAIL  
 CUSTOMER SIGNATURE  
 CUSTOMER DATE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SALE TAX	0.00
TOTAL CHARGE	0.00
LESS PAYMENT	0.00
SALES TAX	0.00
AMOUNT DUE	0.00

SALES TAX AMOUNT ON PAYMENT HEREON

SERVICE ADVISOR

SALES TAX AMOUNT

CLIENT COPY





**HIGH POINT**  
 1800 North Main Street Post Office Box 540F  
 HIGH POINT, NORTH CAROLINA 27822  
 Phone 336 884-2284

RECEIVED  
 AIR: AUTO LINE PROGRAM

ARCHDALE NC

1999 CHEVROLET

1Y107

NEW

1G1TY22G2X511/330

PRICE \$218,000

WILLIAMS

306

RANC  
 175 TOWN PARK DR. CT. 300  
 KENNESAW GA 30144

UNITED A. 10/30/00

The undersigned hereby certifies that the information furnished herein is true and correct to the best of his knowledge and belief, and that he is not aware of any information which might cause the information furnished herein to be false or misleading.

This vehicle is being sold as a used vehicle. The buyer is responsible for inspecting the vehicle and determining its condition. The seller is not responsible for any damage to the vehicle after the sale.

USED CAR TRADE

1997

FORD

MUSTANG

15ALP45210714822

STOCK NO

0117330A

06/24/97		2017	G	1923	9117330
19	12	20	CAR SALES - SOURCE		
DESCRIPTION		QTY	UNIT PRICE	TOTAL	
		C	4000.00		
		C	4010.00		
		C	4020.00		
		C	4030.00		
		C	4040.00		
		C	4050.00		
		C	4060.00		
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Customer Claim Form

Case Number: CHV0044527  
Contact Date: 10/24/00  
Start Date :

Customer Name Address

ARCHDALE, NC

Day Phone :  
Fax Number:

RECEIVED  
OCT 30 2000

Evening Phone: (336) 434-2820  
E-mail address: *MjArndteson 3@cs.com*

Vehicle Information

Name(s) that appear on vehicle title: Mary Hoffman  
Is Vehicle titled to a business: no Percentage of time vehicle used for business purposes:  
Transmission Type: Standard Number of vehicles owned or leased by the business : 0  
Make: Chevrolet Model: Corvette Model Year: 1998 Current Mileage: 3997  
Vehicle Identification Number: 1G1YX22A2L5117330  
Serving Dealer/City/State : Highpoint Chevrolet  
Selling Dealer/City/State : Highpoint Chevrolet, Highpoint NC  
Insurance Carrier : STATE FARM Policy Number: 3425873-E18-390  
Has vehicle been in an accident/had body damage? Yes ☐ No ☒ Date of accident:  
Description of Damage :

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

Purchase Date: 08/24/00 Mileage at purchase:	Lease Date: Mileage at lease:
Purchased As : New	Leased As :
Is the vehicle in your possession? yes	Is the vehicle in your possession?
Lienholder's Name: <u>Valley Nat'l Fin. Svcs</u>	Leasing Company's Name:
Address: <u>PO Box 78205</u>	Address:
City/State/Zip: <u>Phoenix, AZ, 85062-8250</u>	City/State/Zip:
Phone: ( ) - <u>480-971-6529</u>	Phone:

Resolution Sought

Customer wants this car replaced.

*OK Refund*

Signature of Owner(s):  Date: 10/26/00  
I am authorizing any ~~information~~ to be used to the ~~best~~ **AUTO LINE** program all information relating to the financing or  
lease of the vehicle named on this Customer Claim Form.  
Return the Form to: **BBB AUTO LINE**, 4200 Wilson Blvd., Suite 800, Arlington Va. 22203-1838

**Case Number: CH70046527**

[illegible]

(Please indicate whether each problem is current)

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4386157	VIN Number:	1G1YY22G2X5118384
Date Opened:	10/30/2000	Model Year:	1999
Date Closed:	11/1/2000	Series:	Corvette
Dealer Code:	B03746	Mileage:	22299
Address:	JACK SCHMITT CHEVROLO FALLON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK PERFORMANCE STEERING STEERING COL

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/30/2000 14:23:12 8BD TEMPLATE - SAFFORD

STRATEGY BASED DIAGNOSTICS

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

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

\_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.)

10/30/2000 14:23:12 HISTORY - SAFFORD

CUSTOMER STS THE STEERING WHEEL LOCK WILL NOT UNLOCK .

TECH HAS VERIFIED AND STS CAN DUPLICATE .

TAC SUGG TECH PERFORM PI # A000285 . REPLACE THE STEERING COLUMN LOCK ACTUATOR .

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4710981	VIN Number:	1G1YY22G2X5118894
Date Opened:	5/2/2001	Model Year:	1999
Date Closed:	8/14/2001	Series:	Corvette
Dealer Code:	B05078	Mileage:	23734
Address:	BOYD CHEVROLET INC OKLAHOMA CITY	State:	OK
Dealer Phone:			

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SYMPTOM ABSTRACT— COLUMN INTERMITTENT COLUMN LOCKED INTERMITTE

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—

05/02/2001 16:41:19 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

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

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

05/02/2001 16:41:19 HISTORY - HAJJ

CUSTOMER STS COLUMN WOULD NOT UNLOCK VEHICLE TOWED IN.

DLR STS HAS NO CODES AND IS UNABLE TO DUPLICATE CONDITION. DLR WAS  
LOOKING FOR FURTHER INFO OR CASES. DLR HAS PREFORMED NO DIAG AT THIS TIME.

ADVISED DLR TO VERIFY G201 AND G202 AS PER OTHER CASES IF GOOD REPLACE  
MOTOR AND RELAY. HAJJ 40772

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Raleigh, NC

CASE NUMBER: 1-33852605 VIN: 1G1YY22G2X5119210  
MODEL YEAR: 1999  
DATE OPENED: 2002-09-17 SERIES: Corvette  
DATE CLOSED: 2002-09-17 MILEAGE: 131000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANC DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering column locked, ; 2002-09-17  
2002-09-17

Service Request has been Closed Satisfied.; ; 2002-09-17

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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



**EXTERNAL CASE NUMBER:**

**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 AG:**

DOES OWNER HAVE POSSESSION OF VEHICLE:

**RESOLUTION SOUGHT:**

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

**NAMES:**

CONTACT NUMBER: 1

**COMPANY:**

**CONTACT TYPE:**

**ADDRESS :**

**CONTACT PHONE:**

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

HENSLEY , AR

CASE NUMBER: 00218438 VIN: 1G1YY22G2K5121457  
MODEL YEAR: 1999  
DATE OPENED: 2000-04-27 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-10-21 MILEAGE: 12000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: BRETT MORGAN CHEVROLET-OLDSMOBILE, I  
BRC PARENT: DEALER ADDRESS:

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

M40 Steering Wheel Inoperative  
0 REPAIR ATTEMPT(S) steering wheel locked up

steering wheel locked up

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

Cust states: she has had numerous claims on her veh. cust insisted in speaking with an avm. she is not happy with her veh and is seeking repurchase. cust veh is in her garage at this time. veh steering wheel locked. afraid to drive veh in to the dlr, veh may lock while she is in transit to the dlr. crm states: a call will be made to the svc mgr to clarify information on the veh. crm spoke with Terry Glover on the situation. terry informed crm that he has talked to his avm on the matter. terry did send a wrecker to pick up the cust veh. Terry will inform the cust on the status of what svc is going to happen to her veh and go from there. avm is aware of the situation. dlr is handling the situation. katherine serrano/cars/austin; 0; 325710230  
2000-10-21

CRM CLOSING FILE. DEALERSHIP HANDLING SITUATION. LACK OF ACTIVITY  
SECILIAN WALKER ATX; 0; 341007025

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:

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

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADJ INFORMATION\*\*\*\*\*

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

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

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

CASE NO: 3317040 VIN: 1G1FY22Q2X5122625  
DATE OPENED: 07/06/1999 MODEL YR: 99  
DATE CLOSED: 07/07/1999 SERIES: YB  
SOURCE: CHEVROLET MILEAGE: 006136  
DEALER CODE: B09401 STATE: OH  
ADDRESS: JACK MAXTON CHEVROLET WORTHINGTON OH  
HOME PHONE: 614 8855301 BUS. PHONE: EXT:  
SYMPTOM ABSTRACT--- COLORED LOCK STEERING STRG COLUMN LOCKED  
RESOLUTION ABSTRACT- CYLINDER, IGNITION LOCK - (STEERING COLUMN MOUNTED)  
UCC CODE 1-----  
UCC-1 DESCRIPTION--- STEERING  
UCC CODE 2-----  
UCC-2 DESCRIPTION---  
UCC CODE 3-----  
UCC-3 DESCRIPTION---

07/06/1999 15:21:10 SBD TEMPLATE - ROGERS

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION  
\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP  
\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP  
\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NOV-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)  
\_NO DTC'S\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)  
\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)  
07/06/1999 15:21:10 HISTORY - ROGERS

TECH (JERRY) STS THAT THE CUSTOMER ALLEGES THE STEERING COLUMN WOULD NOT  
UNLOCK.

THIS VEHICLE WAS PICKED UP BY A PLATNED, THE DRIVER STS THE STRG WHL WAS  
LOCKED

CONCERN CANNOT BE DUPLICATED AT THIS TIME, THERE ARE NO DTC'S STORED

ADVISED TECH TO MONITOR KEY IN/OUT OF IGNITION INPUTS, MAY HAVE STICKING  
PLUNGER IN IGNITION LOCK CYLINDER. ADVISED OF BULLETIN 838320

07/07/1999 14:47:33 EHLERT - UPDATE AND CLOSING BY PHONE:  
TECH REPLACED IGNITION CYLINDER TO REPAIR VEHICLE.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: ESTIGOY, NORMAN  
ADDRESS: 18969 MYRON, LIVONIA, MI 48152  
HOME PHONE: 248-471-5202

CASE NUMBER: 05831810 VIN: 1G1YY22G2X5122771  
MODEL YEAR: 1999  
DATE OPENED: 2001-11-08 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-09 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: TENNYSON CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 32570 PLYMOUTH RD., LIVONIA, MI, 48150, USA

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

T22 CSI Reply Customer Satisfaction  
0 REPAIR ATTEMPT(S) 11/08/01  
M01 Steering General Other  
0 REPAIR ATTEMPT(S) LOCKS UP

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

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

CSI...11/08/01 LENWIT FLOOR-LOOMIS/CORR/FOX; 0; 374073704  
2001-11-09

NEXT CRM: CRM CALLING CUST REGARDING CSI SURVEY. CUST STATES SATISFIED WITH VEH AND DLR.  
CUST STATES " THERE IS A STEERING PROBLEM AS A RESULT OF THE COLUMN LOCK SERVICE BULLETIN  
WORK. PLEASE SCHEDULE ME FOR VISIT. COLUMN LOCK PROBLEMS KNW STEERING WHEEL NEEDS  
ATTENTION." CRM RCVD NO ANSWER OR V/M. CRM TO SEND CAC LETTER  
REQUEST CLOSED SATISFIED  
LENWIT FLOOR-LOOMIS/CORR/FOX; 0; 374181572  
2001-11-09

GL REVIEWED FILE/ATTACHMENTS, LETTER SU0003 APPROVED & SENT TO MSK TO PROCESS  
NICOLE REW/GL/PORTLAND CAC; 0; 374196598

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVABLE:  
ERC WARRANTY DATE:

**UPGRADE :**

**AFTERMARKET:**

**LEASE TERM:**

**DAMAGE :**

**OTHER:**

**BRANCH:**

ACCOUNT NUMBER:

**INTEREST RATE:**

ACCOUNT BALANCE:

**LEGAL:**

**DEALER ADMINISTRATION:**

RELEASE :

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

## CONTENTS:

NAME:

ADDRESS: ,

CITY/STATE: .

PHONE NUMBER:

**SEATING POSITION:**

**TYPE OF INJURY:**

**TREATED:**

**LOCATION:**

**RESTRAINT:**

**IF 90, WHERE:**

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

**EXTERNAL CASE NUMBER:**

**DATE:**

**TITLE NAMES:**

**BUSINESS:**

**ACCIDENT :**

**DESCRIPTION OF DAMAGE:**

**PURCHASE/LEASE: 0**

**MILEAGE AT PURCHASE: 0**

DOES OWNER HAVE POSSESSION OF VEHICLE:

**RESOLUTION SOUGHT:**

.. 4 BUSINESS: 0

**DATE OF ACCIDENT:**

DATE OF PURCHASE/LEASE:

**PURCHASE/LEASE AS:**

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

NAME:

**COMPANY:**

**ADDRESS:**

CONTACT NUMBER: 1

**CONTACT TYPE:**

**CONTACT PHONE:**





# Service Satisfaction Survey

**\*\* Dissatisfied Customer \*\***

Livonia MI

[Redacted address]

Please make any corrections to your name, address or telephone number here:

[Redacted name and address]

Home telephone: [Redacted]

Change to: [Redacted]

Please provide us with your preferred email address:

Dear Mr Herman Estigoy:

Our records indicate that you had your 1998 Corvette serviced at Tennyson Chevrolet on August 8, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Tennyson Chevrolet.

Sincerely,

*Dan L. Wright*

Dan L. Wright

Director - Customer & Relationship Services

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 1998 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON AUGUST 8, 2001, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |   | Completely Satisfied     | Very Satisfied                      | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
|---|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?.....                                  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Yes                      | No                                  | Does Not Apply/Not Applicable       | Don't Know               |                          |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                                | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly?.....   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |                          |                          |
|   | Completely Satisfied     | Very Satisfied                      | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |  | Completely Satisfied                | Very Satisfied                      | Satisfied                           | Somewhat Satisfied                  | Not At All Satisfied     |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
|  | Yes                                 | No                                  | Does Not Apply/Not Applicable       | Don't Know                          |                          |
| 6. Were you offered transportation options?.....   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |                          |
|  | Completely Satisfied                | Very Satisfied                      | Satisfied                           | Somewhat Satisfied                  | Not At All Satisfied     |
| 7. How satisfied were you that you were kept informed about the status of your service request?.....                       | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|  | Yes                                 | No                                  | Not True                            |                                     |                          |
| 8. Was your vehicle ready by the original time promised?.....  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |                                     |                          |

101VY22G2X5122771 44472

21132394517 00000115112 049642

051

# About Your Service Consultant/Advisor - Continued

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

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐
  - The ease of getting your vehicle? Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐
  - The condition in which it was returned? Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐
12. Were ALL of your service concerns corrected on this service visit? Yes ☐ No ☒

If NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary ☒ Parts not available
- ☒ Work performed did not correct the problem ☐ I declined repair
- ☐ Service Department could not duplicate problem ☒ Other (please specify) STEERING
- ☐ Service Department was too busy ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☒
14. Were you given a copy of the completed repair order/invoice? Yes ☒ No ☐
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? Yes ☐ No ☐ Don't know/Not sure ☒

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Tawnyson Chevrolet? Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied ☐
17. Would you recommend this dealership for service? Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not ☐
18. Overall, how satisfied are you with your 1999 Corvette? Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied ☐

19. Do you have any comments/recommendations about your:

Dealership: There is a steering problem as a result of the column lock service. After work, please schedule a follow-up.

Vehicle: Column lock problems. Remove steering wheel. Needs attention.

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☒ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? Yes ☒ No ☐

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

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

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10063, TOLEDO, OH 43686-0063

November 9, 2001

[REDACTED]  
Livonia, MI [REDACTED]

Request: C05831810

Dear [REDACTED]

Thank you for your recent comments regarding your 1999 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m. Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Lenwit Floor-Loomis  
Customer Relationship Manager

SU0003-P/nlr

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

OCALA , FL

CASE NUMBER: 05351852 VIN: 1G1YY22G2X5124200  
MODEL YEAR: 1999  
DATE OPENED: 2001-08-17 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-08-23 MILEAGE: 12000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: PALM CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 2300 SW COLLEGE RD., OCALA, FL, 34474, USA

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

M01 Steering General Other  
0 REPAIR ATTEMPT(S) locked  
  
A01 Open Campaign Other  
0 REPAIR ATTEMPT(S) 01044

## Definition of a Recall Campaign.

## INFORM THE CALLER:

"Recall Campaigns are suspected unsatisfactory conditions relative to our products. There may or may not be a need to repair or replace the suspect component. The involved customers are contacted based on owner of record information. GM will perform the campaign regardless of who owns the vehicle."

## Definition of a Recall Campaign.

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

cust states he recieved a campaign notice in the mail. cust states it had to do with the steering locking up on his veh. cust states he went out to veh this morning and steering locked up. cust seeks problem resolvd. campaign 01044 csm transferred file to elaine gibson joshua sanders cars tampa tl; 0; 366918613  
2001-08-17

CRM CONFIRMED CUST STATEMENTS. CUST INVOLVED IN CAMPAIGN 01044. CRM CONTACTED DLR & SPOKE TO SVC MGR. DLR ADVISED CUST MAY BRING VEH IN TODAY, VEH REPAIR MONDAY 8/20. DLR ADVISED B/C CUST UNDER WARRANTY WILL HAVE A RENTAL TO USE. CRM CONTACTED CUST CONF W/ ROADSIDE CUST ASSIST. ROADSIDE GAVE CASE NUMBER #01185780. ROADSIDE ADVISED WILL ARRIVE W/ 1.5 HOURS. CUST AGREED. CUST STATED HE IS COMFORTABLE HANDLING FROM HERE. ELAINE GIBSON/CAC/TIER2/TAMPA; 0; 366921015  
2001-08-23

CRM ATTEMPTED TO CONTACT CUST AT HOME NUMBER. NO ANSWER. NO ANSWERING MACHINE. CRM ATTEMPTED TO CONTACT SAM SVC MGR. SVC MGR UNAVAIL. CRM CONTACTED PAT ASST SVC MGR. DLR ADVISED CRM THE CAMPAIGN CORRECTION COMPLETED. CUST SATISFIED. NO FURTHER ACTION REQUIRED. CRM CLOSING FILE. ELAINE GIBSON/CAC/T2/TAMPA; 0; 367440911

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

MIAMI, FL

CASE NUMBER: 03733665 VIN: 1G1YY22G2X5124312  
MODEL YEAR: 1999  
DATE OPENED: 2001-04-05 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-05-30 MILEAGE: 18900  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MARCONE CHEVROLET OF MIAMI  
BRC PARENT: DEALER ADDRESS: 4181 SW 8TH ST, MIAMI, FL, 33134, USA

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

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

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owner's manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.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

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

## CUST STATES

VEH IS CURRENTLY BEING TOWED INTO DLRSHIP AGAIN BECAUSE STEERING COLUMN IS LOCKED AGAIN. THIS IS THE FIFTH TIME VEH WILL BE IN FOR THIS PROBLEM

## CUST SEEKS

RESOLUTION. QUESTIONING FLORIDA LEMON LAW FOR THIS PROBLEM

## CRM ADVISED

CONTACTED DLRSHIP, SVC MGR IS IN A MEETING. WILL CONTACT SVC MGR BACK AND PUT CALL INTO AVH REGARDING THIS ISSUE. WILL CONTACT CUST WITH UPDATE

ZAKIYYAH MUHAMMAD/ATX; 0; 355351966  
2001-04-06

cust states same concern with vehicle. cust seeks repurchase and to get into another gm product. concern is steering wheel stays engaged even after ignition is turned. cust concerned may lock while driving. fwd to tier 2 john kovacs cars tampa; 0; 355430512  
2001-04-06

steering wheel lock concern has been addressed by dlr 4 times. cust is loyal gm cust. john kovacs cars tampa; 0; 355430801  
2001-05-17

TM FORWARDING REQUEST TO CRM CRUED TO UPDATE REQUEST AND ADDRESS CUST CONCERNS. JENNIFER  
JARRETT/TM/TAMPA; 0; 358994578  
2001-05-18

CRM ATTEMPTED TO CONTACT THE SVC MGR BUT HE WAS NOT AVAILABLE. CRM WILL TRY AGAIN ON MONDAY. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 359045684  
2001-05-18

CRM ALSO LEFT AN FYI MESSAGE TO THE AVM CONCERNING THE SITUATION. DAVID  
CRUZ/TAMPA/CAC/TIER2; 0; 359045978  
2001-05-21

CRM ATTEMPTED TO CONTACT THE SVC MGR BUT HE WAS NOT AVAILABLE. CRM LEFT A MESSAGE TO  
CONTACT THE CUST BACK. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 359315073  
2001-05-22

CRM RECEIVED A CALL FROM THE AVM, (INTERNAL USE ONLY) WESLEY SHERFIELD. HE STATED THAT HE WOULD BE AT THE DLR & SUGGESTED THAT HE CALL HIM THERE OR AT HIS CELL PHONE (INTERNAL USE (954-242-4170)). CRM CONTACTED THE AVM. HE EXACTLY WHAT THE CONCERN WAS. HE STATED THAT CUST WAS HAVING CONCERNS W/THE STEERING WHEEL LOCK WHICH HAS BEEN TO THE DLR 5 TIMES. CRM STATED THAT THE CUST WANTED A REPURCHASE. THE AVM STATED THAT HE WOULD NOT DO THAT. HE STATED THAT THAT VEH HAS HAD PROBLEMS W/THAT & HE ALLOWED THE CRM TO SPEAK TO THE TECHNICIAN. THE TECHNICIAN, LARRY, STATED THAT WHAT IS HAPPENING IN THESE VEHs IS THAT THE LOCK MOTOR DETECTS PRESSURE IN THE STEERING WHEEL & COLUMN, WHICH OCCURS IF THE STEERING WHEEL IS NOT CENTERED & IT HAS PRESSURE ON IT, & WHEN IT DOES IT LOCKS UP BECAUSE IT DETECTS THAT IT IS BEING "STOLEN OR TAMPERED WITH." HE STATES THAT THE 2001 MODELS DO NOT HAVE THAT & HE IS GOING TO SEE IF THEY PUT A 2001 MODEL PART ON THERE IF IT WILL FIX THE PROBLEM IN ANOTHER VEH.

CONT>>>>>>>>>> 0; 359404313  
2001-05-22

CONT.<<<<<<<<<<<<<<<<<<< THE AVM GOT BACK ON THE PHONE. HE STATED TO CONTACT THE CUST  
TO LET HIM KNOW TO KEEP THE WHEEL STRAIGHT WHEN TURNING OFF THE ENGINE IN ORDER TO KEEP AS  
LITTLE STRESS AS POSSIBLE ON THE STEERING COLUMN. HE STATED THAT IF THE CUST CALLS BACK  
THEN HAVE THEM REDIRECT THE FILE TO THIS CRM & GET IN CONTACT W/THE AVM & THEN WE WOULD TAKE  
IT FROM THERE & IF THAT 2001 FIX WORKS THEN THAT IS WHAT WE WILL DO. CRM UNDERSTOOD &  
THANKED THE AVM FOR HIS TIME. CRM ATTEMPTED TO CONTACT THE CUST BUT NO ONE WAS AVAILABLE.  
CRM LEFT A MESSAGE TO CONTACT CAC. CRM WILL TRY AGAIN. DAVID CRUZ/TAMPA/CAC/TIER2; 0;  
359404494  
2001-05-23

CRM ATTEMPTED TO CONTACT THE CUST BUT NO ONE WAS AVAILABLE. CRM LEFT ANOTHER MESSAGE TO CONTACT THE CRM. CRM IS SENDING A LETTER. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 359485468  
2001-05-23

CRM RECEIVED A CALL FROM THE CUST. CUST STATED THAT HE WAS RETURNING THE CALL FROM THE CRM. CRM ASKED IF THE CONCERN W/TH STEERING WHEEL COLUMN IS STILL OCCURRING. HE STATED THAT IT WAS BUT THAT HE WAS ABLE TO GET IT UNLOCKED. HE STATES THAT THAT HAPPENS & IS CONCERNED THAT IT WILL NOT UNLOCK AGAIN & WOULD HAVE TO TOW IT BACK TO THE DLR. CRM ADVISED HIM F THE REASON WHY THE WHEEL LOCKS UP & SUGGESTED WAYS TO PREVENT IT FROM HAPPENING. CUST UNDERSTOOD BUT STATED THAT HE CONSULTED W/HIS ATTORNEY & HE STATED THAT HE COULD FILE FOR LEMON LAW OR HAVE CHEVROLET REPLACE IT. CRM ADVISED THAT IT IS GM'S PRIORITY TO GET THE VEH REPAIRED & THAT GM HAS DENIED HIS REQUEST FOR A REPURCHASE. CUST STATED THAT HE WISHED THAT WERE NOT THE CASE & DOES NOT WANT TO SEEK THOSE AVENUES BUT THAT HE WOULD GO TOWARDS LEMON LAW. CRM UNDERSTOOD & STATED THAT WOULD NOT LIKE TO SEE HIM GO THAT ROUTE BUT GM HAS MADE IT'S FINAL DECISION. CUST UNDERSTOOD & THANKED THE CRM. CRM THANKED THE CUST FOR CALLING. CONT.-----: 0: 359505489

2001-05-23

CONT.<<<<<<<<<<<< CRM CONTACTED THE AVM TO LET HIM KNOW ABOUT THE OUTCOME. HE STATED THAT HE UNDERSTOOD. CRM THANKED THE AVM FOR HIS TIME. CRM IS SUSPENDING THE FILE AS DISSATISFIED. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 359505536  
2001-05-30



TM CLOSING FILE DISSATISFIED AND SENDING ABB LETTER. AVM HAS BEEN ADVISED. JENNIFER  
JARRETT/TM/TAMPA; 0; 360116175  
2001-05-30

LETTER SENT. RUBEN ROSARIO/GOODWILL LIAISON-TAMPA; 0; 360130314

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC: FAX NUMBER:  
DEALER NAME: BODY TYPE:  
DEALER ADDRESS: , , TRIM:  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

ENGINE TYPE:

TRANSMISSION:

MILEAGE @ BUY-BACK: 0  
MSRP:

VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

May 30, 2001

[REDACTED]  
Miami, FL [REDACTED]

Request: C03733665

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 1999 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Jennifer Jarrett  
Customer Relationship Manager

MN0001-T/rvr

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

SPARTANBURG

SC

HOME PHONE:

CASE NUMBER: 01872876 VIN: 1G1YY22G2X5125248  
MODEL YEAR: 1999  
DATE OPENED: 2000-10-11 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-10-27 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
REC TYPE: DEALER NAME: DICK BROOKS CHEVROLET  
REC PARENT: DEALER ADDRESS: 1051 ASHEVILLE HWY, SPARTANBURG, SC, 29303, USA

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

K30 Automatic Transmission  
0 REPAIR ATTEMPT(S)Other  
CLUNKING NOISET22 CSI Reply  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
SENT IN SURVEYM01 Steering General  
0 REPAIR ATTEMPT(S)Other  
LOCKED UPN40 Power Windows Motor/Switch/Wiring  
0 REPAIR ATTEMPT(S)Broken  
RIGHT FRONT

## CSI REDLY

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

CORR REPLY\*\*\*\*\*CST B'S SATISFACTION AND B'S TRANS MAKING CLUNKING NOISE AND  
STEERING LOCKS UP, CRM CONTACTED CST BUT NOT THERE .....ECALDWELL/ATK; 0; 340155665  
2000-10-18

CRM DID FILE SCAN, NONE FOUND. CUST ORG OWNER. CUST SENT IN CSI. CUST STATED THAT THEY  
WERE V SAT WITH THEIR DLR THAT THEY DEF WOUND REC THE DLR, AND THAT THEY ARE SAT WITH THEIR  
VEHICLE. CUST STATES THAT THE STEERING ON HIS VEHICLE WILL SOMETIMES LOCK UP AND THAT HIS  
RIGHT FRONT WINDOW WILL NOT ROLL DOWN. ALSO THAT HIS TRANS IS MAKING NOISE. CRM WILL  
ATTEMPT TO CONTACT THE CUST AND OBTAIN VEH MILEAGE AS WELL AS ASSIST AS  
NECESSARY.....CRM LVMM WITH CUST AND SET CALLBACK FOR 10-19-00 AT 2:15PM CENTRAL TIME.  
CRM LEFT CUST CONTACT NUMBER AND CHEV CUST ASST PHONE NUMBER.  
KRIS WEAVER/ATK/CARS; 0; 340731564  
2000-10-19

CRM WILL ATTEMPT SECOND CALLBACK.....CRM LVMM AND RESTATED CONTACT NUMBER AND CHEVY  
CUST ASSISTANCE PHONE NUMBER. CRM WILL CHECK FILE ON 10-26-00 AND IF CUST HAS NOT MADE  
CONTACT CRM WILL SEND CUST A LETTER.  
KRIS WEAVER/ATK/CARS; 0; 340837362  
2000-10-26

CRM PERFORMING FILE CHECK. CUST HAS NOT MADE CONTACT, CRM WILL NOW SEND THE CUST A LETTER.  
KRIS WEAVER/ATK/CARS; 0; 341454146  
2000-10-27

LETTER APPROVED AND SUBMITTED FOR PRINTING.; 0; 341512954

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

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

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

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

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:



**Spokane BC**

Home telephone: [REDACTED]  
 Change log: [REDACTED]

Dear Mr W Harold

Our records indicate that you had your 1999 Corvair serviced at Dick Brooks Chevrolet on August 14, 2009. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

**Thank you for having your vehicle serviced at Dick Brooks Chevrolet.**

## Summary

**Dawn L. Wright**  
Director - Customer & Relationship Services

### Authors' disclosures of potential conflicts of interest and author contributions are found at the end of this article.

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 1993 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON AUGUST 14, 2009, COMPLETE THE SURVEY. \*\***

### About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                | Dissatisfied             | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?.....                                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly?.....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all clerical/personnel treated you in a courteous, fair, and professional manner? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**About Your Service Consultant/Advisor**

- |  | Completely<br>Satisfied             | Very<br>Satisfied                   | Satisfied                | Somewhat<br>Satisfied             | Not At All<br>Satisfied  | Does Not<br>Apply/Not<br>Required |
|--|-------------------------------------|-------------------------------------|--------------------------|-----------------------------------|--------------------------|-----------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ..... | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> |                                   |
|  | Yes                                 | No                                  |                          | Does Not<br>Apply/Not<br>Required | Don't<br>Know            |                                   |
| 6. Were you <u>offered</u> transportation options? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>          |                          |                                   |
|  | Yes                                 | No                                  |                          | Does Not<br>Apply/Not<br>Required | Don't<br>Know            |                                   |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/>          |
|  | Yes                                 | No                                  |                          | Does Not<br>Apply/Not<br>Required | Don't<br>Know            |                                   |
| 8. Was your vehicle ready by the original time promised? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                                   |                          |                                   |
|  | Yes                                 | No                                  |                          | Does Not<br>Apply/Not<br>Required | Don't<br>Know            |                                   |

1917220240128340 16100

21032302200 DDDDD 113000 315439

# About Your Service Consultant/Advisor - Continued

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

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The ease of getting your vehicle? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The condition in which it was returned? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No
- IF NO, why not? (check all that apply)
- ☒ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☒ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify) \_\_\_\_\_
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice? ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ☐ Yes ☐ No ☒ Don't Know (Not Sure)

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Dick Brooks Chevrolet? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1998 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your Dealership? \_\_\_\_\_

Vehicle: Steering has locked up - Right window won't lower  
transmission makes clunking noise

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☒ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

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

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
 CHEVROLET MOTOR DIVISION, P.O. BOX 10068, TOLEDO, OH 43686-0068

161YY2262/5125248 16106  
 21022362258 542000084 316839



October 27, 2000

[REDACTED]  
Spartanburg, SC [REDACTED]

Request: C01872876

Dear [REDACTED]

Thank you for taking the time to respond to our Service Satisfaction Survey regarding your 1999 Chevrolet Corvette. Your valuable feedback will assist us in improving our products and services.

Customer satisfaction is extremely important to all of us at Chevrolet. Our objective is for all our customers to be completely satisfied with their dealer's services as well as their Chevrolet vehicle.

If we can be of further assistance, please contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Thank you for selecting Chevrolet.

Sincerely,

Edward Caldwell  
Customer Relationship Manager

S101B-A/dnj

DIV: CHEVROLET CASE 000177237 TYPE: G-GENERAL  
NAME: DICK BROOKS CHEVROLET  
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: SPARTENBURG  
VIN: 1G1YY22G2X5125248  
RESP DEALER: 00000  
MILEAGE: 0  
YEAR/MODEL: 1999/CORVETTE

STATE: SC ZIP: [REDACTED]  
DELIVERY DATE:  
CORPORATE CASE #: 001160922

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 04/25/2000 ORIG OPEN DATE: 04/25/2000  
REOPENED: N  
LAST ACTIVITY DATE: 04/28/2000 BY: VANICIA BROWN  
CLOSE DATE: 04/28/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00  
RO DATE:  
CUSTOMER SATISFACTION: D  
ARBITRATION LETTER : (Y/N)  
ARBITRATION OFFERED: TRADEOUT:  
VEHICLE BUYBACK:

DEALER CONTACTED: N  
CONTACTED DATE: 04/25/2000  
DEALER CLOSED : 04/25/2000

DEALER NUMBER: 16106  
NAME: DICK BROOKS CHEVROLET  
CITY: SPARTANBURG ST: SC

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M40	0		LOCKED AND HAD TO BE TOWED IN
T22	0		SERVICE SATISFACTION SURVEY

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 04/25/2000 20:44:57  
CRM RECEIVED CORR AND CUSTOMER SATISFIED OVERALL EXCEPT CUSTOMER STATE  
SOMEWHAT SATISFIED WITH VEHICLE. CUSTOMER STATE NOT SATISFIED THAT  
MY STEERING WHEEL LOCKED AND MY CAR HAD TO BE TOWED IN.  
DOC NO 001160922 VANIECIA BROWN/AUSTIN SITE

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 04/28/2000 00:00:01  
CASE CLOSED BY SYSTEM  
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.  
Reimbursements

No Reimbursement Data available for this case.  
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

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

No Related Documents Data available for this case.

## Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: SPARTENBURG

STATE: SC

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: ( ) -

EXTENTION: [REDACTED]

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

**Injured Parties**

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

**DMAC Correspondance**

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

MARCO ISLAND

FL

HOME PHONE:

CASE NUMBER: 01419984 VIN: 1G1YY22G2K5130255  
DATE OPENED: 2000-08-30 MODEL YEAR: 1999  
DATE CLOSED: 2000-08-30 SERIES: CORVETTE COUPE  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

T22 CSI Reply  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
CSI REPLYM41 Steering Column/Lock/Attaching Parts  
1 REPAIR ATTEMPT(S)Other  
LOCKED STEERING COLUMN

## CSI REPLY

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

CSI REPLY CUST STATES THAT HAD A LOCKED STEERING COLUMN AND WAS TOLD IT WAS A FOUR HOUR JOB, CUST STATES LIVES 30 MINS AWAY AND HAD NA APPT AT 8 AM DEALER DID NOT LOOK AT VEH FOR ALMOST 3 HOURS ONCE VEH WAS UP ON THE RACK IT TOOK LESS THAN 40 MINS..CUSTWANTS TO KNOW WHY WITH AN APPT DID THEY HAVE TO WAIT FOR FOUR HOURS FOR A 40 MIN JOB, STATES THAT IS COURIOUS BECAUSE THIS IS A WARRANTY JOB, AND ASKS HOW MANY HOURS WAS GM BILLED FOR CUST CONCLUDES SHOULD BILL DEALER FOR 3 HRS; 0; 336498374  
2000-08-30

CRM ATTEMPTED TO F/UP WITH CUST CALLED 2XS GOT BUSY SIGNAL; 0; 336498449

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:



CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

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

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



### About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed? .....
10. Overall, how satisfied were you with your Service Consultant? .....

### About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? .....
  - The ease of getting your vehicle? .....
  - The condition in which it was returned? .....
12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- IF NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify) \_\_\_\_\_
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? .....
14. Were you given a copy of the completed repair order/invoice? .....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

### Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Bob Taylor Chevrolet? .....
17. Would you recommend this dealership for service? .....
18. Overall, how satisfied are you with your 1989 Corveta? .....

19. Do you have any comments/recommendations about your:
- Dealership: \_\_\_\_\_
- Vehicle: \_\_\_\_\_

20. Are you ... ☒ Male ☐ Female
21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1620

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

Please return this questionnaire in the self-addressed, postage-paid envelope to:

9:50 AM11

DEAR SIRs,

IT TOOK A WEEK TO GET AN APPOINTMENT TO HAVE MY CAR LOOKED AT, AT BOB TAYLOR IN NAPLES FLA. I HAD A LOCKED STEARING COLUMN. THEY SAID IT WAS A FOUR-HOUR JOB. I LIVE ON MARCO ISL .FL 30 MILES SOUTH. I GOT IT IN @ 8 AM WHICH WAS MY APPOINTMENT TIME. THEY DID NOT EVEN LOOK AT IT FOR ALMOST THREE HOURS! ONCE THEY GOT IT ON A RACK IT TOOK LESS THAN FOURTY MIN. TO FIX. WHY WITH AN APPOINTMENT DID I HAVE TO SIT THERE FOR FOUR HOURS FOR A FOURTY MIN. JOB? I'M CURIOUS BECAUSE IT WAS A WARRANTY JOB. JUST HOW MANY HOURS DID CHEVY GET BILLED FOR? I SHOULD BILL BOB TAYLOR FOR 3 HOURS!!

THANKS.

 8/12/2000

120935

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

BORGER , TX

CASE NUMBER: 01417878 VIN: 1G1YY22G2X5131096  
MODEL YEAR: 1999  
DATE OPENED: 2000-08-30 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-08-30 MILEAGE: 8100  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: COUNTRY CHEVROLET  
BRC PARENT: DEALER ADDRESS: 840 ELM ST E, ANNANDALE, MN, 55302, USA

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

W01 Steering General Other  
1 REPAIR ATTEMPT(S) locks down

Customers steering locks and will not unlock

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

Customer states : that she took vehicle to Westgate chev. with no success in getting problem with steering locking down and not releasing when vehicle was started. Customer has had vehicle to Country Chev. and they were unable to fix problem. Customers husband was able to get steering unlocked by jerking on steering wheel.

Customer seeks: to have the steering wheel problem resolved.

Don McKinney svm stated tac adv what to do ,worked for a while then it is locking up again and will have to see vehicle to fix it. Svm was advised that crm is going to call selling dealer.

Rusty Black svm at Westgate Chev. was in meeting and crm spoke with srv adv Micheal Sable who stated that they were sending out a tow truck to get her vehicle. Crm conferenced the call and got customer to cooperate with srv adv in getting vehicle to the dealer. Srv adv thanked crm - crm thanked srv adv. Srv adv was given the request and cat phone no and will call in and update the file as to the status of the repair.; 0; 336497716

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:

RESTRAINT:

IF SO, WHERE:

#### ADR INFORMATION

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

**\*BRC CONTACT INFORMATION**

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

HOPKINVILLE

KY

HOME PHONE:

CASE NUMBER: 03680632 VIN: 1G1YY22G2X5131227  
DATE OPENED: 2001-04-02 MODEL YEAR: 1999  
DATE CLOSED: 2001-04-09 SERIES: CORVETTE COUPE  
SOURCE: Phone MILEAGE: 40000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: CAPITOL CHEVROLET COMPANY  
DEALER ADDRESS: 600 MURFREESBORO, NASHVILLE, TN, 37210, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) STIR COLUMN IS LOCKED

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

STIRRING COLUMN

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

CUST STATED THAT HE CONTACTED CAC ON SAT AND WAS ADV THAT CHEV WILL ASST IN HIS REPAIR FOR A STIRRING COLUMN. CUST TOOK VEHICLE TO CAPITOL DLRSHIP AND WAS ADV THERE WOULD BE NO ASST FOR REPAIR. CUST SEEK ASST FOR REPAIR. CRM CONTACTED DLRSHIP AND SPOKE TO ASST SVR MGR CLARK AT CAPITOL CHEV AND HE STATED THAT SINCE VEHICLE IS OUT OF WARRANTY AND CUST IS SECOND OWNER, VEHICLE WAS NOT PURCHASE AT CAPITOL AND THIS NOT A DUPLICATE REPAIR THAT THERE WOULD BE NO ASST AT THIS TIME FOR REPAIR. CRM ADV CUST OF INFO AND CUST STATED THAT HE WILL SEEK LEGAL ACTION. CUST SEEK INFO ON ESCALATION AND CUST WAS ADV TO REFERR TO THE BACK OF OWNER'S MANUAL. CRM ADV CUST OF REQUEST NUMBER FOR FUTURE CONCERNS OR QUESTIONS. IRIS TURNER/ATX/CARS;  
0; 355073840  
2001-04-02



EXEC RECEIVES CONTACT FROM DAVE PEACY, BRAND QUALITY MANAGER-CORVETTE, WHO ADVISED CUST HAS CONTACTED HIM TO VOICE DISSATISFACTION WITH HANDLING OF COLUMN LOCK ACTUATOR CONCERN. MR. PEACY FURTHER ADVISED CUST STATES HE WAS IN NASHVILLE < LESS THAN 150 MILES FROM HOME > WHEN VEHICLE REQUIRED TOWING TO DEALER FOR DIAGNOSIS, CUST FURTHER ADVISED TOWING CHARGES INCURRED, RENTAL VEHICLE REQUIRED, AND DEALER DIAGNOSIS DID NOT RESULT IN REPLACEMENT OF COLUMN LOCK ACTUATOR. MR. PEACY STATES HE WOULD LIKE CUST REIMBURSED FOR TOWING CHARGES. MR. PEACY STATES HE WILL ADVISE DEALER TO REPLACE LOCK ACTUATOR. EXEC ADVISED MR. PEACY, WHO ALSO ADVISED THAT CUST IS 2ND OWNER, THAT RENTAL REIMBURSEMENT MIGHT NOT BE POSSIBLE DUE TO WARRANTY EXPIRATION AND LACK OF DEALER DIAGNOSED DUPLICATION OF CONCERN. MR. PEACY STATES HE SEEKS CUST REIMBURSED FOR TOWING AND FURTHER STATES HE WILL CONTACT DEALER TO INSTRUCT DEALER TO REPLACE ACTUATOR AS GOODWILL GESTURE FOR SATISFACTION. < CONTINUED >; 0; 355088786  
2001-04-02

EXEC ADVISED MR. PEACY THAT EXEC WILL HAVE TEAM MEMBER CONTACT CUST TO CONSULT REGARDING DOCUMENTATION REQUIRED TO FACILITATE TOWING CHARGE REIMBURSEMENT. MR. PEACY ADVISED HE WILL CONTACT EXEC TO UPDATE REGARDING DEALER REPLACEMENT OF LOCK ACTUATOR. TRANSFERRING TO GARY MC CUMBER-EXEC/PAUL BYTHER-ACTING TEAM MANAGER-EXEC; 0; 355088902  
2001-04-02

\*\*\*\*\*EXEC OFFICE HANDLING THIS REQUEST!!! HAVE CUST CONTACT GARY MCCUMBERS 313-667-7153\*\*\*\*\*  
CUSTOMER OWNER OF 2 OTHER CORVETTES, GM  
SUPPLIER \_\_\_\_\_/PAUL BYTHER-ACTING TEAM MANAGER; 0;  
355089003  
2001-04-02

\*\*\*\*\*Exec office  
handling\*\*\*\*\*  
Exec received directive to look into situation, cust has experienced steering lock problem while on trip out of town, had to rent a vehicle to drive home in and incurred towing expense also. Exec advised by Brand quality manager Dave Peacy that AVM had OK'd the installation of the needed steering lock and also to pay for towing. Exec called Capitol Chevy 613-748-8500 spoke to tech on job Eddie Han advised him that AVM would be contacting his service department to authorize the steering lock repair, Exec advised Mr. Han that he could safely start work on the vehicle now, but that AVM would be contacting them, Mr. Han stated that vehicle should be done by 10:00 Tuesday. Exec called cust at work number [REDACTED] and advised him of this also advised cust to send in original R.O. proof of ownership and payment to 400 Renaissance for consideration.\*\*\*McCumber; 0; 355099384  
2001-04-03

Exec made follow up call to Capitol Chevy spoke to Eddie Han who stated that vehicle was finished around 10:30 and cust picked up his vehicle around 2:00. Exec called cust to check level of satisfaction but was unable to reach cust will try again tomorrow.  
\*\*\*\*\*Gary McCumber/Exec  
office\*\*\*\*\*; 0; 355186401  
2001-04-09

Exec closing file pending receipt of proper paperwork for reimbursement.\*\*\*\*\*Gary McCumber/Exec \*\*\*\*\*; 0;  
355678182

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CASE NUMBER: 05041638 VIN: 1G1YY22G2X5131311  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-24 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-07-25 MILEAGE: 73909  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: FRANK PARRA AUTOPLEX INC  
BRC PARENT: DEALER ADDRESS: 1000 E AIRPORT FWY., IRVING, TX, 75062, USA

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

T19 Campaign Correction Required 1 REPAIR ATTEMPT(S)	Other towing charge
M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Vibration 01044
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Other TOWING CHARGE FOR CAMPAIGN 01044

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:  
The dealership should reimburse the customer.AGENT INSTRUCTIONS:  
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):[[Campaign and Special Policy Reimbursement RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim#20.htm>  
]]

## TOWING REIMBURSEMENT

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

cust sts that the veh was towed to frank parra autopark cust sts that the veh was towed  
because of the campaign repair because the steering wheel locked up cust seeks  
reimbursement for towing of veh to dlr  
crm advises cust to a product specialist  
chris cannon/atx/cac; 0; 364859083  
2001-07-24

CRM CALLED DLR TO SEEK IF POSS TO REIM CUST TO THE CAMP 01044 REPAIR DONE ON VEH ON 7/21/01.  
CRM UNABLE TO SPK W/SVR. MANG-MIKE BREAUD AND LEFT MESS FOR HIM TO CALL CRM BACK.  
NORMAGAREZ/TCARS/ATX.; 0; 364860362  
2001-07-25

CUST STATES THAT HE IS CALLING TO CHECK ON THE STATUS OF HIS CASE. THE CUST STATES THAT HE  
WAS TO GET A CALL YETURDAY BUT HAD NOT RECEIVED ONE. CUST SEEKING REIMBURSEMENT FOR THE  
TOWING OF HIS VEH TO THE DLR AS A RESULT OF THE STEERING WHEEL LOCKING UP AS DESCRIBED ON  
CAMPAIGN 01044. CRM CONTACTED THE DLR AND SPOKE TO THE ADV WHO STATES THAT THE CUST JUST  
NEEDS TO GIVE THE DLR THE RECEIPT OF THE TOWING AND THEY WILL SUBMITT IT FOR REIMBURSEMENT.  
THE ADV IS GOING TO HAVE THE SERVICE MANAGER CALL THE CUST. CRM ADV THE CUST THAT THE DLR  
WILL SUBMITT FOR REIMBURSEMENT BUT THEY WILL NEED THE RECEIPT AND PROOF OF PMNT ALONG WITH

THE PROOF OF OWNERSHIP. CRM ALSO ADV THAT THE SERVICE MANAGER WOULD BE IN CONTACT WITH THE  
CUST. CRM TRACEY HENRY/PDX/CAC; 0; 364938089

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

SALES TAX:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4817132	VIN Number:	1G1YY22G2X5132037
Date Opened:	6/23/2000	Model Year:	1999
Date Closed:	6/26/2000	Series:	Corvette
Dealer Code:	B17255	Mileage:	18450
Address:	JIMMY GRAY CHEVROLET SOUTHAVEN	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING COLUMN LOCK INOP NO CODES A0

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—

06/23/2000 09:48:47 SBD TEMPLATE - ZIEGLER

STRATEGY BASED DIAGNOSTICS

\_2\_ 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)

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

\_N/A\_ (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)

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

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

06/23/2000 09:48:47 HISTORY - ZIEGLER

MIKE STATES THE VEHICLE CAME IN FOR A COLUMN LOCK ALWAYS LOCKED, HE REPLACED THE ACTUATOR AND NOW IT WILL NOT LOCK AND THERE IS DIC COLUMN LOCK MESSAGE. MIKE STATES THE SCAN TOOL WILL LOCK / UNLOCK THE COLUMN.

TAC SUGGESTION:

REVIEWED PI # A000265 WITH MIKE, STEP 4 SHOULD NOT APPLY.  
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 2-89 (BOOK 1) 'STEERING COLUMN LOCK  
DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING  
DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS  
(WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO  
NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY,  
YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING  
KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM  
FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN  
RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

TECH ALSO TO VERIFY ALL TERMINAL CONNECTIONS AT THE BCM, AND MONITOR THE  
COLUMN LOCK FEED BACK, AND TEST CIRCUITS IF NEEDED.

DEALER TO CALL BACK, IF FURTHER ASSISTANCE IS NEEDED.

06/23/2000 10:17:06 KLIMKOWSKI

\*\*\*\*\*DEALER CONTACT NAME AND POSITION\*\*\*\*\*

MIKE

\*TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN\*

2

\*\*\*\*TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN\*\*\*\*

3

\*\*RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC\*\*

DLR STS NEEDS TO CLOSE CASE .DLR STS AFTER REPLACING STRG COLUMN LOCK  
ACTUATOR HE HAD UNPLUGGED ACTUATOR WITH KEY ON AND DID NOT RESET .DLR STS  
RESET BY DISCONNECTING BCM FUSE FOR 15 SEC.  
DLR STS VEHICLE REPAIRED



\*\*\*\*\*NEW RECOMMENDATIONS\*\*\*\*\*

06/26/2000 14:17:44 PRUSINOWSKI - CASE HAD BEEN CLOSED INVALID.  
UPON REVIEW OF CASE I CLOSED IT USING A LABOR OPERATION TO SAVE CASE.  
.DLR STS AFTER REPLACING STRG COLUMN LOCK ACTUATOR HE HAD UNPLUGGED  
ACTUATOR WITH THE IGN KEY ON AND DID NOT RESET.  
DLR STS HE RESET BY DISCONNECTING BCM FUSE FOR 16 SEC.  
DLR STS VEHICLE REPAIRED  
MIKE PRUSINOWSKI TEAM LEADER CAR ELECTRICAL GROUP. EXT. 40789

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

BRONX , NY

CASE NUMBER: 05093949 VIN: 1G1YY22G2X5132197  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-27 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-07-27 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) LOCKING STEERING COLUMN

Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

crm started another file and was hit by debugger and lost file. cust sts that veh has been at dlr for steering column rpr. cust seeks lemon law. crm called dlr 718-823-6000 and talked to sa leo ataronselaky who sts that veh had campaign performed after veh stalled and was vandalized. 2nd rpr was for ign switch which was damaged during vandalism. crm called cust back as promised and advised cust that lemon law didn't apply to veh. cust req hbb letter which crm sent. richardbauerlein/cac/atx; 0; 365101256  
2001-07-31

Letter deleted. Need TM approval. Kerrie Lindholm/atx/Goodwill Liaison; 0; 365443006.

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

HACIENDA HEIGHTS  
CA

HOME PHONE:

CASE NUMBER: 04985213 VIN: 1G1YY22G2X5132541  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-19 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-07-19 MILEAGE: 16000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

T18 Request for Miscellaneous Information Customer Satisfaction  
0 REPAIR ATTEMPT(S) referral to road-side  
  
M41 Steering Column/Lock/Attaching Parts Interference  
0 REPAIR ATTEMPT(S) steering column is locked up  
  
A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) cust needs dlr to correct prblm on car.

Roadside Assistance phone numbers:

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

Roadside Assistance phone numbers

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

cust states he is in a parking lot and his service column lock light came on, and the vehicle cuts off every time he begins moving. crm scanned web-knowledge, found the corvette campaign pertaining to this failure. cust must go to dlr to have prblm resolved. cnctd w/dlr who said the same thing. crm called road-side assistance and connected cust w/them. alissa king/pdx/cac; 0; 364428523

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

BEDFORD , TX

CASE NUMBER: 03652235 VIN: 1G1YY22G2Y5101243  
MODEL YEAR: 2000  
DATE OPENED: 2001-03-29 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-04-05 MILEAGE: 20000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: HUDIBURG CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 7769 GRAPEVINE HWY, NORTH RICHLAND  
HILLS, TX, 76180, USA

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) cust sts that his veh steering locks up

T04 General Information Other  
0 REPAIR ATTEMPT(S) cust sts that his veh steering locks up ,  
crm sent a letter advising the cust to

No information  
steering locking

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

cust sts that his steering locks up, crm contacted the cust home phone number and spoke to the cust spouse, crm advised the cust spouse about the cust request number and cac phone number and she will relay the info, crm tried to contact the cust at work but the phone line was busy, crm will make a follow up cal to cust on 03/30/2001.

robert clark/atx; 0; 354762089  
2001-03-30

crm contacted the cust and got the cust vme, crm advised the cust to call the cac for his concerns on his steering, call made 03/30/2001 at 12:03pm.; 0; 354826910  
2001-03-30

CUST RETURNED CALL, STATING STILL HAS CONCERN WITH WHEEL LOCKING. CUST SAID BETTER SINCE WORKED ON 1/26/01, HAS ONLY LOCKED UP 3 TIMES, BUT DEFINITE CONCERN. CUST SAYS LOVES CORVETTE, BUT WOULD LIKE OUT OF THIS ONE, BUT TOLD HE WOULD TAKE BIG HIT. CUST CONCERNS ABOUT HISTORY OF VEH. CUST ASKED ABOUT TAKING TO ANOTHER DLR. CRM SAID HE WAS WELCOME TO DO SO, AND IF THEY WERE UNABLE TO ASSIST, TO CALL BACK IN AND WE COULD DISCUSS WITH CURRENT DLR. BARBARA FLEMING/PDX/CARS; 0; 354835672  
2001-04-04

LETTER DELETED  
NAAMAN PHILLIPS/APPROVER/ATX; 0; 355268650

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:



OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



# Service Satisfaction Survey

**\*\* Dissatisfied Customer \*\***

Please make any corrections to your name, address, or telephone number here:

Bedford TX

Home telephone:

Change to: ( )

Dear Jay Horner:

Our records indicate that you had your 2000 Corvette serviced at Hudding Chevrolet on January 8, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Hudding Chevrolet.

Sincerely,

*Dawn L. Wright*

Dawn L. Wright  
Director - Customer & Relationship Services

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 2000 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE FOR SERVICE ON JANUARY 8, 2001, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                    | Very Satisfied              | Satisfied   | Somewhat Satisfied                  | Not At All Satisfied     |
|--|---|-----------------------------|---|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input type="checkbox"/>                | <input type="checkbox"/>    | <input checked="" type="checkbox"/>                   | <input type="checkbox"/>            | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Requested <input type="checkbox"/> | Don't Know <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                              |                                     |                          |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/>                | <input type="checkbox"/>    | <input checked="" type="checkbox"/>                   | <input type="checkbox"/>            | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |   | Completely Satisfied                    | Very Satisfied                      | Satisfied   | Somewhat Satisfied                         | Not At All Satisfied     |
|---|---|-------------------------------------|---|--|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? .... | <input type="checkbox"/>                | <input type="checkbox"/>            | <input checked="" type="checkbox"/>                   | <input type="checkbox"/>                   | <input type="checkbox"/> |
| 6. Were you offered transportation options? .....   | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/>         | Does Not Apply/Not Requested <input type="checkbox"/> | Don't Know <input type="checkbox"/>        |                          |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                       | <input type="checkbox"/>                | <input checked="" type="checkbox"/> | <input type="checkbox"/>                              | <input type="checkbox"/>                   | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? .....  | <input type="checkbox"/>                | <input type="checkbox"/>            | <input checked="" type="checkbox"/>                   | Not Time Promised <input type="checkbox"/> |                          |

1G1YY2202Y6101243 07235

21102267057 00000112316 458426

DSD

# About Your Service Consultant/Advisor - Continued

8. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant?.....

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
  - The ease of getting your vehicle?.....
  - The condition in which it was returned?.....
12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No

If NO, why not? (Check all that apply)

- ☐ Condition explained - repair not necessary
- ☒ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) \_\_\_\_\_
- ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?.....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Mackinac Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1988 Corvette?.....

19. Do you have any comments/recommendations about your:

Dealership: The work the left time the car was worked for the steering locking. The problems, although not

Vehicle: as severe, still exists.

20. Are you ... ☒ Male ☐ Female
21. Your age ... ☐ Under 20 ☐ 20-24 ☐ 25-34 ☒ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-323-1022

Please return this questionnaire in the self-addressed, postage-paid envelope provided.

CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43600-0000

101VY120278101243 07336

21102357897 4985858517 486408

# TECHNICAL ASSISTANCE SYSTEM

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

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<b>Case No:</b>	<b>4838844</b>	<b>VIN Number:</b>	<b>1G1YY22G2Y5101243</b>
<b>Date Opened:</b>	<b>7/5/2000</b>	<b>Model Year:</b>	<b>2000</b>
<b>Date Closed:</b>	<b>7/5/2000</b>	<b>Series:</b>	<b>Corvette</b>
<b>Dealer Code:</b>	<b>B07335</b>	<b>Mileage:</b>	<b>11936</b>
<b>Address:</b>	<b>HUDIBURG CHEVROLET INORTH RICHLA</b>	<b>State:</b>	<b>TX</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— LOCK STEERING SAGINAW PILOT ALLEGED STEERING

RESOLUTION ABSTRACT- IGNITION SWITCH

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

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

LANTON , OK

CASE NUMBER: 05564607 VIN: 1G1YY22G2Y5102313  
MODEL YEAR: 2000  
DATE OPENED: 2001-09-24 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-15 MILEAGE: 31634  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: AUBREY CHEVROLET  
BRC PARENT: DEALER ADDRESS: 807 N SHERIDAN RD, LANTON, OK, 73505, USA

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

A01 Open Campaign Product Campaign Claim  
1 REPAIR ATTEMPT(S) 51044- COLUMN LOCKED AFTER REPAIR WAS DONE

R55 CD Player/Changer Inoperative  
0 REPAIR ATTEMPT(S) 12-DISC CHANGER INOPERATIVE

M46 Keyless Remote Lock System Broken  
0 REPAIR ATTEMPT(S) TOP BROKE OFF

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction  
0 REPAIR ATTEMPT(S) MG 60/75

S86 CAC Resolved With Goodwill CAC Resolved With Goodwill  
0 REPAIR ATTEMPT(S) CUST SAT

M41 Steering Column/Lock/Attaching Parts Inoperative  
2 REPAIR ATTEMPT(S) locked

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

## Vehicle operation or design

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

CUST STATES HE IS STILL NOT SATISFIED W/VEH... LAST WEEKEND THE STEERING COLUMN LOCKEDUP AND THERE WAS OPEN CAMPAIGN 01044 ON VEH.. CUST STATES HAD OT WAIT ALL WEEKEND UNTIL MONDAY TO GET VEH REPAIRED ... THEN THIS LAST SATURDAY THE STEERING COLUMN LOCKEDUP AGAIN.. CUST STATES IS NOW HAVING VEH TOWED BACK TO DLR. .. CUST OTHER CONCERS ARE THE MEMORY PACKAGE THAT INTERMITTENTLY DOESN'T WORK... WHEN CUST PULLS KEY OUT OF IGNITION SOMETIMES THE SEAT MOVES BACK AND THE STEERING COLUMN GOES UP AND SOMETIMES IT DOESN'T CUST STATES THAT THE KEYLESS REMOTE IS BEING REPLACED B/C THE TOP HALF BROKE OFF, AND THE 12 DISC CD CHANGER IS

NOT WORKING SO THE DLIRIS ORDERING A CD PLAYER ALSO.. CUST STATES PREVIOUS CONCERNS ARE THAT THE REAREND OF VEH HAS BEEN REBUILT TWICE, THE MASTER CYLINDER WAS REPAIRED TWICE FOR LEAKING, THE EMERGENCY BRAKES WAS REPAIRED AND THE TRANSMISSION SEAL WAS REPAIRED, THE VEH HAS EXCESSIVE OIL CONSUMPTION WHICH HE HAS EXCEPTED AS A DESIGN FLAW WHEN VEH WAS BUILT AND CUST NOT SATISFIED W/THE PAINT JOB; 0; 370191368  
2001-09-24

CUST STATES HAS MOVED AND PREVIOUSLY TOOK VEH TO REY HUGHES IN ENTERPRISE, AL, AND SOLOMON CHEVY IN ENTERPRISE, AL..  
CUST STATES THIS IS HIS 4TH CORVETTE AND 1ST NEW CORVETTE AND HIS FATHER HAS A CORVETTE AND THEY HAVE NEVER HAD PROBLEMS W/ANY OF THE OTHER VEH..  
CUST SEEKS TO GET GMPP EXTENDED AS HE FEELS HE IS GOING TO BE STUCK W/ALOT OF CONCERNS WHEN OUT OF THE GMPP COVERAGE PERIOD.. SINCE VEH IS NOT DEPENDABLE..  
CRM SET UP C/B W/CUST ON WEDNESDAY, 9/26 12-2PM AFTER FURTHER RESEARCH CAN BE DONE..  
LEAH WILLIAMS/CAC/ATX; 0; 370191565  
2001-10-01

CUST STATES his veh is again broke down and he spoke to someone earlier today who gave him this file #. CUST SEEKS repurchase due to the constant repairs. crm called dlr and svc mgr is n/a. svc advisor Mike Thompson states steering colum locked up and veh is in waiting for part now. Cust states he is in the military and moves alot which is why the dlrs keep changing. dlr has called avm and asks that crm also contact AVM in regards to repurchase. crm advised cust would need time to research and will call cust on 10/4/01 between 4-6cst.  
CassyDieni/cac/pdx; 0; 370829051  
2001-10-01

Crm received over the shoulder approval from tm Mary Beckett to call AVM Roy Wright node 972075 box 8162 about cust request to repurchase.CassyDieni/cac/pdx; 0; 370829524  
2001-10-01

This cust has several files that are closed:

05155492  
00888518  
00374278  
00374277  
00046347  
CassyDieni/cac/pdx; 0; 370830130  
2001-10-04

crm has not heard from AVM. crm called dlr and svc mgr Arnold Owens states cust has a real concern with the veh and wants out of the veh and feels cust should be asst in trading out. crm asked if OLC would be a good idea and svc mgr said he felt cust would like that.  
CassyDieni/cac/pdx; 0; 371086276  
2001-10-04

Crm called cust and n/a. crm will try again on 10/9/01 between 11-1cst. CassyDieni/cac/pdx; 0; 371089103  
2001-10-04

CUST STATES: WILL NOT BE AVAIL. FOR C/B FROM PREV. CRM. SVC MGR TOLD HIM THAT CAC WAS GOING TO HELP HIM INTO ANOTHER VEH. CRM ADVSD: NOT FAMILIAR WITH CASE. OLC MAY BE POSSIBLE, NEED TO CONTACT SVC MGR AND FIND OUT AVM RESPONSE, THEN WILL C/B CUST MONDAY10.08.01 FROM 4-6PM PDT. CRYSTAL BROWN/CAC/PDX; 0; 371091470  
2001-10-05

crm reviewing notes, tm calling cam. CassyDieni/cac/pdx; 0; 371147376  
2001-10-05

CONTACTED SVC MGR ARNOLD OWENS STATED AVM CONTACTED HIM, TO ASK HIM QUESTIONS ABOUT THE CASE, HOWEVER AVM DID NOT TELL SVC MGR WHAT RESOLUTION WOULD BE. WILL WAIT FOR UPDATE IN FILE. WILL C/B AS PROMISED TO CUST. CRYSTAL BROWN/CAC/PDX; 0; 371164726  
2001-10-05

AVM ROY WRIGHT STATED HE WANTED TO UPDATE THE FILE. AVM STATED THE STEERING COLUMN CONCERN HAS BEEN RESOLVED. AVM IS NOT OFFERING A REPURCHASE, AND CANNOT OFFER AN OLC SINCE IT IS STILL IN WARRANTY. AM SEEKS TO HAVE THE CRM OFFER THE CUST A \$0/75,000 MAJOR GUARD \$0 DED UPGRADE. CRM ADVISED THE AVM THE FILE WOULD BE UPDATED AND CRM NOTIFIED. ROBERT HEINKEL/AVM TEAM TAMPA; 0; 371169453  
2001-10-08

CRM called dlr and sales mgr Aaron states low financing on veh, no cash back.  
CassidyDieni/cac/pdx; 0; 371416772  
2001-10-08

CUST STATES: HAS ALREADY REC'D A GMPP. CUST HAS VEH IN DLR AGAIN FOR DIFFERENT PROBLEM. CUST DOES NOT FEEL THAT THE VEH IS MECHANICALLY CAPABLE OF GETTING HIM FROM POINT A TO B. CUST DISSAT WITH GMPP. JARRED HERMANN TOOK ESCALATED CALL B/C ANNETTE JOHNSON WAS UNAVAIL. CUST WILL ACCEPT GMPP ADDITION. CRM ADVSD: WILL CONTACT AVM AND L/M STATING THAT CUST WILL ACCEPT OFFER, AND AVM SHOULD START PROCESSING, AND THAT CUST WOULD LIKE C/B FROM AVM. WOULD LIKE TO MEET AVM IF THAT IS POSSIBLE. CRYSTAL BROWN/CAC/PDX; 0; 371440237  
2001-10-09

CRM is letting CRM HOCKERBC have ownership as she has now made another avm call.  
CassidyDieni/cac/pdx; 0; 371497750  
2001-10-09

AVM CALL MADE FOR CUST  
CRYSTAL BROWN/CAC/PDX; 0; 371526967  
2001-10-10

CONTACTED CUST TO GET EXACT MILEAGE. AND TO INFORM CUST OF AVM CALL. CUST SAT.  
CRYSTAL BROWN/CAC/PDX; 0; 371609128  
2001-10-17

GL reviewing file w/ TM Scott Pettigrove.  
darcie horlacher/goodwill liaison/portland; 0; 372187592  
2001-10-24

GL discussing file w/ Scott  
darcie horlacher/goodwill liaison/portland; 0; 372797824  
2001-10-27

returned to TM to follow up with CRM on knowledge req#00888518...scott  
pettigrove/tm/Liaisons/pdx; 0; 373059368  
2001-10-29

AVM SOUGHT TO UPGRADE CUSTS PREVIOUS PLAN. AVM WAS AWARE OF PREVIOUS PLAN. CONTACTED DLR WHO STATED CAMPAIGN REPAIR WAS DONE. WILL SUBMIT TO GL FOR APPROVAL.  
CRYSTAL BROWN/CAC/PDX; 0; 373234134  
2001-10-30

TM APPROVING GMPP TO BE SENT TO CUST. LYNDELL LEWIS/PDX TM; 0; 373324642  
2001-10-30

FORWARDING TO GL PAPERWORK ALREADY SENT  
CRYSTAL BROWN/CAC/PDX; 0; 373332381  
2001-11-01

GL reviewed file. Forwarding for Final Approval.  
Liz Welland/GL/Pdx; 0; 373472510  
2001-11-01

GL SUBMITTING FOR FINAL APPROVAL. CINDY SLAGET/GL/PDX/CARS; 0; 373484067  
2001-11-02



Final APP rec'd \*\*\*\* sent letter reference # RS0011 to MSX \*\*\*\* GMPP on it's way \*\*\*\* Will  
leave file open until confirmation from MSX is rec'd that letter was sent.  
Goodwill Liaison Franko Tarin-Portland, O; 373586928  
2001-11-15

GMPP "ON IT'S WAY" LETTER WAS MAILED ON 11/05/01  
LANA EWING/CAC/PDX; O; 374721707

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER HAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

TRIM:

TRANSMISSION:

VEHICLE DRIVABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

October 11, 2001

[REDACTED]  
Lawton, OK [REDACTED]

Request: C05564607

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2000 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G2Y5102313, is for the following:

- 60 months or 75,000 miles, whichever occurs first
- Standard rental
- \$0 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Crystal Brown  
Customer Relationship Manager

RS0011-P

# GMPP REQUEST FOR PROCESSING

Metrom Insurance Corporation  
National Mechanical Service Center  
P.O. Box 6665  
Chicago, IL 60660-6665

Please process the attached GMPP Contract Registration form:

## Customer Information:

Customer Name: [REDACTED]

File Number: [REDACTED]

Personal Use: ☒

Commercial Use: ☐

Reason for offering GMPP:

per AUM offer to cust.

## Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN # 1G1YY22G2Y5102313

Year: 2000

In service Date: 9.05.01

Mileage: 31634

## Division Dealer Code Information: (Circle one below)

Pontiac - 18-89123

GMC Truck - 48-81764

Oldsmobile - 15-89001

Buick - 11-89001

Chevrolet - 13-70013

Cadillac - 12-89000

## Payment Approval and Type:

### General Motors has agreed to: (Check one below)

☐  
☒  
☐  
☐

Approve and pay for a new plan - No GMPP coverage currently

Authorize a new plan or upgrade; Customer will pay total cost

Approve and pay for an upgrade; apply original coverage refund to Division making request

Pay for all coverage costs; refund the original coverage cost to customer

Cancellation

## Payment Approval:

GMM (decision maker):

Cristal Brown / Roy Wright (AUM)

Plan Selection:

GP/75 Major Guard

Team Manager/Supervisor:

Shirley Johnson

000970431 02

## Contract Registration

GROUP MSRP GM Cert MSRP Cert 36 FT L/W

VEHICLE IDENTIFICATION NUMBER (print in 17 characters)

PLAN PURCHASE DATE

1 G 1 Y Y 2 2 G 2 Y 5 1 0 2 3 1 3 10/11/01

YEAR MAKE MODEL CURRENT ODOMETER 4 WHEEL DRIVE

2000 Chevrolet Corvette 31634

FIRST NAME MI LAST NAME FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

Lawton

OK

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE

PROMOTION CODE

Chevrolet

1370011

ADDRESS

CITY

STATE

ZIP CODE

PO box 33170

Detroit

MI

48232

GMAC

NAME

OR Chevrolet

ADDRESS

CITY

STATE

ZIP CODE

PO box 33170

Detroit

MI

48232

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

SMART PROTECTION PLUS



## MECHANICAL TERM

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

IN-WARRANTY



The term and mileage limits of any selected plan commence on the same date as the new vehicle's warranty and at zero miles. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.

OUT-OF-WARRANTY

The term and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.

VEHICLE IN SERVICE DATE (as Warranty vehicle) TERM-MILES

09/05/99

60/075,000

OPTIONAL DEDUCTIBLE

\$100

\$200

PRICE

\$ , .00

MAINTENANCE TERM Upon acceptance of this registration, the term and mileage term for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The term and mileage term of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.

SMART CARE

SMART CARE PLUS

TERM-MILES

/

\$ , .00

SURCHARGES &amp;

BUSINESS

TOW/FLUCK

EMERGENCY

SNOWFLOW

TIRE ROAD HAZARD

OPTIONAL COVERAGE

(check all that apply)

\$

\$ , .00

By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Term," (above). Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

CUSTOMER SIGNATURE

DATE

Refer to Request # 05564607

10.11.2001

SUBTOTAL \$ , .00

TAX \$ , .00

TOTAL \$ , .00

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 01044979 VIN: 1G1YY22G2Y5102893  
MODEL YEAR: 2000  
DATE OPENED: 2000-07-28 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-08-08 MILEAGE: 11900  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: NASH CHEVROLET COMPANY  
BRC PARENT: DEALER ADDRESS: 630 SCENIC HWY., LAWRENCEVILLE, GA, 30045, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
3 REPAIR ATTEMPT(S)	FINAL REPAIR

LEGAL CORRESPONDENCE WORKING FILE.

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

LEGAL CORRESPONDENCE. CRM RECEIVED NOTICE FOR FINAL REPAIR. CUSTOMER CONCERN IS OIL LEAKS AND STEERING WHEEL LOCKS UP. CRM CALLED CUSTOMER NOT AVAILABLE LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 333652895  
2000-07-28

CUSTOMER HOME # 770-682-9542. DEIRDRE KING/LEGAL CORR; 0; 333652935  
2000-07-31

CUSTOMER CALLED STATING VEHICLE OUT OF SERVICE 20 DAYS, AND PRESENTLY THE STEERING COLUMN IS MAKING NOISE. CUSTOMER STATES VEHICLE BEEN IN 3 TIMES FOR REAR AXLE DIFFERENTIAL. CRM CALLED DEALERSHIP SPOKE TO SVC MGR BILLY, HE STATES THAT VEHICLE HAS BEEN HERE 1 TIME FOR STEERING AND 2 TIMES FOR DIFFERENTIAL. HE STATES THAT VEHICLE IS OPERATING TO GM SPECIFICATIONS. HE STATES ON 4-28-00 AT 7931 MILES DEALER REPLACED REAR AXLE SEALS, 6-13-00 DEALER REPLACED LOCK RELAY. 6-21-00 AT 10044 MILES DEALER DID ELECTRICAL REPAIR. 7-17-00 AT 11451 MILES DEALER TURNED ROTORS AND REPOSITIONED BOLD NEAR THE STEERING COLUMN. CRM CALLED AVM DAVE PFEFFERLY TO ADVISE LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 333910704  
2000-08-01

AVM DAVE PFEFFERLY STATES REPURCHASE IS DENIED B/C VEHICLE DOES NOT MEET THE PRESUMPTIONS OF LEMON LAW. HE STATES 3 TIMES FOR STEERING LOCK AND DEALERSHIP WILL CONTINUE TO WORK WITH THIS CONCERN UNDER WARRANTY. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 334013634  
2000-08-02

CUSTOMER WORK # [REDACTED] DEIRDRE KING/LEGAL CORR; 0; 334096518  
2000-08-08

CUSTOMER CELL # [REDACTED] DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 334594516  
2000-08-08

CRM CALLED CUSTOMER TO ADVISE BUYBACK IS DENIED DUE TO STEERING COLUMN LOCK WILL BE REPAIRED UNDER WARRANTY AND WILL REPLACE PARTS ONLY. CRM ADVISED ONLY OTHER OPTION WOULD BE TO CONTACT AUTOLINE IN BACK OF OWNERS MANUEL. CRM CLOSING FILE. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 334618438

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:

LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH: NAME:  
ACCOUNT NUMBER:  
INTEREST RATE: INTEREST PAID:  
DEALER BUYOUT:  
ACCOUNT BALANCE:  
LEGAL: LEGAL TYPE:  
LEMON LAW:  
DEALER ADMINISTRATION: VEHICLE DESTINATION:  
RELEASE: LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: LOCATION:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

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

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



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Houston , TX

CASE NUMBER: 1-130592326 VIN: 1G1YY22G2Y5103283  
MODEL YEAR: 2000  
DATE OPENED: 2003-08-15 SERIES: Corvette  
DATE CLOSED: 2003-09-09 MILEAGE: 67000.0000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: N/AYes DEALER NAME: Sonic Automotive - 3401 W. Main, TX, L.P.  
ERC PARENT: DEALER ADDRESS: 4114 Highway 10 East, Baytown, TX, 77521,

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

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

Broken

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

Column Lock; ; 2003-08-15  
2003-08-15

281-421-3800; ; 2003-08-15  
2003-08-18

1-130592326; ; 2003-08-18  
2003-08-18

Cust; ; 2003-08-18  
2003-08-18

Service Request has been Closed Dissatisfied.; ; 2003-08-18  
2003-08-21

SR in Status of Closed has been Re-Opened by ZIESKEC; ; 2003-08-21  
2003-08-21

Steering Column Lock; ; 2003-08-21  
2003-08-21

Cust called in...; ; 2003-09-09  
2003-08-22

Steering column locked; ; 2003-08-22  
2003-08-22

Service Request Ownership has changed FROM: HOSTETLK TO: PURVINEM; ; 2003-08-22  
2003-08-22

Cust called left vm. 8/21/03 336 p.m.; ; 2003-08-22  
2003-08-22

Cust called in 8/21/03 336 p.m.; ; 2003-08-22  
2003-08-22

Tom Pearson, Svc Mgr; ; 2003-09-09  
2003-08-25

1-130592326 Call Lenny Gordon @ dlr; ; 2003-08-25  
2003-08-25

1-130592326 Call Jeffery Lippold; ; 2003-08-25  
2003-08-25

David Elizondo, svc advsr; ; 2003-08-25  
2003-08-25

Left message; ; 2003-08-25  
2003-09-02

1-130592326 Send Call CAC ltr if no response by this date.; ; 2003-08-25  
2003-08-25

received 245PET retrieved 332pet; ; 2003-09-09  
2003-08-25

Calling to give update; ; 2003-08-25  
2003-08-29

1-1360592326 Call Jeffery lippold; ; 2003-09-09  
2003-08-29

Karen Lowe, Svc clerk; ; 2003-08-29  
2003-08-29

Delivering news; ; 2003-08-29  
2003-09-05

1-130592326 Send Call CAC if no response by this date; ; 2003-09-05  
2003-09-05

Created: CAC\_RS0006. SR#1-130592326; ; 2003-09-05  
2003-09-05

Call CAC ltr submitted for approval; ; 2003-09-09  
2003-09-09

Service Request has been Closed Dissatisfied.; ; 2003-09-09

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURING: 0  
COMMENTS:

**LOCATION:**

RESTRAINT:  
IF SO, WHERE,

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

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

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

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

~~64541346~~  
1-130592326

October 23, 2003

[REDACTED]  
Houston, TX [REDACTED]

Service Request: 1-130592326

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2000 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,

Matthew Purvine  
Customer Relationship Manager

RS0006-P/lb

## NORTH HAVEN, CT



7099 3400 0009 5318 5861



1284




4242

U.S. POSTAGE  
PAID  
NORTH HAVEN, CT  
06473  
JAN 21 81  
BOSTON

**\$3.74**  
00012833-02

06-25-07 PLC:33 RCVD

**R. Richard Wagner Jr.**  
**President General Motors**  
**P.O. Box 33170**  
**Detroit, MI 48232**  


46232179



June 20, 2001

Chevrolet file number 04591396

R. Richard Wagner Jr.  
President General Motors  
P.O. Box 33170  
Detroit, MI 48232

Dear Mr. Wagner,

In December of 1999, I purchased a new 2000 Corvette (vin1G1YY22G2Y5118517). The vehicle is very good and I enjoy it very much. My problem is on June 18, 2001. I Stated my car put it into gear, started to drive forward only to find the steering column would not unlock and then the car stalled. The message center told me to take out the key for 10 seconds. After trying to start the car for the second, the same problem occurred. The message told me to service the steering column. After several more tries, I phoned my dealer and he told me he would send a flat bed truck to pick up my car.

Here is my problem or (gripe) with General Motors and not with the dealer. Your company knows this problem exists. There is a part that needs to be replaced. This failure is so common that the part is on back order.

As the owner of this forty five thousand dollar car, I am entitled to be informed by GM of this problem. If this had happened on a highway at night and in the winter. I might have frozen to death waiting for a tow truck.

If Ford had taken action sooner with the tire failure, many lives my have been saved and injuries avoided.

I understand you do not wish issue a call back as it is expensive and causes bad press. But you do have an obligation to inform the owners of the cars of the possible failure so we can be prepared for this most unpleasant experience.

I await your response to my letter

Sincerely,

[REDACTED]  
North Haven, CT [REDACTED]  
[REDACTED]

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

McAllen , TX

CASE NUMBER: 1-138123804 VIN: 1G1YY22G2Y5103283  
MODEL YEAR: 2000  
DATE OPENED: 2003-09-05 SERIES: Corvette  
DATE CLOSED: 2003-09-05 MILEAGE: 60000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AO DEALER NAME: Courtesy Motor CO.  
BRC PARENT: DEALER ADDRESS: 4740 Valmont Road, Boulder, CO, 80301-2228, USA

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

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

Inoperative

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

Ignition lock, ; 2003-09-05  
2003-09-05Service Request has been Closed Satisfied.; ; 2003-09-05  
2003-09-05Steering column is locked / ignition turns; ; 2003-09-05  
2003-09-05Contacted Corvette tech at Wentworth Chev (PDT); ; 2003-09-05  
2003-09-05Contacted Cust on Mobile phone; ; 2003-09-05  
2003-09-05

Service Request has been Closed Satisfied.; ; 2003-09-05

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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



WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MERP:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

**LOCATION:**

**RESTRAINT:**

IF SO, WHERE:

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

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

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

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

## GM RESTRICTED

CASE NUMBER: 06766666 VIN: 1G1YY22G2Y5105566  
 DATE OPENED: 04/24/02 MODEL YEAR: 2000  
 DATE CLOSED: 04/24/02 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 42000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: TX  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] TEXAS CITY TX [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06766666 VIN: 1G1YY22G2Y5105566  
 DATE OPENED: 2002-04-24 MODEL YEAR: 2000  
 DATE CLOSED: 2002-04-24 SERIES: CORVETTE COUPE  
 SOURCE: Phone MILEAGE: 42000  
 SRC TYPE: Yes DELIVERY DATE:  
 SRC PARKMT: DEALER NAME: DEMONTROND CHEVROLET-OLDSMOBILE, INC  
 DEALER ADDRESS: 2800 IH 45 N., TEXAS CITY, TX, 77591, USA

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

A01 Open Campaign	Product Campaign Claim
1 REPAIR ATTEMPT(S)	1044
S13 Reimbursement Requested	Other
0 REPAIR ATTEMPT(S)	\$100 DEDUCTIBLE FROM GMPP

## Vehicles involved in product recall campaigns

## INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

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

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

## Vehicles involved in product recall campaigns

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

CUST STATES SHE REC'D CAMPAIGN # 1044 HAD WAS PERFORMED 3 DYAS AGO AT GM DLR. CUST STATES WHILE BACK PRIOR TO RECIEVING CAMPAIGN, VEH STEERING COLUMN LOCKED AND THE VEH WAS TOWED BY DEMONTROND DLR AND CUST HAD TO PAY \$100 DEDUCTIBLE FOR THE REPAIR. CUST STATES SHE HAS

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

NOW HAD THE CAMPAING PERFORMED.

CUST SEEKS TO GET REIM FOR THE DEDUCTIBLE SHE PAID FOR.

CRM ADVSD CUST UNABLE TO REIM FOR DEDECTIBLE, DUE TO THAT IS THE PLAN CUST GOT. CRM DID TRY TO CLAL DLR TO VERIFY INFO, BUT NO ANSWER.

CRM GAVE CASE #. CUST WAS DISSATISFED SINCE NO REIM WAS GIVEN FOR THE DEDUCTIBLE FROM SVC PROVIDER.

JESSICA GARCIA/CAC/ATK; 0; 388505832

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

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

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

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

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

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

NAME:  
 INTEREST PAID:  
 DEALER BUYOUT:

ACCOUNT BALANCE:  
 LEGAL:

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

DEALER ADMINISTRATION:  
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
 COMMENTS:

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

LOCATION:

RESTRAINT:  
 IF SO, WHERE:

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

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

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

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

NAME: CONTACT NUMBER: 1

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

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

375179

CASE NUMBER: 05274596 VIN: 1G1YY22G2Y5106457  
 DATE OPENED: 08/10/01 MODEL YEAR: 00  
 DATE CLOSED: 08/22/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 29000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: CA  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] SANTA CRUZ  
 HOME PHONE: [REDACTED] CA [REDACTED]

CASE NUMBER: 05274596 VIN: 1G1YY22G2Y5106457  
 DATE OPENED: 2001-08-10 MODEL YEAR: 2000  
 DATE CLOSED: 2001-08-22 SERIES: CORVETTE COUPE  
 SOURCE: Phone MILEAGE: 29000  
 BRC TYPE: Yes DELIVERY DATE:  
 BRC PARENT: DEALER NAME: OCEAN CHEVROLET HONDA  
 DEALER ADDRESS: 4400 AUTO PLAZA DR., CAPITOLA, CA, 95010, USA

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

M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	LOCKED UP
A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	STEERING COLUMN LOCK
M02 Steering Linkage/Component Parts	Loose
1 REPAIR ATTEMPT(S)	cover
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	60/75,000 MG 0 deduct
S86 CAC Resolved With Goodwill	CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)	avm request

Definition of a Recall Campaign.

INFORM THE CALLER:

"Recall Campaigns are suspected unsatisfactory conditions relative to our products. There may or may not be a need to repair or replace the suspect component. The involved customers are contacted based on owner of record information. GM will perform the campaign regardless of who owns the vehicle."

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

375179

## Definition of a Recall Campaign.

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

CUST STATES HE'S HAVING STEERING COLUMN LOCK UP PROBLEMS AND HAS HAD PROBLEMS 3 TIMES... CUST ALSO STATES THAT HE HAS TALKED TO AN ATTORNEY ABOUT LEMON LAW...CUST SEEKS TO TRY AND EXPEDITE REPAIRS.....CRM CLD DLR AND SPOKE TO NOLAN SPARKS, SVC MGR..CUST CONFERENCED CUST TO MR SPARKS..TO RESOLVE THIS ISSUE....MR SPARKS WILL TRY AND GET VEH REPAIRED AND BACK TO THE CUST TODAY.....MR SPARKS WILL CONTACT HIS DISTRICT REP TO ADDRESS CUST CONCERNS AND GET CUST SATISFIED.....CUST IS SATISFIED WITH THIS INFO THAT WAS PROVIDED TO HIM...NO FURTHER ACTION IS NEEDED....AS DLR AND CUST ARE WORKING TOGETHER TO RESOLVE CONCERNS.....MARY GRIMM/ATX/CHEVY/CAC....; 0; 366315524  
2001-08-16

This file links to 03686669, same concern. Avm, Walter Henry states cust has had steering concerns in which the steering column will lock up. Avm states vehicle repaired and cust offered a GMPP MG 60/75,000 0 deduct to restore cust confidence in veh which was accepted. Avm seeks request to be submitted. Crm advises paperwork completed and request submitted.  
Kallay Williams/Avm TEAM/TPA; 0; 366860457  
2001-08-17

TEAM LEAD REVIEWED REQUEST FOR GMPP MAJOR GUARD 60/75,000 WITH ZERO DEDUCTIBLE. REQUEST FROM AVM MEETS SOG GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING.....  
SHARON IKEL/TEAM LEAD FOR AVM TEAM/TAMPA; 0; 366917301  
2001-08-20

LIAISON PRE-APPROVING REQUEST FOR GMPP MAJOR GUARD 60/75 \$0.00 DED. PER AVM WALTER HENRY. CONTRACT #977976551. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 367170351  
2001-08-20

1ST LEVEL OF APPROVAL. MG 60/60 CONTRACT 977976551. AVM WALTER HENRY

JAN HAWTHORNE/TPA/GOODWILL LIASON; 0; 367173998  
2001-08-20

Final approval for GMPP Major Guard/0 requested by AVM Walter Henry, contract registration #977976551. Betsy McGhee/Goodwill Approval Group/Tampa; 0; 367176167  
2001-08-21

GMPP On It Way letter requested  
Submission #00463923  
Contract #977976551  
Jessica Tate/Tampa/Goodwill Liaison; 0; 367292801  
2001-08-22

LETTER APPROVED. CONTRAC 977976551

JAN HAWTHORNE/TPA; 0; 367341629

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
DRIVER NAME: DRIVER AGE:



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

375179

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

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

375179

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

SANTA CRUZ

CA

HOME PHONE:

CASE NUMBER: 03686669

VIN: 1G1YY22G2Y5106457

DATE OPENED: 2001-04-02

MODEL YEAR: 2000

DATE CLOSED: 2001-04-02

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE:

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: OCEAN CHEVROLET HONDA

DEALER ADDRESS: 4400 AUTO PLAZA DR., CAPITOLA, CA, 95010, USA

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

S55 Warranty Clarification

0 REPAIR ATTEMPT(S)

Customer Satisfaction

seeking info on towing and loaner vehicle

M41 Steering Column/Lock/Attaching Parts

0 REPAIR ATTEMPT(S)

Other

locked

Warranty towing coverage

INFORM THE CALLER:

\*Towing is covered under your 3 year/36,000 mile Bumper to Bumper Warranty or 4 year/50,000 mile for Cadillac and Aurora. This covers towing to the nearest XXX dealership, if your vehicle cannot be driven because of a warranted defect.

INSTRUCTIONS TO CRM:

This coverage only applies to 1993 vehicles and newer.

Warranty towing coverage

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

CUST states that on 03/30/01 the steering column locked up and he could not drive the vehicle. CUST states that he contacted his SVC Advisor Wayne Sparks. CUST states that the SVC ADVISOR advised him the dealership was closed and would not be open on 03/31/01. CUST rented a Lincoln and on 03/31/01 the CUST vehicle again worked. CUST states he drove the vehicle about an hour from home and the vehicle steering column locked up again. CUST states he had the vehicle towed back to his dealership.

CUST seeking reimbursement for his rental vehicle about \$150.00 and for the tow which was about \$220.00.

CRM contacted the dealership, SVC MGR Mr Willis states that the diagnosis was a locked steering column and that a part was in route to repair the vehicle. CRM advised CUS that since:

1. there was no diagnosis of the vehicle
2. that roadside assistance will tow only to the nearest dealership and that the CUST choose to have the vehicle towed
3. that the CUST choose to seek a rental vehicle on his own

\*\*\*\*CONT\*\*\*\*, 0; 355102696

2001-04-02

\*\*\*\*CONT\*\*\*\* GM would not reimburse the CUST for these expenses. CUST disconnected the call.

Barrett Bates-CRM/PDXCARS; 0; 355102743

2001-08-16

This file linked to 05274596 which GMPP has been submitted on  
Kelley Williams/Avn Team/TPA; 0; 366860286

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

SALES TAX:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5666200	VIN Number:	1G1YY2G2Y5106930
Date Opened:	6/12/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B16778	Mileage:	31720
Address:	TERRY LABONTE CHEVROGREENSBORO	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK SERVICE COLUMN LOCK MESSAGE A0017

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/12/2002 14:00:09 SBD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

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

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

DEVANE BURNETTE- TECH

CUSTOMER CONCERN -

SERVICE COLUMN LOCK MESSAGE.

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

TECH JUST PERFORMED CAMPAIGN AND DID NOT INSPECT WHY MESSAGE WAS ON.

TAC RECOMMENDATION -

ADVISED TECH TO REMOVE BCM FUSE AND SEE IF MESSAGE IS NOW CLEARED. TECH NOW STATES HE HAS CALLED ON INFORMATION LINE AND WAS TOLD THE SAME THING.

ADVISED TECH TO REINSPECT CAMPAIGN RELAY. IF NECESSARY REPLACE BCM IF FEED BACK TO BCM IS CORRECT.

06/12/2002 14:00:09 HISTORY - ROAT

06/13/2002 14:08:03 HOFFMAN -

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

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

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

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

TECH STS HE TRIED TO JUMP POWER TO THE LOCK ACTUATOR AND COULD NOT GET THE MOTOR TO A, B AND FEED BACK READ ACTIVE. WITH KEY ON. TECH STS KEY OFF A AND B READ INACTIVE AND FEED BACK READS ACTIVE. WHEN COMMANDING TO LOCK A READS ACTIVE AND B TRADS INACTIBE. TECH STS COMMANDING TO UNLOCK B READS ACTIVE AND A READS INACTIVE. TECH STS THE BCM WAS REPLACED. TECH STS THE VEH CAME IN WITH THE COLUMN LOCKED. TECH STS THE MOTOR HAS BEEN REPLACED. TECH STS 3 RELAYS HAVE BEEN TRIED. TECH STS HE CHECKED THE KEY IN AND OUT DATA.

NEW RECOMMENDATIONS

ADVISE TO CHECK THE 2 LOWER A PILLAR GROUNDS. CHECK THE IGN SWITCH CONNECTOR.

06/14/2002 09:55:25 MILLER

- CALLER'S NAME (FIRST, LAST,

AND POSITION)

DEVANE BURNETTE

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

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECHNICIAN STATES INSPECTED THE GROUNDS AND IGNITION SWITCH. STATES REPLACED THE BCM AND ACTULATOR.

NEW RECOMMENDATIONS

TAC ADVISES P/I A000265 CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

ADVISES TO TEST THE INPUTS AT THE RELAY.

TECHNICIAN TO CALL BACK.

