EA02-031

GM
10-27-03 LETTER
TO ODI FROM GM

ATTACHMENT
4F

BOOK 10 OF 22
PART 2 OF 3

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Sicili , LA [redacted]

CASE NUMBER:	1-126612507	VIN:	1G1YY22G2Y5108791
		MODEL YEAR:	2000
DATE OPENED:	2003-08-04	SERIES:	Corvette
DATE CLOSED:	2003-08-07	MILEAGE:	80000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	Harris Chevrolet, Inc.
BRC PARENT:		DEALER ADDRESS:	15015 Florida Blvd,Baton Rouge,LA,70819-2602,USA

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

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

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

Steering Column Locks; ; 2003-08-07
2003-08-04

dlr closes at 5:30pm, closed; ; 2003-08-07
2003-08-05

1-126612507; ; 2003-08-07
2003-08-05

1-126612507; ; 2003-08-07
2003-08-05

srv mgr not avail; ; 2003-08-07
2003-08-05

srv mrg Marty BLough; ; 2003-08-07
2003-08-05

srv depart Marty Blough; ; 2003-08-07
2003-08-05

update on status; ; 2003-08-07
2003-08-07

1-126612507; ; 2003-08-07
2003-08-05

Jay Ritter; ; 2003-08-05
2003-08-05

AVM Michael Deanovich; ; 2003-08-07
2003-08-06

AVM Michael Deanovich; ; 2003-08-06
2003-08-07

follow up; ; 2003-08-07
2003-08-07

srv; ; 2003-08-07
2003-08-07

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

**********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:
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 POSESSION 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: [redacted]
ADDRESS: [redacted] , ALEXANDRIA , IN [redacted]
HOME PHONE:

CASE NUMBER:	05364768	VIN:	1G1YY22G2Y5110038
		MODEL YEAR:	2000
DATE OPENED:	2001-08-20	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-08-20	MILEAGE:	7500
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	FRED DEVOE CHEV INC
BRC PARENT:		DEALER ADDRESS:	1816 S PARK AVE,,ALEXANDRIA,IN,46001,USA

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

T19 Campaign Correction Required 0 REPAIR ATTEMPT(S)	Other #01044
M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Other LOCK'S UP/CAMPAIGN # 01044
T04 General Information 0 REPAIR ATTEMPT(S)	Other 1999076

Dissatisfaction with dealers sales and finance

INFORM THE CALLER:
"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's sales and service practices. Our dealerships are reviewed on a routine basis within General Motors and your comments help us continue to improve our customer service".

CRM INSTRUCTIONS:
If the caller is dissatisfied go to the Additional Information screen to document their concern with the appropriate DCC code and comments.

** PLEASE TYPE THE CALLER'S CONCERN IN THE DESCRIPTION FIELD**
COMPLAINT
**********WORK HISTORY**********

CUST STS ORIG. OWNER.
CUST STS HE REC'V LETTER IN MAIL ON CAMPAIGN.
CUST SKS CALL TO DLRSHIP FOR ASSISTANCE W/REPAIRING VEH.
CRM CONTACTED SVC MNGR/ED AND WAS ADVISED HE WOULD CALL CUST BACK WITHIN 30 MIN.
CRM ADV. CUST OF THIS.
CAROL ROBINSON/ATX/CARS; 0; 367198837

**********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: 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 POSESSION 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: [redacted]
ADDRESS: [redacted] Augusta , MI [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	1-76040308	VIN:	1G1YY22G2Y5110850
		MODEL YEAR:	2000
DATE OPENED:	2003-02-26	SERIES:	Corvette
DATE CLOSED:	2003-03-25	MILEAGE:	21000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Denooyer Brothers, Inc.
BRC PARENT:		DEALER ADDRESS:	5800 Stadium Dr,Kalamazoo,MI,49009-1945,USA

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

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Steering Column Locked Up; ; 2003-02-26
2003-02-26

Service Request has been Closed Satisfied.; ; 2003-02-26
2003-02-27

SR in Status of Closed has been Re-Opened by GODFREYS; ; 2003-02-27
2003-02-27

cust called back; ; 2003-02-27
2003-02-27

cust seeks urgent call back at the dealer; ; 2003-02-27
2003-02-27

Rec'd 3 msg's from cust; ; 2003-02-27
2003-02-27

Svc Mgr-Larry Mccarty; ; 2003-02-27
2003-02-27

Crm l/m for cust.; ; 2003-02-27
2003-03-11

SR 1-76040308; ; 2003-03-10
2003-03-07

Svc Mgr-Larry Mccarty; ; 2003-03-07
2003-02-28

Rec'd msg from Svc Mgr-Larry Mccarty; ; 2003-02-28
2003-02-28

Rec'd msg from cust; ; 2003-02-28
2003-03-11

SR 1-76040308; ; 2003-03-07
2003-03-07

Svc Mgr-Larry Larry Mccarty; ; 2003-03-07
2003-03-10

Steering Column; ; 2003-03-10
2003-03-14

SR 1-76040308; ; 2003-03-14
2003-03-14

Rec'd msg from cust; ; 2003-03-14
2003-03-14

Cust return call; ; 2003-03-14
2003-03-14

Crm l/m for Svc Mgr-Larry Mccarty; ; 2003-03-14
2003-03-14

Rec'd msg from AVM-Chalie Cripas; ; 2003-03-14
2003-03-18

Svc Mgr-; ; 2003-03-18
2003-03-21

SR 1-76040308; ; 2003-03-21
2003-03-18

Svc Mgr-Larry Mccarty; ; 2003-03-18
2003-03-21

Svc Mgr-Larry Mccarty; ; 2003-03-21
2003-03-25

SR 1-76040308; ; 2003-03-25
2003-03-25

Cust call back-Made contact.; ; 2003-03-25
2003-03-25

Service Request has been Closed Satisfied.; ; 2003-03-25

**********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:
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 POSESSION 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: [redacted]
ADDRESS: NORTH HAVEN
CT [redacted]
HOME PHONE:

CASE NUMBER:	04591396	VIN:	1G1YY22G2Y5112517
		MODEL YEAR:	2000
DATE OPENED:	2001-06-18	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-07-20	MILEAGE:	18000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	DAVE MCDERMOTT CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	655 MAIN ST.,EAST HAVEN,CT,06512,USA

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

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

C28 Seat Belt System — Other
0 REPAIR ATTEMPT(S) — POSS. SVC BULLETIN

PLEASE INSTRUCT CALLER:

Service Bulletins are a diagnostic enhancement to the service manual and this is not routinely provided to cusotmers.

"Service bulletins can be ordered for a fee from Helm at (800) 782-4356."
Service Bulletins

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

CUST STATES VEH STEERING COLUMN LOCKED UP AND WILL NOT DRIVE. CUST STATES VEH IS BEING TOWED TO DLRSHIP. CUST STATES DLRSHIP TOLD CUST THERE WAS A SVC BULLETIN OUT REGARDING THIS ISSUE. CUST STATES HE ALSO HEARD THERE WAS A SVC BULLETIN REGARDING SEAT BELT. CRM REVIEWED VIN PROFILE AND THERE WAS NOT ANY OPEN CAMPSIGNS OR SP. CUST STATES HE IS CONCERNED THAT HE DID NOT RCV ANYTHING REGARDING BULLETINS. CRM ADVISED CUST SVC BULLETINS ARE A DIAGNOSTIC ENHANCMENT FOR DLRSHIP. CRM ADVISED CUST OF HELM NUMBER FOR ORDERING BULLETINS. CUST STATES HE IS CONCERNED W/GM POLICY ON NOT MAKING CUST AWARE OF SVC BULLETINS. CUST STATES HE IS CONCERNED W/VEH HAVING TO BE TOWED TO DLRSHIP. CUST STATES VEH IS LOW TO THE GROUND AND CUST FEARS THERE COULD BE SOME DAMAGE TO VEH. CRM WILL CALL DLRSHIP AND SPEAK W/SVC MGR ABOUT CUST CONCERN. ANGELA DEOTORRES/CAC/PDX; 0; 361753447
2001-06-20

CUST CALLED IN SEEKING THE PRESIDENT OF GM'S NAME. CRM GAVE CUST THE NAME. CRM ASKED CUST IF THERE WAS ANYTHING THAT I COULD ASSIST HIM WITH. CUST ADVISED NO, AND WOULD ONLY GIVE ME THE FILE NUMBER. JADE O HUGHES CARS/PDX; 0; 361899924
2001-06-21

CRM REVIEWED FILE AND SAW CUST CALLEDIN FOR GM PRES. NAME. CUST STATED HE DID NOT NEED ASSISTANCE. CRM WILL CLOSE THE CASE. ANGELA DETORRES/CAC/PDX; 0; 362006025
2001-06-27

CORR RECEIVED... LETTER STATES DISSAPPOINTMENT W/ MANUFACTURING OF GM VEH. CUST STATES GM SHOULD MAKE AWARE CUST OF FORTHCOMING PROBLEMS W/ VEH. CUST STATES LOCKUP OF STEERING COLUMN. CRM WILL CONTACT CUST AT A LATER DATE. JASON AGARD/CARS/TAMPA; 0; 362541188
2001-07-02

CRM ATTEMPTED TO CONTACT CUST BUT CUST WAS UNAVAILABLE. CRM LEFT REQUEST NUMBER FOR CUST TO CONTACT. CRM WILL CONTACT CUST AT A LATER DATE. JASON AGARD/CARS/TAMPA; 0; 362971103
2001-07-05

CRM ATTEMPTED TO CONTACT CUST BUT CUST WAS UNAVAILABLE. CRM LEFT REQUEST NUMBER FOR CUST TO CONTACT. CRM WILL CALL AGAIN AT A LATER DATE. JASON AGARD/CARS/TAMPA; 0; 363228545
2001-07-05

CRM LEFT 2 MESSAGES CRM SENDING UNABLE TO CONTACT LETTER. JASON AGARD/CARS/TAMPA; 0; 363228569
2001-07-06

LETTER APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 363286403
2001-07-20

CUST STATES THAT HE IS CONCERNED THAT SPECIAL POLICY REGARDING CORVETTE STEERING COLUMN WAS NOT MADE KNOWN TO CUST. CRM ADVISED CUST THAT AT TIME OF HIS REPAIR, ISSUE WAS SPECIAL POLICY, HOWEVER SINCE THEN IT HAS UPGRADED TO A CAMPAIGN. ALSO, CUST STATESTHAT HE NEVER RECIEVED ANY CALLS FROM CAC REGARDING THIS SITUATION, AS THEY HAVE AN ANSWERING MACHINE WHICH THEY CHECK REGULARLY AND ARE HOME ALOT.

CHRIS FUNDERBURG/ATX/CAC; 0; 364506618

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

04591396

[redacted]

NORTH HAVEN, CT [redacted]

CERTIFIED MAIL

7099 3400 0009 5318 5861

9264

48232

U.S. POSTAGE
PAID
NORTH HAVEN, CT
06473
JUN 20 '01
AMOUNT
$3.74
00012533-03

06-25-01 P1:33 RCVD

R. Richard Wagner Jr.
President General Motors
P.O. Box 33170
Detroit, MI 48232

48232X3170

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]

July 5, 2001

[redacted]

North Haven, CT[redacted]

Request: C04591396

Dear[redacted]

Thank you for your recent comments regarding your 2000 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

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

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

Sincerely,

Jason Agard
Customer Relationship Manager

SU0003-T/agp

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: HARRISON TOWNSHIP ,
MI [redacted]
HOME PHONE:

CASE NUMBER:	05156826	VIN:	1G1YY22G2Y5113926
		MODEL YEAR:	2000
DATE OPENED:	2001-08-01	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-08-02	MILEAGE:	23000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	JAMES CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	1010 W CHESTER PIKE,,WEST CHESTER,PA,19382,USA

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

M41 Steering Column/Lock/Attaching Parts — Vibration
0 REPAIR ATTEMPT(S) — LOCKED ON AUTOMATIC

A01 Open Campaign — Other
0 REPAIR ATTEMPT(S) — RECALL 01044

T06 Goodwill Adjustment Pre-Authorized — Other
0 REPAIR ATTEMPT(S) — CUST SEEKS COMPENSATION

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 CALLED STATES THAT HIS STEERING LOCKED UP & THAT ITS STUCK BEHIND A GROCERY STORE, CUST SEEKS TO BE COMPENSATED FOR NOT HAVING THE STEERING LOCK SYSTEM IN VEH ANYMORE & TO BE TOWED TO THE DLR.
CRM CONFERENCED CUST TO ROADSIDE ASSIST TO HAVE VEH TOWED, CRM THEN ADVISED CUST WILL NEED TO RESEARCH FURTHER & GET BACK W/HIM REGARDING COMPENSATION.....DEBORAHNOA/PDX; 0; 365569082
2001-08-01

CUST SET IT UP W/ROADSIDE FILE# 01149136, VEH TO BE TOWED IN AT 8AM.....DEBORAHNOA/PDX; 0; 365569578
2001-08-02

CRM CALLED DLR TO S/W PETE SVC MGR & REVIEW THE RECALL, PETE STATES NO WHERE IN THE RECALL OR LTR TO THE CUST DOES IT STATES THAT HE WILL LOOSE THE COLUMN LOCK FEATURE, PETE SVC MGR WENT THREW THE RECALLW/CRM & ADVISED THAT THERE ARE TWO DIFFERENT REPAIRS THAT NEED TO BE DONE ONE FOR THE AUTOMATIC & ONE FOR THE MANUAL. PETE STATES THEY HAVE PREFORMED ONE OF THE AUTOMATIC RECALLS BEFORE & THE CUST HASNT COMPLAINED ABOUT LOSING THIS FEATURE. CRM THEN VERIFIED W/DAVE IN PARTS THAT PART WAS IN FOR THE RECALL & THAT THE DLR DID COMPLETE THE

RECALL ON HIS VEH TODAY ALREADY, PETE ALSO STATESTHAT THE RECALL INCLUDES THE THEFT DETERRENT LOCK.....DEBORAHNOA/PDX; 0; 365631749
2001-08-02

CRM CALLED CUST AT CELL [redacted] TO REVIEW INFO ON RECALL, CUST N/A, CRM TO TRY BACK LATER.....DEBORAHNOA/PDX; 0; 365631846
2001-08-02

CRM CALLED CUST BACK AT CELL# N/A, CRM THEN CALLED CUST BACK AT HOME # LEFT MSG ON MACHINE.....DEBORAHNOA/PDX; 0; 365648043
2001-08-02

NEXT CRMCRM WAS FOLLOWING UP W/CUST TO SEE HOW THINGS WENT, AFTER FURTHER REVIEW W/THE DLR ON THE RECALL PREFORMED FOR THE STEERING COLUMN LOCK, WE WOULD LIKE TO ADVISE THAT HE WILL NOT LOSE THE THEFT DETERRENT SYSTEM IN HIS VEH, THAT IT IS STILL AVAIL, SEE PREVIOUS NOTES W/SVC MGR FOR FURTHER INFO, ALSO THE DLR ADVISED THEY DID COMPLETE CAMPAGIN, IF CUST HAS FURTHER QUESTION PLEASE ASSIST.....DEBORAHNOA/PDX; 0; 365648232
2001-08-02

Cust stated that wanted to know about the information from the prev. crm. Crm advised cust of notes in file cust stated wanted to know why the lock was doing that. Crm advised only had bulletin information and wouldn't be able to advise technically why or how it was workiing. Crm advised cust to contact the service manager at the dealership for technical information. Deborah Berger - pdx - cac; 0; 365649912

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Jim Thorpe
PA [redacted]

HOME PHONE:

CASE NUMBER:	1-22147491	VIN:	1G1YY22G2Y5114493
		MODEL YEAR:	2000
DATE OPENED:	2002-08-06	SERIES:	Corvette
DATE CLOSED:	2002-08-16	MILEAGE:	16000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	Valley Chevrolet, Inc.
BRC PARENT:		DEALER ADDRESS:	601 Kidder St,Wilkes Barre,PA,18702,USA

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

M01 General
0 REPAIR ATTEMPT(S)

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

steering locks up; ; 2002-08-06
2002-08-06

spoke w/frank wallace, svc director; ; 2002-08-06
2002-08-09

call dlr 1-22147491 svc mgr not avail.; ; 2002-08-08
2002-08-08

call w/dlr update; ; 2002-08-08
2002-08-09

call dlr 1-22147491 spoke w/svc director frank wallace; ; 2002-08-12
2002-08-12

left msg for avm; ; 2002-08-12
2002-08-12

left msg; ; 2002-08-12
2002-08-14

1-22147491 call cust; ; 2002-08-14
2002-08-13

cust req stat; ; 2002-08-13
2002-08-13

avm call back; ; 2002-08-13
2002-08-15

1-22147491 call cust called cust w/denial; ; 2002-08-15
2002-08-15

Created:CAC_MN0001. SR#1-22147491; ; 2002-08-15
2002-08-15

created arb ltr; ; 2002-08-15
2002-08-15

Dissatisfied Closing-Arbitration Referral ltr submitted for approval.; ; 2002-08-16
2002-08-16

Letter approved.; ; 2002-08-16
2002-08-16

Service Request has been Closed Dissatisfied.; ; 2002-08-16

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

1-22147491

October 23, 2003

[redacted]

Jim Thorpe, PA [redacted]

Service Request: S1-22147491

Dear [redacted]

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 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,

Marvette Scott
Customer Relationship Manager

MN0001-T/def

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: SMITHTOWN
NY [redacted]
HOME PHONE:

CASE NUMBER:	06839612	VIN:	1G1YY22G2Y5115028
		MODEL YEAR:	2000
DATE OPENED:	2002-05-08	SERIES:	CORVETTE COUPE
DATE CLOSED:	2002-05-14	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	HUNTINGTON CHEVROLET, INC.
BRC PARENT:		DEALER ADDRESS:	370 OAKWOOD RD,,HUNTINGTON STATION,NY,11746,USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:
*Pinpoint / understand concern
* Determine Customers expectation
* Validate feature is on vehicle
* Review owners manual with owner - [[Owners Manuals RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus!\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 he is the orig owner of a 2000 Chev Corvette. Cust states his veh steering column has locked and his veh is disabled in his garage. Cust states both an independent towing company and Chev Roadside Assist (reference 1-4089352) refuse to tow the veh b/c of potential body damage. Cust states Huntington Chev, where he has his veh serviced and who performed recall for this concern will not send a mech and recommended he call the nearest dealer. Cust called Williams Chev, who would not send a mech b/c they would not be reimbursed by Chev. Cust seeks to have his veh repaired and to be reimbursed for the rental veh he must rent tomm. Crm advised cust he would call dealer in morn and advised cust to rent veh. Crm called Chev Roadside and spoke w/ Sarah who states they cannot authorize sending a tech, and cust would not sign necessary damage waiver to authorize Go-Jacks (2) to be used on veh. - Michael Skold/cac/tpa; 0; 389754064
2002-05-08

CUST CALLED IN TO SPEAK WITH WORKING CRM IN REGARDS TO THE VEH. CUST STATES THAT IF HUNTINGTON DLR GIVES CRM A HARD TIME THERE IS ANOTHER DLR THAT CRM COULD TRY. THE OTHER DLR IS WILLIAMS CHEVROLET IN SMITHTOWN. CUST SEEKS TRANSFER. CRM DID NOT TRANSFERPER GUIDLINES AND CRM LEFT WORKING CRM A VOICEMAIL IN REGARDS TO THIS ISSUE AND IS FORWARDING BACK TO WORKING CRM FOR THE FOLLOW UP. CHRISTINE HAMNESS/CAC/PDX; 0; 389755082
2002-05-09

cust state he called yesterday and spoke w/Michael Skold. cust called to inform prior crm the veh started this morning and cust drove veh to Huntingdon Chevy. cust state if he has any concerns, he will contact CAC. cust seeks info passed to prior crmMichael Skold.

crm adv cust this info will be documented, crm adv cust of scheduled callback. crm adv cust prior crm may contact him just for a follow up, cust agreed. crm forwarding file to SKOLDM....HOLLIS SIMMONS,TEAM CARS,TPA; 0; 389801321
2002-05-14

Crm called cust and left V/M. Crm closing file satisf as cust concern has been resolved, and cust stated crm could contact for a follow up, but did not request any contact. - Michael Skold/cac/tpa; 0; 390239774

**********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: 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 POSESSION 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: [redacted]
ADDRESS: PALM HARBOR
FL [redacted]
HOME PHONE:

CASE NUMBER:	06662536	VIN:	1G1YY22G2Y5116289
		MODEL YEAR:	2000
DATE OPENED:	2002-04-05	SERIES:	CORVETTE COUPE
DATE CLOSED:	2002-04-05	MILEAGE:	22500
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**********

M01 Steering General — Other
0 REPAIR ATTEMPT(S) — LOCKED STEERING WHEEL

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.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 IS ORIGINAL OWNER OF VEH. CUST STATES VEH STEERING WHEEL WILL NOT UNLOCK. CUST SEEKING IF VEH S PAR OF RECALL. CRM ADVISED CUST HIS VEH IS NOT INVOLVED IN ANY RECALL. VEH IS STILL COVERED BY WARRANTY. CUST IS WAITNG FOR TOW TRUCK TO TAKE VEH TO DEALER. GLENN NEVRINCEAN/CAC/TPA; 0; 386877775

**********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: 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 POSESSION 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: [redacted]
ADDRESS: GLENDORA , CA [redacted]
HOME PHONE:

CASE NUMBER:	05106688	VIN:	1G1YY22G2Y5117796
		MODEL YEAR:	2000
DATE OPENED:	2001-07-30	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-07-30	MILEAGE:	6800
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) — concern on this

A01 Open Campaign — Other
0 REPAIR ATTEMPT(S) — steering colum

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**********

customer states that for the 2nd time in 3 weeks the steering colum has locked and customer was told by the dealer that there may be a recall
customer seeks to have info on if there is a recall
crm advise that there is no recall on the car
tony willimas/drt.atx; 0; 365355418

**********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: 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 POSESSION 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: [redacted]
ADDRESS: Glendora , CA [redacted]
HOME PHONE:

CASE NUMBER:	1-116671711	VIN:	1G1YY22G2Y5117796
		MODEL YEAR:	2000
DATE OPENED:	2003-07-07	SERIES:	Corvette
DATE CLOSED:	2003-07-11	MILEAGE:	16075.0000000
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:	N/AYes	DEALER NAME:	Glendora Chevrolet
ERC PARENT:		DEALER ADDRESS:	1959 Auto Ctr Dr.,Glendora,CA,91740-6714,

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

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

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

Cust seeks to see if vehicle is on recall; ; 2003-07-07
2003-07-07

Crm contacted Svc mgr about steering wheel repair; ; 2003-07-07
2003-07-09

Follow-up on repairs; ; 2003-07-10
2003-07-10

Service Request has been Closed Satisfied.; ; 2003-07-10
2003-07-11

SR in Status of Closed has been Re-Opened by BENNETGR; ; 2003-07-11
2003-07-11

Steering wheel locks up; ; 2003-07-11
2003-07-11

Service Request has been Closed Satisfied.; ; 2003-07-11

**********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: 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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

GLENDORA , CA [redacted]

CASE NUMBER:	04730550	VIN:	1G1YY22G2Y5117796
		MODEL YEAR:	2000
DATE OPENED:	2001-06-28	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-06-28	MILEAGE:	6150
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	GLENDORA CHEVROLET
BRC PARENT:		DEALER ADDRESS:	1959 AUTO CTR DR,,GLENDORA,CA,91740,USA

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

M01 Steering General — Other
0 REPAIR ATTEMPT(S) — LOCKING UP

Vehicle repair request - Repair not done

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

CUST STATED WHEN STARTING VEH STEERING LOCKED. CUST STATED KEY WAS TAKEN OUT AND PUT BACK IN IGNITION AND STEERING WILL NOT UNLOCK. CUST SEEKING WHAT TO DO. CRM CONTACTED DLR AND TRANSFERED CUST TO ERIC WHO EXPLAINED TO CUST HOW TO DISARM THE FUNCTION. CUST SATISFIED. DENNA HUNTER/CAC/PDX PILOT TEAM; 0; 362594773

**********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 SRC 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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

CASE NUMBER:	1-117606681	VIN:	1G1YY22G2Y5120195
		MODEL YEAR:	2000
DATE OPENED:	2003-07-09	SERIES:	Corvette
DATE CLOSED:	2003-07-10	MILEAGE:	34200.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Antwerpen Chevrolet Ltd.
BRC PARENT:		DEALER ADDRESS:	9400 Liberty Rd,Randallstown,MD,21133-2702,USA

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

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

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

RFI Campaign, Column Lock; ; 2003-07-09
2003-07-09

Service Request Ownership has changed FROM: TEMPMCDE TO: CEARLECL; ; 2003-07-09
2003-07-09

Cust in parking lot with locked steering column.; ; 2003-07-09
2003-07-09

Inquiry about diagnosis; ; 2003-07-09
2003-07-09

Service Request has been Closed Satisfied.; ; 2003-07-09
2003-07-09

SR in Status of Closed has been Re-Opened by CONANAYM; ; 2003-07-09
2003-07-09

Cust called in seeking to know who you spoke with at the dlrship.; ; 2003-07-09
2003-07-09

Cust called in.....; ; 2003-07-10
2003-07-09

Call back; ; 2003-07-09
2003-07-10

Calling dlr to follow up on cust's concern; ; 2003-07-10
2003-07-10

CRM following up with cust's concern; ; 2003-07-10
2003-07-10

Service Request has been Closed Satisfied.; ; 2003-07-10

**********PAR INFORMATION**********

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED: 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: 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 POSESSION 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: [redacted] Newark , NJ [redacted]
HOME PHONE:

CASE NUMBER:	1-11193325	VIN:	1G1YY22G2Y5120780
		MODEL YEAR:	2000
DATE OPENED:	2002-06-25	SERIES:	Corvette
DATE CLOSED:	2002-11-14	MILEAGE:	21000.0000000
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:	LegalNo	DEALER NAME:	Gearhart Chevrolet, Inc.
ERC PARENT:		DEALER ADDRESS:	Rte #46,Denville,NJ,07834-7834,USA

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

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

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

different vehicle concern; ; 2002-06-25
2002-07-05

follow up; ; 2002-07-05
2002-07-05

follow up; ; 2002-07-05
2002-07-05

Sending Unable to contact letter to customer; ; 2002-07-05
2002-07-05

Created:CAC_RS0006. SR#1-11193325; ; 2002-07-05
2002-07-05

Submitting Unable to Contact Letter; ; 2002-07-08
2002-07-08

APPROVED; ; 2002-07-08
2002-07-10

Service Request has been Closed Satisfied.; ; 2002-07-10
2002-07-26

NISM ER / RF; ; 2002-07-26
2002-07-26

Service Request Ownership has changed FROM: HARTMANL TO: FRICKHM; ; 2002-07-26
2002-07-26

Initial Contact/Plaintiff's Atty David Gorberg @215-563-8738 FAX; ; 2002-07-26
2002-07-26

Initital Contact Dealership Svc Manager/Bill Izycokski @973-627-0900; ; 2002-09-23
2002-07-26

Initital Contact Dealership Svc Manager/Rich Lapelosa Brook Chevrolet@973-667-0500; ; 2002-07-26
2002-07-29

Initital Contact Dealership Svc Manager/Rich Lapelosa Brook Chevrolet@973-667-0500; ; 2002-09-23
2002-07-26

Initial Colntact-Difeo Chevrolet/Svc Manager/ @201-433-9500; ; 2002-09-23
2002-07-26

Initital Contact Dealership Svc Manager/Bill Izycokski @973-627-0900; ; 2002-07-26
2002-07-26

Initital Contact Dealership Svc Manager/Bill Izycokski @973-627-0900; ; 2002-07-26
2002-07-26

Difeo Chevrolet Olds/Service manager Tommy Wilcose @201-433-9500; ; 2002-07-29
2002-07-26

Initial Contact AVM-Jamieson Provan @800-356-5004 Mailbox 8447; ; 2002-07-26
2002-07-26

Initial Contact-AVM Dan Oldham@800-356-5004 mailbox 8474; ; 2002-07-26
2002-07-26

Initial Contact AVM/Bob Heintz@800-356-0055 mailbox:8434; ; 2002-09-23
2002-07-26

AVM Jamieson Provan; ; 2002-07-26
2002-07-29

BRC LEGAL Scanned: 2002-07-29-13.06.57.000000, MSXDocNum: FRI3D45263; ; 2002-09-23
2002-07-29

Difeo Chevrolet Olds/Service manager Tommy Wilcose @201-433-9500; ; 2002-07-29
2002-07-29

Plaintiff's atty-David Gorberg @215-563-7210; ; 2002-07-29
2002-07-29

David Gorberg/Atty called back to discuss customer's concerns; ; 2002-07-29
2002-07-29

David Gorberg/Atty called and left msg.; ; 2002-07-29
2002-07-29

David Gorberg/Atty @215-563-7210; ; 2002-07-29
2002-07-29

Callback to dealership/Difeo Chevrolet @201-433-9500 /Svc Manger Tommy; ; 2002-07-29
2002-07-29

Contact Dealership Svc Manager/Bill Izycokski @973-627-0900; ; 2002-07-29
2002-07-30

Dealership Svc Manager/Rich Lapelosa Brook Chevrolet@973-667-0500; ; 2002-09-23
2002-07-31

Plaintiff's atty-David Gorberg @215-563-7210; ; 2002-07-31
2002-07-31

Plaintiff's atty-David Gorberg @215-563-7210; ; 2002-08-01

2002-08-05

Plaintiff's atty-David Gorberg @215-563-7210; ; 2002-09-23
2002-08-05

BRC LEGAL Scanned: 2002-07-29-16.24.25.000000, MSXDocNum: 0221000111; ; 2002-09-23
2002-08-07

Call PC Atty to request Lienholder Information Request; ; 2002-08-07
2002-08-16

Lienholder Information 2nd request; ; 2002-08-16
2002-08-16

BRC LEGAL Scanned: 2002-08-16-17.12.58.000000, MSXDocNum: FRI3D5D1D4; ; 2002-09-23
2002-08-21

PC Atty/David Gorberg; ; 2002-08-21
2002-08-21

Case assessment completed; ; 2002-08-21
2002-08-22

PC Atty; ; 2002-08-22
2002-08-27

Requested call back from PC; ; 2002-09-23
2002-08-27

BRC LEGAL Scanned: 2002-08-27-17.11.36.000000, MSXDocNum: FRI3D6B78E; ; 2002-09-23
2002-08-28

OFFER GW; ; 2002-08-28
2002-08-28

BRC LEGAL Scanned: 2002-08-28-19.08.34.000000, MSXDocNum: FRI3D6D057; ; 2002-09-23
2002-08-29

TAMPA; ; 2002-09-23
2002-08-29

PREP GW; ; 2002-09-23
2002-08-30

BRC LEGAL Scanned: 2002-08-29-21.10.59.000000, MSXDocNum: FRI3D6DF4E; ; 2002-09-23
2002-09-13

cust transferred; ; 2002-09-13
2002-09-13

cust transferred to crm ext; ; 2002-09-23
2002-09-17

BRC LEGAL Scanned: 2002-09-17-17.12.30.000000, MSXDocNum: FRI3D874B0; ; 2002-09-23
2002-09-20

BRC LEGAL Scanned: 2002-09-20-21.10.20.000000, MSXDocNum: FRI3D89E62; ; 2002-09-23
2002-09-23

LEASE REP; ; 2002-09-23
2002-09-23

AVM Jamieson Provan; ; 2002-09-23

2002-09-23

Service Request has been Closed Satisfied.; ; 2002-09-23
2002-10-07

Service Request has been Closed Satisfied.; ; 2002-10-07
2002-11-14

RVOC; ; 2002-11-14
2002-11-14

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

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

April 13, 2001

Lien Holder Information Request

Customer Name: [redacted]
Social Security N[redacted]
VIN: 1G1YY2262Y5120780 YR/MAKE 2000 Corvette
ATTORNEY NAME: TIN: -

Lien Holder Information:
Account #: 9103100 2306
Name: Bank of America
Physical Address:
City: State Zip Code:
Contact Person:
Telephone #: 1-877-846-8205

Payoff: $41,609.09
Good Until: 9-21-02 NEXT DATE DUE 9-22-02
Per Diem: $ — (OR) % : —
LATE CHARGES PAID: $ —
LATE CHARGES DUE: $ —

No. Payments Made: 33 at $619.00 month
Total payments made: $20,427.
Total Interest Paid to Date: $2200.32 as of 8-21-02
1997 $ 1998 $ 1999 $ 2000 $

CURRENT MILEAGE OF VEHICLE:
DATE MILEAGE READ:

[redacted] hereby authorize Bank of America [redacted] regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this [redacted] day of , 2000.

X [redacted] SIGNATURE

REV Aug 8, 2000

General Motors – Customer Assistance and Relationship Services
Legal – Tampa, 9/24SX International, 1401 John A. Papalas Drive, Lincoln Park, MI 48146-1450

— TOTAL PAGE.05 —

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Princeton
NJ [redacted]
HOME PHONE:

CASE NUMBER:	1-40757115	VIN:	1G1YY22G2Y5121802
		MODEL YEAR:	2000
DATE OPENED:	2002-10-14	SERIES:	Corvette
DATE CLOSED:	2003-03-20	MILEAGE:	32000.0000000
SOURCE:	White Mail	DELIVERY DATE:	
BRC TYPE:	LegalNo	DEALER NAME:	Trenton Chevrolet, Inc.
BRC PARENT:		DEALER ADDRESS:	1100 Spruce St,Lawrenceville,NJ,08648-4536,

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

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

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

COMPLAINT; ; 2002-10-14
2002-10-16

Ken Sullivan, svc mgr x117 Ken Reed, svc advisor; ; 2002-10-16
2002-10-16

CRM out sick 10/15.; ; 2002-10-16
2002-10-17

Update URGENT; ; 2002-10-17
2002-10-17

update; ; 2002-10-17
2002-10-17

update; ; 2002-10-17
2002-10-17

update continued; ; 2002-10-17
2002-10-17

AVM William Campo 914 055 8015; ; 2002-10-17
2002-10-18

AVM response; ; 2002-10-18
2002-10-18

VM rcvd; ; 2002-10-18
2002-10-18

update Ken Sullivan; ; 2002-10-18
2002-10-22

update; ; 2002-10-22
2002-10-21

seeks prev crm's supervisor; ; 2002-10-21
2002-10-21

cust seeks supervisor; ; 2002-10-22
2002-10-24

REQUEST FOR ASSISTANCE Scanned: 2002-10-22-20.26.41.000000, MSXDocNum: 0229500375; ; 2002-10-25
2002-10-24

RECV'D CORR; ; 2002-10-24
2002-10-24

RECV'D CORR; ; 2002-10-25
2002-10-24

REQUEST FOR ASSISTANCE Scanned: 2002-10-22-20.26.42.000000, MSXDocNum: 0229500376; ; 2002-10-25
2002-10-25

Update; ; 2002-10-25
2002-10-25

BBB letter; ; 2002-10-25
2002-10-25

Created:CAC_MN0001. SR#1-40757115; ; 2002-10-25
2002-10-25

BBB; ; 2002-10-28
2002-10-28

app ltr; ; 2002-10-28
2002-10-28

Service Request has been Closed Dissatisfied.; ; 2002-10-28
2002-11-04

O/wrote to GM Board of Director; ; 2002-11-04
2002-11-04

Service Request Ownership has changed FROM: SLYEK TO: JOHNSOV; ; 2002-11-04
2002-11-04

Directive (Mary Kingston); ; 2002-11-04
2002-11-04

Service Request has been Closed Dissatisfied.; ; 2002-11-04
2003-02-06

SR in Status of Closed has been Re-Opened by ELLIS; ; 2003-02-06
2003-02-06

NISM ER - RF; ; 2003-02-06
2003-02-06

Service Request Ownership has changed FROM: JOHNSOV TO: DOBBINS; ; 2003-02-06
2003-02-06

Ownership Escalated to BRC; ; 2003-02-06
2003-02-06

BRC LEGAL Scanned: 2003-02-06-11.13.02.000000, MSXDocNum: SWA3E3F8BA; ; 2003-02-06
2003-02-06

PC initial; ; 2003-02-06
2003-02-06

Dealer initial; ; 2003-02-06
2003-02-06

AVM initial; ; 2003-02-06
2003-02-06

BRC LEGAL Scanned: 2003-02-06-13.14.13.000000, MSXDocNum: DOB3E42462; ; 2003-02-06
2003-02-06

Assessment; ; 2003-02-06
2003-02-07

Closed; ; 2003-02-07
2003-02-07

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

SR in Status of Closed has been Re-Opened by SWARTZA; ; 2003-02-07
2003-02-07

Service Request Ownership has changed FROM: DOBBINS TO: SWARTZA; ; 2003-02-07
2003-02-07

DOBBINS; ; 2003-02-07
2003-02-07

SWARTZA; ; 2003-02-07
2003-02-07

NISM ER; ; 2003-02-07
2003-02-13

Weekly meeting; ; 2003-02-13
2003-02-13

Weekly meeting; ; 2003-02-13
2003-02-13

15 day; ; 2003-02-13
2003-02-13

Offer; ; 2003-02-13
2003-02-18

BRC LEGAL Scanned: 2003-02-18-15.09.07.000000, MSXDocNum: SWA3B52374; ; 2003-02-19
2003-02-26

Weekly meeting; ; 2003-02-26
2003-02-26

Weekly meeting; ; 2003-02-26
2003-02-26

Offer; ; 2003-02-26
2003-03-10

Tampa; ; 2003-03-10
2003-03-10

Registration; ; 2003-03-10
2003-03-10

Release; ; 2003-03-10
2003-03-18

Signed release; ; 2003-03-18
2003-03-18

Prep GW; ; 2003-03-18
2003-03-18

William Campo; ; 2003-03-18
2003-03-18

Cash; ; 2003-03-18
2003-03-18

Quality; ; 2003-03-18
2003-03-18

BRC LEGAL Scanned: 2003-03-18-15.14.04.000000, MSKDocNum: GWA3E772A1; ; 2003-03-20
2003-03-19

Legal Cash Settlement Check and Cover Letter.; ; 2003-03-19
2003-03-19

Created:BRCLEG_LG0063. SR#1-40757115; ; 2003-03-19
2003-03-19

Legal Cash Settlement Check and Cover Letter.; ; 2003-03-19
2003-03-19

cash settlement; ; 2003-03-20
2003-03-19

Goodwill Status has been changed from: Not Initiated to Pend GM1 - BRC; ; 2003-03-19
2003-03-20

Goodwill Status has been changed from: Pend GM1 - BRC to Approved; ; 2003-03-20
2003-03-20

APPROVED. JOE SOLOMAN; ; 2003-03-20
2003-03-20

Service Request has been Closed Satisfied.; ; 2003-03-20

**********PAR INFORMATION**********

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

WAS VEHICLE INSPECTED: 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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

1-40757115

AWB:

Please place special service sticker here if necessary

To (Company)
General Motors Corporation
MC 482-C39-B08
300 Renaissance Center
Detroit, MI 48265
UNITED STATES

Attention To: C. Richard Wagner
Phone #: 313-556-5000

Service: E

Special Service:

Sender: REN

AIRBORNE EXPRESS.

From (Company)
MATWICH INC
STE 111
[illegible] CENTER
[illegible], VIRGINIA
UNITED STATES

Description:
Weight (lbs.):
Pieces:
Declaration:
Bill Shipment Value:
Ship Date:

1. Complete applicable white sections of the U.S. AirBill. Sign and date the AirBill at the Sender's Signature line. Please press hard.
2. Peel off protective covering from back of AirBill.
3. Affix AirBill to envelope within dotted lines shown.
4. When using a Drop Box - follow special instructions on the Drop Box.

International Shipping
Include Cards & Forms Inc.
Use be type
1. Complete applicable white sections of the International Express AirBill. Sign and date the AirBill at the Sender's Signature line.
2. Place AirBill in plastic sleeve.
3. Peel off bottom portion from back of plastic sleeve. Do not seal top portion of the plastic sleeve to the envelope.
4. Affix bottom portion to envelope within the dotted lines shown. Airborne driver must sign AirBill before mailing.

The maximum size 9-1/2 x 11 inches. If AirBill exceeds 1/2 [illegible] sent by or a [illegible] be shipped. [illegible] Express [illegible]

Limitations of [illegible]
Liability of Airborne [illegible] U.S.A., unless a [illegible] The maximum [illegible] Airborne Express [illegible] business or [illegible] of profits or [illegible] Airborne Express [illegible] Copies are available [illegible]

To reach your local CUSTOMER SERVICE CENTER Call 1-800-[illegible]

G. Richard Wagoner
President and CEO
General Motors Corporation

URGENT & CONFIDENTIAL

Airbill: 9465479862

Please place special services sticker here if necessary

C39

To (Company): General Motors Corporation
MC 482-C39-B19
300 Renaissance Center
Detroit, MI 48243
UNITED STATES

Attention to: John F. Smith, Jr.
Phone #: 313-556-5000

RECEIVED

Service: E

Note: REN

AIRBORNE EXPRESS

From (Company): [illegible]
[illegible]
[illegible]
[illegible]
UNITED STATES

1. Complete applicable white sections of the MS. AIRBILL. Sign and date the AIRBILL at the Sender's Signature Box. Please press hard.
2. Pull off protective covering from back of AIRBILL.
3. Affix AIRBILL to envelope within dotted lines shown.
4. When using a Drop Box – follow special instructions on the Drop Box.

International Shipping

Include Grade 1 Form Too

Must be typed

1. Complete applicable white sections of the International Express AIRBILL. Sign and date the AIRBILL at the Sender's Signature Box.
2. Place AIRBILL in plastic sleeve.
3. Pull off bottom portion from back of plastic sleeve. Do not seal top portion of the plastic sleeve to the envelope.
4. Affix bottom portion to envelope within the dotted lines shown. Airborne driver must sign AIRBILL before sealing.

Dimensions of

Liability of Airbo

U.S.D., unless a

The maximum de

Airborne Express

indicated or wr

of profits or busi

Airborne Express

Copies are availa

To reach your local CUSTOMER SERVICE CENTER Call 1-800-AI

John F. Smith, Jr.
Chairman
General Motors Corporation

URGENT & CONFIDENTIAL

October 28, 2002

RECEIVED
OCT 29 2002
G.R. WAGONER, JR.

G. Richard Wagoner
President and CEO
General Motors Corporation
300 Renaissance Center
MC 482-C39-B50
Detroit, MI 48265

via Overnight Delivery

William L. Lovejoy
Group Vice President
North America Vehicle Sales, Service and Marketing
General Motors Corporation
100 Renaissance Center
MC 482-A39-D22
Detroit, MI 48265

via Overnight Delivery

Re: 2000 Chevrolet Corvette
VIN 1G1YY22G2Y5121802

Gentlemen:

This letter will establish a forum to explore the dynamics behind my investment in a vehicle that is the single world class product that Chevrolet Motor Division has to offer the automotive marketplace--and its spiraling deterioration into an ownership experience now approaching a world class disaster.

Is the Chevrolet Motor Division concept of a world class engineered product a vehicle that delivers total and complete disablement anywhere on the planet at any time again and again and delivers the prospect of nothing but more total and complete disablements indefinitely for the life of the vehicle?

My enclosed October 21, 2002 letter to the Customer Assistance Center documented the long and confidence-shattering chain of total and complete disablements that I have experienced with this vehicle, the repeated failure of the Chevrolet standard warranty protocol to perform any lasting correction to this experience, and the conditions that would need to be in place before my confidence in the long term viability of this vehicle could begin to be rebuilt. These conditions center on Chevrolet progressing beyond its crisis-to-crisis mentality and its total paralysis within a legacy of failed warranty protocol, into a big-picture problem solving capacity commensurate with the world class customer satisfaction that should be a cornerstone of the Corvette ownership experience.

The Customer Assistance Center response was that Chevrolet had no solution to offer other than perpetuation of the identical legacy of failed warranty protocol already played out on this vehicle, linked with a general hope expressed by their technical staff that the

most recent repair attempt would break their demonstrated chain of past failures. I take the position that Chevrolet "hoped" for a successful steering column performance at the original design and manufacture of this vehicle—a hope that was not realized. Chevrolet "hoped" for a successful steering column performance after the first failure—a hope that was not realized. Chevrolet "hoped" for a successful steering column performance after the next sequential failure—a hope that was not realized. Now Chevrolet "hopes" for a successful steering column performance after the most recent sequential failure—a hope that there is no evidence will ever be realized. How many more disablement events in the future will Chevrolet "hope" to resolve through this chain of incompetency? Gentlemen, I did not invest in the premiere showcase product of the Chevrolet Motor Division to entrust my vehicle driving experience to some vague "hope" expressed by your organization.

Among the minimum conditions that I have documented would need to be in place before my confidence in the long-term viability of this vehicle could begin to be rebuilt, is a comprehensive design and/or technological re-engineering of the steering column assembly and all other components that dynamically interact with the steering column assembly or can impact its successful operation. This is in sharp contrast to the crisis-to-crisis legacy of vehicle repair that your failed warranty protocol has delivered—this legacy has amounted to nothing more than a succession of various fragmented stabs-in-the-dark that simply perpetuate the shattered viability of this vehicle.

Does the Chevrolet Motor Division concept of customer support appropriate for a world class product call for non-responsiveness to critical vehicle product safety concerns documented to them by consumers?

My October 21, 2002 letter to the Customer Assistance Center documented my growing concerns that safety repercussions have or will surface in connection with this vehicle that will compromise its safe operation. Steering capability is universally recognized as one of the most powerful lifelines that a vehicle has. With the history of steering capability lockout that the vehicle has demonstrated, what confidence can I have as a consumer that the next level of regression in steering integrity may not be a steering column lockout or other steering malfunction occurring while the vehicle is being driven sixty five miles per hour down a superhighway? With this history, what confidence can I have as a consumer that there may not be second or third tier repercussions associated with the steering column lockout problem itself or associated with the chain of flawed repair attempts that the vehicle has been subjected to? At issue here is the incremental additional risk of loss of steering capability that this flawed history imposes on my specific vehicle—above and beyond the standard risk of loss of steering capability that might exist with any average Corvette product. It is this incremental dimension of risk—as documented in my October 21, 2002 letter and reiterated here—that I will require a customized assessment of and certification of the results.

The Customer Assistance Center response was that they did not have the ability to comprehend my safety issue and that Chevrolet was unable to respond to it. I find this

response shocking--it raises the more global question of whether it is standard practice within your Customer Assistance Center to universally ignore critical vehicle product safety concerns documented to them by consumers. If this is the case, we will need to establish a separate dialogue to explore the staggering degree of danger that such a practice would inflict upon your consumer base as well as other related repercussions...

Be aware that while I consider all unresolved issues generating from my ownership experience to be of an urgent nature, there is an even greater need for urgency to be placed on addressing the underlying safety concerns that I have reiterated here.

Does the Chevrolet Motor Division concept of quality assurance over its network of authorized dealerships offer more than a random game of dealership roulette in pursuit of a service center that can effectively handle vehicle performance issues?

My October 21, 2002 letter to the Customer Assistance Center documented an additional and separate unresolved vehicle performance condition that four separate service visits to the same authorized Chevrolet dealership was unable to correct. This chain of failure confirms that the service department resources available through my local authorized Chevrolet dealership do not have the expertise to correctly diagnose or effectively repair this condition. Based on representations by the Customer Assistance Center that the Chevrolet Technical Assistance Center offered consultation on the most recent repair attempt, it also appears that the added resources of the Technical Assistance Center have not improved this unsuccessful track record.

The Customer Assistance Center response was that Chevrolet had no solution to offer other than the suggestion that the vehicle wander under the warranty program from service center to service center within the network of authorized Chevrolet dealerships--starting with the dealership that original delivery of the vehicle was made through--in a random attempt to find a service center that may actually be competent to diagnose and and correct this performance problem. Gentlemen, I did not invest in the premiere showcase product of the Chevrolet Motor Division to play a game of dealership roulette in the random hope of attaining an acceptable service center experience. Furthermore, what lack of problem resolution finesse and sophistication exists within your Customer Assistance Center that such a solution would even be proposed in the context of my case?

What quality assurance standards does the Chevrolet Motor Division maintain over its network of of authorized dealerships?

My October 21, 2002 letter to the Customer Assistance Center indicated that as background in the event that I elect to file a formal complaint based on my experience with the competency of the service department of my local Chevrolet dealership, I would need information on the protocol within Chevrolet to file a formal complaint against an authorized dealership, as well as information on the quality assurance process that Chevrolet maintains in place over its network of authorized dealerships with respect to service department credentials and performance.

The Customer Assistance Center response was that following receipt of my October 21, 2002 letter they had noted and filed a complaint in their system. I will require clarification on whether a complaint was actually noted and filed with respect to my local Chevrolet dealership. If it was, it was made completely without authorization in that at no time was any clearance granted for a complaint to be entered--my original instructions were distinctly limited to receiving information about the complaint protocol as well as the quality assurance process existing within Chevrolet, all in the event that I may elect at some point in the future to activate a complaint. If a complaint was in fact recorded, I will require [i] written notice that the complaint has been rescinded and [ii] written explanation of the breakdown in Customer Assistance Center internal controls that occurred to allow an unauthorized action to be taken in my name. In addition, I would need to know what layers of exposure exist from other unauthorized actions that the Customer Assistance Center may be taking on behalf of individual consumers.

In the event that a complaint was actually not noted and filed, this would represent another false representation in addition to the false representation of service visit results made by the Customer Assistance Center and already documented in my October 21, 2002 letter. Furthermore, in the event that a complaint was actually not noted and filed, the Customer Assistance Center has still failed to provide me with the original information I required about the complaint protocol as well as the quality assurance process existing within Chevrolet.

Gentlemen, my Corvette ownership experience has spiraled into a legacy of continuing failure in underlying product and part integrity, continuing failure in warranty program technology and expertise, and continuing failure in Customer Assistance Center problem comprehension and resolution finesse--all of these leave me with absolutely no confidence that my investment is now or ever will return to being a viable and roadworthy vehicle. I need to know what the Chevrolet Motor Division and the General Motors Corporation will be proposing to transform this world class Corvette disaster into a world class Corvette customer satisfaction success.

Thank you for your assistance in this matter.

Very Truly Yours,

Neil Sitko
(609) 520-3883

Enclosure: October 21, 2002 Letter

cc: Percy N. Barnevik
Director
General Motors Corporation via Overnight Delivery

cc: John H. Bryan
Director
General Motors Corporation — via Overnight Delivery

Armando M. Codina
Director
General Motors Corporation — via Overnight Delivery

George M. Fisher
Director
General Motors Corporation — via Overnight Delivery

Nobuyuki Idei
Director
General Motors Corporation — via Overnight Delivery

Karen Katen
Director
General Motors Corporation — via Overnight Delivery

Alan G. Lafley
Director
General Motors Corporation — via Overnight Delivery

E. Stanley O'Neal
Director
General Motors Corporation — via Overnight Delivery

Eckhard Pfeiffer
Director
General Motors Corporation — via Overnight Delivery

John F. Smith, Jr.
Chairman
General Motors Corporation — via Overnight Delivery

Lloyd D. Ward
Chairman
General Motors Corporation — via Overnight Delivery

October 21, 2002

Kira Sly
Customer Assistance Center
Chevrolet Motor Division
General Motors Corporation
PO Box 33170
Detroit, MI 48232-5170

via Overnight Express Mail

Ref: Case 1-40757115

EU 702576191 US

Dear Ms. Sly:

This letter will confirm the unresolved issues associated with the above referenced case on my 2000 Chevrolet Corvette VIN 1G1YY22G2Y5121802 as they have escalated as of the current date:

Steering Column Failure

As we have discussed, the steering column mechanism has had a long history of failing and triggering a lockout condition that totally disables the vehicle literally anywhere on the planet that the vehicle is at the time. You are aware that this condition requires immediate towing of the vehicle to an authorized Chevrolet service center for diagnosis and repair before it can be operated. My experience with this process based on the original incident of this malfunction, followed by a second incident and followed again by yet a third incident is that Chevrolet has repeatedly demonstrated the inability to effectively perform a lasting correction to this condition. I have no confidence that the vehicle—either now or in the future—will not routinely become totally disabled from this problem again and again at any time or in any place.

Since I have initiated this case, the Customer Assistance Center has not identified any new technological redesign of critical components impacting this malfunction, any new and unique engineering developments, or any long-term comprehensive solution to this problem that might place my total loss of confidence in another light. In reality, all that the Customer Assistance Center has been able to offer has been the same unsuccessful legacy of warranty service attempts that over a long history have failed again and again on this issue. What I am sensing is nothing more than a crisis-to-crisis mentality that is not comprehending the big picture nor focusing on a permanent and comprehensive solution to break Chevrolet's gridlock of failure and restore the confidence that has been shattered in this vehicle.

Associated with the steering column issue is my growing concern that related safety repercussions have or will surface in connection with this problem that will compromise the safe operation of the vehicle. Steering capability is universally recognized as one of the most powerful lifelines of a vehicle. With the history of steering capability lockout that the vehicle has demonstrated, what confidence can I have as a consumer that the next level of regression in steering integrity may not be a steering column lockout or other steering malfunction occurring while the vehicle is being driven sixty five miles per hour down a superhighway? With this history, what confidence can I have as a consumer that there may not be second or third tier repercussions associated with the steering column lockout problems itself or associated with the chain of flawed repair attempts that have been performed on the vehicle? I am raising such potential within the context of a unique vehicle that has displayed an exceptionally flawed history in steering lockout--my position is that this history may place it in a dramatically higher category of risk for related steering failures than any average Corvette product.

Delayed Ignition Condition

As we have discussed, there has been a delayed starting problem with this vehicle for many weeks now that four separate service visits to an authorized Chevrolet dealership have been unable to correct. The latest attempt occurred last week under a service order initiated on October 14--two of the three reported problems on that service order were again the delayed starting problem and activation of the check engine warning light. During our discussion on October 17, the update that you relayed with respect to the delayed starting problem was that the problem had been diagnosed and repaired in consultation with your Technical Assistance Center, the vehicle had been successfully road-tested and was ready for pick-up. In reality, neither the delayed starting problem nor the activation of the check engine warning light were repaired, as both problems still existed in their original form, the vehicle was evidently not successfully road-tested and was definitely not ready for pick-up.

It has become clear that the service department resources available through my local authorized Chevrolet dealership do not have the expertise to correctly diagnose or effectively repair the delayed starting condition. Based on your representation that your Technical Assistance Center offered consultation on the most recent repair attempt, it also appears that the added resources of the Technical Assistance Center have not improved this unsuccessful track record.

Customer Assistance Center Dynamics

My current case with the Customer Assistance Center was opened after many months of presenting my local dealership with opportunity after opportunity to effectively handle my vehicle performance issues through standard warranty protocol. My expectation in bringing the Customer Assistance Center into the picture was that this would unlock a dynamic and inventive resource to cut through the months of gridlock that your failed

warranty protocol had resulted in, while offering big-picture problem solving commensurate with the world class customer satisfaction that Chevrolet is striving to reach with the Corvette as its premier showcase product. What I have encountered so far from the Customer Assistance Center, however, is constructively a mechanical rehash of your failed warranty protocol, a crisis-to-crisis mentality that is not focusing on big-picture solutions to my overall lack of confidence that this is even a viable vehicle, weakness in case management skills as basic as responding to clients on a pre-scheduled day, and relaying of false information on the status of service visit results. If the Customer Assistance Center can offer nothing more than this, this matter will need to escalate through whatever layers of Chevrolet and/or GM management that are necessary to achieve the levels of customer satisfaction appropriate for a vehicle that Chevrolet publicizes as a world class product.

As we have discussed, I have articulated a clearly defined set of long-term failures with my individual Corvette experience as well as my lack of confidence that this is a viable vehicle moving into the future. We have also discussed that the Customer Assistance Center in conjunction with other Chevrolet departments needs to formulate a comprehensive proposal to move this situation to resolution. Be aware that any proposal that involves me driving this vehicle on a long term basis would at minimum need to incorporate the following conditions--otherwise, there needs to be focus on proposals that do not involve me driving this vehicle on a long-term basis.

[1] The steering column failure would need to be addressed with new or enhanced part design and/or technology that is demonstrably unique from that of the past. Ultimate repairs would need to be executed by a Corvette specialist representing Chevrolet independently from local dealership staff.

[2] The delayed ignition condition would need to be diagnosed and demonstrably repaired by a Corvette specialist representing Chevrolet independently from local dealership staff.

[3] Chevrolet warranty coverage for the conditions in [1] and [2] above would need to be extended on an unlimited no-cost basis for the life of the vehicle.

[4] The steering safety concerns outlined earlier would need to be assessed and the integrity of future steering capability--as may be impacted by the history of steering column failure--certified by Chevrolet.

[5] For those periods of time where Chevrolet has possession of the vehicle to perform the above functions, arrangements would need to be made for a no-cost loaner Corvette at least commensurate with my current vehicle.

Franchise Holder Complaint Process

As background in the event that I elect to file a formal complaint based on my experience with the competency of the service department of my local Chevrolet franchise, I will need information on the protocol within Chevrolet to file a formal complaint against an authorized dealership, as well as information on the quality assurance process that Chevrolet maintains

in place over its network of franchised dealerships with respect to service department credentials and performance.

Thank you for your assistance in this matter.

Very Truly Yours,

Neil Sitko

cc: Michael Connell

Please place special services sticker here if necessary

C39

To (Company)
General Motors Corporation
MC 482-C20-B19
300 Renaissance Center
Detroit, MI 48265
UNITED STATES

Attention for: John F. Smith, Jr.
Phone #: 313-556-5000

Service: E

RBN

AIRBORNE EXPRESS

From (Company)

1. Complete applicable white sections of the U.S. AIRBILL. Sign and date the AIRBILL at the Sender's Signature Box. Please print legibly.
2. Peel off protective covering from back of AIRBILL.
3. Affix AIRBILL to envelope within dotted lines shown.
4. When using a Drop Box – follow special instructions on the Drop Box.

International Shipping

Sender's Copy & Front Box
Print in ink
1. Complete applicable white sections of the International Express AIRBILL. Sign and date the AIRBILL at the Sender's Signature Box.
2. Place AIRBILL in plastic sleeve.
3. Peel off bottom portion from back of plastic sleeve. Do not cover top portion of the plastic sleeve to the envelope.
4. Affix bottom portion to envelope within the dotted lines shown. Airborne driver must sign AIRBILL before sealing.

To reach your local CUSTOMER SERVICE CENTER Call 1-800-[illegible]

John F. Smith, Jr.
Chairman
General Motors Corporation

URGENT & CONFIDENTIAL

October 28, 2002

RECEIVED
OCT 29 2002
J.F. SMITH, JR.

G. Richard Wagoner
President and CEO
General Motors Corporation
300 Renaissance Center
MC 482-C39-B50
Detroit, MI 48265

via Overnight Delivery

William L. Lovejoy
Group Vice President
North America Vehicle Sales, Service and Marketing
General Motors Corporation
100 Renaissance Center
MC 482-A39-D22
Detroit, MI 48265

via Overnight Delivery

Re: 2000 Chevrolet Corvette
VIN 1G1YY22G2Y5121802

Gentlemen:

This letter will establish a forum to explore the dynamics behind my investment in a vehicle that is the single world class product that Chevrolet Motor Division has to offer the automotive marketplace--and its spiraling deterioration into an ownership experience now approaching a world class disaster.

Is the Chevrolet Motor Division concept of a world class engineered product a vehicle that delivers total and complete disablement anywhere on the planet at any time again and again and delivers the prospect of nothing but more total and complete disablements indefinitely for the life of the vehicle?

My enclosed October 21, 2002 letter to the Customer Assistance Center documented the long and confidence-shattering chain of total and complete disablements that I have experienced with this vehicle, the repeated failure of the Chevrolet standard warranty protocol to perform any lasting correction to this experience, and the conditions that would need to be in place before my confidence in the long term viability of this vehicle could begin to be rebuilt. These conditions center on Chevrolet progressing beyond its crisis-to-crisis mentality and its total paralysis within a legacy of failed warranty protocol, into a big-picture problem solving capacity commensurate with the world class customer satisfaction that should be a cornerstone of the Corvette ownership experience.

The Customer Assistance Center response was that Chevrolet had no solution to offer other than perpetuation of the identical legacy of failed warranty protocol already played out on this vehicle, linked with a general hope expressed by their technical staff that the

most recent repair attempt would break their demonstrated chain of past failures. I take the position that Chevrolet "hoped" for a successful steering column performance at the original design and manufacture of this vehicle--a hope that was not realized. Chevrolet "hoped" for a successful steering column performance after the first failure--a hope that was not realized. Chevrolet "hoped" for a successful steering column performance after the next sequential failure--a hope that was not realized. Now Chevrolet "hopes" for a successful steering column performance after the most recent sequential failure--a hope that there is no evidence will ever be realized. How many more disablement events in the future will Chevrolet "hope" to resolve through this chain of incompetency? Gentlemen, I did not invest in the premiere showcase product of the Chevrolet Motor Division to entrust my vehicle driving experience to some vague "hope" expressed by your organization.

Among the minimum conditions that I have documented would need to be in place before my confidence in the long-term viability of this vehicle could begin to be rebuilt, is a comprehensive design and/or technological re-engineering of the steering column assembly and all other components that dynamically interact with the steering column assembly or can impact its successful operation. This is in sharp contrast to the crisis-to-crisis legacy of vehicle repair that your failed warranty protocol has delivered--this legacy has amounted to nothing more than a succession of various fragmented stabs-in-the-dark that simply perpetuate the shattered viability of this vehicle.

Does the Chevrolet Motor Division concept of customer support appropriate for a world class product call for non-responsiveness to critical vehicle product safety concerns documented to them by consumers?

My October 21, 2002 letter to the Customer Assistance Center documented my growing concerns that safety repercussions have or will surface in connection with this vehicle that will compromise its safe operation. Steering capability is universally recognized as one of the most powerful lifelines that a vehicle has. With the history of steering capability lockout that the vehicle has demonstrated, what confidence can I have as a consumer that the next level of regression in steering integrity may not be a steering column lockout or other steering malfunction occurring while the vehicle is being driven sixty five miles per hour down a superhighway? With this history, what confidence can I have as a consumer that there may not be second or third tier repercussions associated with the steering column lockout problem itself or associated with the chain of flawed repair attempts that the vehicle has been subjected to? At issue here is the incremental additional risk of loss of steering capability that this flawed history imposes on my specific vehicle--above and beyond the standard risk of loss of steering capability that might exist with any average Corvette product. It is this incremental dimension of risk--as documented in my October 21, 2002 letter and reiterated here--that I will require a customized assessment of and certification of the results.

The Customer Assistance Center response was that they did not have the ability to comprehend my safety issue and that Chevrolet was unable to respond to it. I find this

response shocking--it raises the more global question of whether it is standard practice within your Customer Assistance Center to universally ignore critical vehicle product safety concerns documented to them by consumers. If this is the case, we will need to establish a separate dialogue to explore the staggering degree of danger that such a practice would inflict upon your consumer base as well as other related repercussions...

Be aware that while I consider all unresolved issues generating from my ownership experience to be of an urgent nature, there is an even greater need for urgency to be placed on addressing the underlying safety concerns that I have reiterated here.

Does the Chevrolet Motor Division concept of quality assurance over its network of authorized dealerships offer more than a random game of dealership roulette in pursuit of a service center that can effectively handle vehicle performance issues?

My October 21, 2002 letter to the Customer Assistance Center documented an additional and separate unresolved vehicle performance condition that four separate service visits to the same authorized Chevrolet dealership was unable to correct. This chain of failure confirms that the service department resources available through my local authorized Chevrolet dealership do not have the expertise to correctly diagnose or effectively repair this condition. Based on representations by the Customer Assistance Center that the Chevrolet Technical Assistance Center offered consultation on the most recent repair attempt, it also appears that the added resources of the Technical Assistance Center have not improved this unsuccessful track record.

The Customer Assistance Center response was that Chevrolet had no solution to offer other than the suggestion that the vehicle wander under the warranty program from service center to service center within the network of authorized Chevrolet dealerships--starting with the dealership that original delivery of the vehicle was made through--in a random attempt to find a service center that may actually be competent to diagnose and and correct this performance problem. Gentlemen, I did not invest in the premiere show-case product of the Chevrolet Motor Division to play a game of dealership roulette in the random hope of attaining an acceptable service center experience. Furthermore, what lack of problem resolution finesse and sophistication exists within your Customer Assistance Center that such a solution would even be proposed in the context of my case?

What quality assurance standards does the Chevrolet Motor Division maintain over its network of of authorized dealerships?

My October 21, 2002 letter to the Customer Assistance Center indicated that as background in the event that I elect to file a formal complaint based on my experience with the competency of the service department of my local Chevrolet dealership, I would need information on the protocol within Chevrolet to file a formal complaint against an authorized dealership, as well as information on the quality assurance process that Chevrolet maintains in place over its network of authorized dealerships with respect to service department credentials and performance.

The Customer Assistance Center response was that following receipt of my October 21, 2002 letter they had noted and filed a complaint in their system. I will require clarification on whether a complaint was actually noted and filed with respect to my local Chevrolet dealership. If it was, it was made completely without authorization in that at no time was any clearance granted for a complaint to be entered--my original instructions were distinctly limited to receiving information about the complaint protocol as well as the quality assurance process existing within Chevrolet, all in the event that I may elect at some point in the future to activate a complaint. If a complaint was in fact recorded, I will require [i] written notice that the complaint has been rescinded and [ii] written explanation of the breakdown in Customer Assistance Center internal controls that occurred to allow an unauthorized action to be taken in my name. In addition, I would need to know what layers of exposure exist from other unauthorized actions that the Customer Assistance Center may be taking on behalf of individual consumers.

In the event that a complaint was actually not noted and filed, this would represent another false representation in addition to the false representation of service visit results made by the Customer Assistance Center and already documented in my October 21, 2002 letter. Furthermore, in the event that a complaint was actually not noted and filed, the Customer Assistance Center has still failed to provide me with the original information I required about the complaint protocol as well as the quality assurance process existing within Chevrolet.

Gentlemen, my Corvette ownership experience has spiraled into a legacy of continuing failure in underlying product and part integrity, continuing failure in warranty program technology and expertise, and continuing failure in Customer Assistance Center problem comprehension and resolution finesse—all of these leave me with absolutely no confidence that my investment is now or ever will return to being a viable and roadworthy vehicle. I need to know what the Chevrolet Motor Division and the General Motors Corporation will be proposing to transform this world class Corvette disaster into a world class Corvette customer satisfaction success.

Thank you for your assistance in this matter.

Very Truly Yours,

Neil Sitko
(609) 520-3883

Enclosure: October 21, 2002 Letter

cc: Percy N. Barnevik
Director
General Motors Corporation via Overnight Delivery

cc: John H. Bryan
Director
General Motors Corporation — via Overnight Delivery

Armando M. Codina
Director
General Motors Corporation — via Overnight Delivery

George M. Fisher
Director
General Motors Corporation — via Overnight Delivery

Nobuyuki Idei
Director
General Motors Corporation — via Overnight Delivery

Karen Katen
Director
General Motors Corporation — via Overnight Delivery

Alan G. Lafley
Director
General Motors Corporation — via Overnight Delivery

E. Stanley O'Neal
Director
General Motors Corporation — via Overnight Delivery

Eckhard Pfeiffer
Director
General Motors Corporation — via Overnight Delivery

John F. Smith, Jr.
Chairman
General Motors Corporation — via Overnight Delivery

Lloyd D. Ward
Chairman
General Motors Corporation — via Overnight Delivery

October 21, 2002

Kira Sly
Customer Assistance Center
Chevrolet Motor Division
General Motors Corporation
PO Box 33170
Detroit, MI 48232-5170

via Overnight Express Mail

Ref: Case 1-40757115

EU 702576191 US

Dear Ms. Sly:

This letter will confirm the unresolved issues associated with the above referenced case on my 2000 Chevrolet Corvette VIN 1G1YY22G2Y5121602 as they have escalated as of the current date:

Steering Column Failure

As we have discussed, the steering column mechanism has had a long history of failing and triggering a lockout condition that totally disables the vehicle literally anywhere on the planet that the vehicle is at the time. You are aware that this condition requires immediate towing of the vehicle to an authorized Chevrolet service center for diagnosis and repair before it can be operated. My experience with this process based on the original incident of this malfunction, followed by a second incident and followed again by yet a third incident is that Chevrolet has repeatedly demonstrated the inability to effectively perform a lasting correction to this condition. I have no confidence that the vehicle--either now or in the future--will not routinely become totally disabled from this problem again and again at any time or in any place.

Since I have initiated this case, the Customer Assistance Center has not identified any new technological redesign of critical components impacting this malfunction, any new and unique engineering developments, or any long-term comprehensive solution to this problem that might place my total loss of confidence in another light. In reality, all that the Customer Assistance Center has been able to offer has been the same unsuccessful legacy of warranty service attempts that over a long history have failed again and again on this issue. What I am sensing is nothing more than a crisis-to-crisis mentality that is not comprehending the big picture nor focusing on a permanent and comprehensive solution to break Chevrolet's gridlock of failure and restore the confidence that has been shattered in this vehicle.

Associated with the steering column issue is my growing concern that related safety repercussions have or will surface in connection with this problem that will compromise the safe operation of the vehicle. Steering capability is universally recognized as one of the most powerful lifelines of a vehicle. With the history of steering capability lockout that the vehicle has demonstrated, what confidence can I have as a consumer that the next level of regression in steering integrity may not be a steering column lockout or other steering malfunction occurring while the vehicle is being driven sixty five miles per hour down a superhighway? With this history, what confidence can I have as a consumer that there may not be second or third tier repercussions associated with the steering column lockout problems itself or associated with the chain of flawed repair attempts that have been performed on the vehicle? I am raising such potential within the context of a unique vehicle that has displayed an exceptionally flawed history in steering lockout--my position is that this history may place it in a dramatically higher category of risk for related steering failures than any average Corvette product.

Delayed Ignition Condition

As we have discussed, there has been a delayed starting problem with this vehicle for many weeks now that four separate service visits to an authorized Chevrolet dealership have been unable to correct. The latest attempt occurred last week under a service order initiated on October 14--two of the three reported problems on that service order were again the delayed starting problem and activation of the check engine warning light. During our discussion on October 17, the update that you relayed with respect to the delayed starting problem was that the problem had been diagnosed and repaired in consultation with your Technical Assistance Center, the vehicle had been successfully road-tested and was ready for pick-up. In reality, neither the delayed starting problem nor the activation of the check engine warning light were repaired, as both problems still existed in their original form, the vehicle was evidently not successfully road-tested and was definitely not ready for pick-up.

It has become clear that the service department resources available through my local authorized Chevrolet dealership do not have the expertise to correctly diagnose or effectively repair the delayed starting condition. Based on your representation that your Technical Assistance Center offered consultation on the most recent repair attempt, it also appears that the added resources of the Technical Assistance Center have not improved this unsuccessful track record.

Customer Assistance Center Dynamics

My current case with the Customer Assistance Center was opened after many months of presenting my local dealership with opportunity after opportunity to effectively handle my vehicle performance issues through standard warranty protocol. My expectation in bringing the Customer Assistance Center into the picture was that this would unlock a dynamic and inventive resource to cut through the months of gridlock that your failed

warranty protocol had resulted in, while offering big-picture problem solving commensurate with the world class customer satisfaction that Chevrolet is striving to reach with the Corvette as its premier showcase product. What I have encountered so far from the Customer Assistance Center, however, is constructively a mechanical rehash of your failed warranty protocol, a crisis-to-crisis mentality that is not focusing on big-picture solutions to my overall lack of confidence that this is even a viable vehicle, weakness in case management skills as basic as responding to clients on a pre-scheduled day, and relaying of false information on the status of service visit results. If the Customer Assistance Center can offer nothing more than this, this matter will need to escalate through whatever layers of Chevrolet and/or GM management that are necessary to achieve the levels of customer satisfaction appropriate for a vehicle that Chevrolet publicizes as a world class product.

As we have discussed, I have articulated a clearly defined set of long-term failures with my individual Corvette experience as well as my lack of confidence that this is a viable vehicle moving into the future. We have also discussed that the Customer Assistance Center in conjunction with other Chevrolet departments needs to formulate a comprehensive proposal to move this situation to resolution. Be aware that any proposal that involves me driving this vehicle on a long term basis would at minimum need to incorporate the following conditions—otherwise, there needs to be focus on proposals that do not involve me driving this vehicle on a long-term basis.

[1] The steering column failure would need to be addressed with new or enhanced part design and/or technology that is demonstrably unique from that of the past. Ultimate repairs would need to be executed by a Corvette specialist representing Chevrolet independently from local dealership staff.

[2] The delayed ignition condition would need to be diagnosed and demonstrably repaired by a Corvette specialist representing Chevrolet independently from local dealership staff.

[3] Chevrolet warranty coverage for the conditions in [1] and [2] above would need to be extended on an unlimited no-cost basis for the life of the vehicle.

[4] The steering safety concerns outlined earlier would need to be assessed and the integrity of future steering capability—as may be impacted by the history of steering column failure—certified by Chevrolet.

[5] For those periods of time where Chevrolet has possession of the vehicle to perform the above functions, arrangements would need to be made for a no-cost loaner Corvette at least commensurate with my current vehicle.

Franchise Holder Complaint Process

As background in the event that I elect to file a formal complaint based on my experience with the competency of the service department of my local Chevrolet franchise, I will need information on the protocol within Chevrolet to file a formal complaint against an authorized dealership, as well as information on the quality assurance process that Chevrolet maintains

in place over its network of franchised dealerships with respect to service department credentials and performance.

Thank you for your assistance in this matter.

Very Truly Yours,

Neil Sitko

cc: Michael Connell

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6155474*	*VIN Number:*	*1G1YY22G315100284*
Date Opened:	*1/9/2003*	*Model Year:*	*2001*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B08076*	*Mileage:*	*15541*
Address:	*JACKSON CHEVROLET-OLLA FAYETTE*	*State:*	*GA*
Dealer Phone:			

SYMPTOM ABSTRACT--- 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---

01/09/2003 09:25:21 SBD TEMPLATE - SHEPHERD
STRATEGY BASED DIAGNOSTICS

_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
STOCK UNIT 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)
MIKE HAMILTON S/A

CUSTOMER CONCERN -
STEERING COLUMN LOCKED

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
DLR HAS VERIFIED THE CONCERN. DLR HAS DONE NO DIAGNOSTICS. DLR CALLED FOR INFO.

TAC RECOMMENDATION -
TAC ADVISED DLR OF BULLETIN 01-02-35-008 AND P/I A000265. TAC ADVISED DLR TO GET THE VEHICLE INSIDE AND PERFORM NORMAL DIAGNOSIS.

DLR TO CALL WITH RESULTS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6544941*	*VIN Number:*	*1G1YY22G315101337*
Date Opened:	*6/13/2003*	*Model Year:*	*2001*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B30410*	*Mileage:*	*26384*
Address:	*LEO MARTIN CHEV-OLDSLAKE JACKSON*	*State:*	*TX*
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCKED
RESOLUTION ABSTRACT-
UCC CODE 1———-
UCC-1 DESCRIPTION—- STEERING
UCC CODE 2———-
UCC-2 DESCRIPTION—-
UCC CODE 3———-
UCC-3 DESCRIPTION—-

06/13/2003 09:57:41 SBD TEMPLATE - DIEHL
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 ROBERT PERRY TECH

CUSTOMER CONCERN - THE STEERING COLUMN IS LOCKED.

DEALER COMMENTS/DIAGNOSIS -
1) THE STEERING COLUMN WAS LOCKED AND THE LOCKED MESSAGE WAS ON.
2) FOUND A LOOSE BATTERY CABLE, REPAIRED IT, TO RESTORE STEERING COLUMN OPERATION.
3) WANTING TO KNOW IF THERE WAS ANY OTHER ISSUES RELATED TYO THE STEERING COLUMN LOCK SYSTEM THAT SHOULD BE ADDRESSED BEFORE RETURNING VEHICLE TO OWNER.

TAC RECOMMENDATION - PERFORM A VOLT DROP TEST ON G201 AND G202 (A PILLAR GROUNDS). PER PI A000266
06/13/2003 09:57:41 HISTORY - DIEHL

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Liverpool
NY [redacted]
HOME PHONE:

CASE NUMBER:	1-112790164	VIN:	1G1YY22G315103878
		MODEL YEAR:	2001
DATE OPENED:	2003-06-24	SERIES:	Corvette
DATE CLOSED:	2003-06-24	MILEAGE:	27000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	East Syracuse Sales CO Incorporated
BRC PARENT:		DEALER ADDRESS:	

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

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

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

Steering locked up; ; 2003-06-24
2003-06-24

Roadside Assistance; Paul; ; 2003-06-24
2003-06-24

Service Request has been Closed Satisfied.; ; 2003-06-24

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6434428*	*VIN Number:*	*1G1YY22G315105405*
Date Opened:	*4/30/2003*	*Model Year:*	*2001*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B18095*	*Mileage:*	*22093*
Address:	*BOB BROWN CHEVROLET DES MOINES*	*State:*	*IA*
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK A000285 INTERMITTENT
RESOLUTION ABSTRACT-
UCC CODE 1———
UCC-1 DESCRIPTION— STEERING
UCC CODE 2———
UCC-2 DESCRIPTION—
UCC CODE 3———
UCC-3 DESCRIPTION—

04/30/2003 12:06:53 SBD TEMPLATE - ESCH
STRATEGY BASED DIAGNOSTICS

_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) MIKE JONES TECH

CUSTOMER CONCERN - CUSTOMER STATES COLUMN LOCK IN DRIVEWAY.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
DEALER STATES UNABLE TO DUPLICATE CONCERN AND HAS NO CODES.
DEALER STATES LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -
TAC ADVISE TO DUPLICATE CONCERN.
TAC ADVISE OF A000285 AND TO CHECK G201 AND G202 FOR POSSIABLE BEING LOOSE.
04/30/2003 12:06:53 HISTORY - ESCH

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: ROUGEMONT
NC [redacted]
HOME PHONE:

CASE NUMBER:	06271089	VIN:	1G1YY22G315117733
		MODEL YEAR:	2001
DATE OPENED:	2002-01-30	SERIES:	CORVETTE COUPE
DATE CLOSED:	2002-01-30	MILEAGE:	10000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	RICK HENDRICK CHEVROLET
BRC PARENT:		DEALER ADDRESS:	409 S ROXBORO ST,,DURHAM,NC,27701,USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
COLUMN LOCK0

Facility conditions at dealership

CRM TO ADVISE:
"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's sales practices. Our dealerships are reviewed on a routine basis within XXX Motor Division and all this information is utilized by upper management when conducting those reviews." CRM to leave an FYI message for the AVM regarding customer concern.
Facility conditions at dealership

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

CUSTOMER STATES THAT HE IS THE OWNER IF A 2001 CORVETTE WITH 10,000 MILES. CUSTOMER STATES THAT HE IS CURRENTLY HAVING SOMECONCERNS CUSTOMER STATES THAT HIS VEH'S COLUMN LOCK LOCKED UP AND VEH, WAS BROUGHT IN TO RICK HENDRICK FOR SERVICING, CUSTOMER STATES THAT AT THE DLR THEY INFORMED HIM THAT IT WOULD BE A COUPLE OF DAYS BEFORE THEY COULD LOOK(DIGNOSE) VEH,AND REPAIR CUSTOMER STATES THAT THIS IS UNACCEPTABLE, CRM ADVISED CUSTOMER THAT SHE WOULD CONTACT DLR AND CHECK STATUS OF SERVICE DEPT AND VEH,
CRM SPOKE WITH ADVISOR SPENCE AT DLR, WHO INFORMED CRM THAT THEY WERE EXTREMLY BUSY, AND AT DLR THEY RUN THERE BUSINESS FIRST COME , FIRST SERVE, CRM RELAYED INFO TO CUSTOMER CUSTOMER WAS NO SATISFIED.
CRM APOLOGIZED. CRMCLOSING FILE. CARS/ LORENE CHOATE/TAMPA; 0; 381256356

**********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:
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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

COLTON , CA [redacted]

CASE NUMBER:	05879041	VIN:	1G1YY22G315121054
		MODEL YEAR:	2001
DATE OPENED:	2001-11-15	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-11-15	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	RICHARD HIBBARD CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	191 S INDIAN HILL BLVD,,CLAREMONT,CA,91711,USA

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)

Customer Satisfaction
11-15-2001

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
column locked, fixed.

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/CNC/SolutionsByComponentCode_Corepoint.htm]]
* Validate with dealership if necessary
* Coordinate with dealership to compare with another vehicle if necessary
* Schedule a follow up if issue is not resolved during call
Vehicle operation or design

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

csi received 11-15-2001 yolonda palen/cac/pdx; 0; 374696555
2001-11-15

cust states column lock was not repaired and had to install aftermarket by-press unit. doesn't believe is dealers' fault. crm contacted cust, states ordered part online, and veh is working fine. request closed satisfied. yolonda palen/cac/pdx; 0; 374696557

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

,

05879041

Service Satisfaction Survey

** Dissatisfied Customer **

[redacted]

Colton CA [redacted]

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

Home telephone: [redacted]

Change to: ( )

Please provide us with your preferred Email address:

Dear Gary Warnick:

Our records indicate that you had your 2001 Corvette serviced at Crest Chevrolet on August 27, 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 Crest Chevrolet.

Sincerely,

Darin 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 2001 Corvette, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON AUGUST 27, 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?	☐	☑	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☑	☐	☐	☐
3. When arriving for service, were you greeted promptly?	☑	☐	☐	

	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?	☐	☑	☐	☐	☐

About Your Service Consultant/Adviser

	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?	☐	☐	☑	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☑	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☑	☐	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	☑

1G1YY22G315121064 20084

21134333647 0000011483 202745 051

About Your Service Consultant/Advisor - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☐	☐	☑	☐	☐
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:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
– The time it took to complete the transaction?	☐	☐	☐	☑	☐
– The ease of getting your vehicle?	☐	☐	☐	☑	☐
– The condition in which it was returned?	☐	☑	☐	☐	☐

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☐	☑

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☐	☑

	Yes	No
14. Were you given a copy of the completed repair order/invoice?	☑	☐

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	☐	☐	☑

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Grant Chevrolet?	☐	☐	☐	☑	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☐	☑	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2001 Corvette?	☐	☑	☐	☐	☐

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

Dealership: Column dash was not repaired and I had to install after market by-pass unit

Vehicle: I don't think it is the dealers fault – this is a manufacturing defect.

20. Are you . . . ☑ Male ☐ Female

21. Your age . . . ☐ Under 25 ☐ 25–34 ☐ 35–44 ☑ 45–54 ☐ 55–64 ☐ 65 or older

	Yes	No
22. May we include your name when providing this information to your dealership?	☑	☐

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 43699-0063

A399
030979

1G1YY22G315121084 20084
21134333847 8837966809 202746

Ver. 2

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*5738583*	*VIN Number:*	*1G1YY22G315130580*
Date Opened:	*7/23/2002*	*Model Year:*	*2001*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B05404*	*Mileage:*	*26263*
Address:	*HUSKER AUTO GROUP, ILINCOLN*	*State:*	*NE*
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN LOCK MESSAGE INT
RESOLUTION ABSTRACT-
UCC CODE 1--------
UCC-1 DESCRIPTION— STEERING
UCC CODE 2-------
UCC-2 DESCRIPTION---
UCC CODE 3-------
UCC-3 DESCRIPTION---

07/23/2002 16:15:37 SBD TEMPLATE - BEERE
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) CHRIS GARNER TECH

CUSTOMER CONCERN - STEERING WHEEL LOCKED INT, AND STEERING COLUMN MESSAGE ON DASH.

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

TAC RECOMMENDATION - ADVISED DEALER TO VERIFY THE CONCERN. DEALER TO CHECK GROUNDS G201 AND G202. DEALER TO CHECK CONNECTIONS AT THE LOCK ACTUATOR AND RELAY. DEALER TO CHECK BCM CONNECTIONS. DEALER TO CALL BACK WITH UPDATE.
07/23/2002 16:15:37 HISTORY - BEERE
07/31/2002 18:00:26 ST.DENIS - CALLER'S NAME (FIRST, LAST, AND POSITION)

_2_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)
DLR CHECKED GROUNDS OK . DLR STATES THIS CAR HAS AN AFTERMARKET SECURITY SYTEM THAT IS TAPPED INTO BCM .

NEW RECOMMENDATIONS
TAC SUGG DISABLE AFTERMARKET SECURITY SYSTEM FOR NOW , TAC SUGG FOLLOW PI A000265 ON ADDITIONAL DIAG , TAC SUGG LET OWNER DRIVE WITH AFTERMARKET SECURITY SYSTEM UNHOOKE TO VERIFY IF CAUSE OF CONCERN ,DLR TO ADVISE .

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6249917*	*VIN Number:*	*1G1YY22G335108856*
Date Opened:	*2/13/2003*	*Model Year:*	*2003*
Date Closed:	*7/18/2003*	*Series:*	*Corvette*
Dealer Code:	*B14469*	*Mileage:*	*5*
Address:	*OURISMAN'S ROCKMONT ROCKVILLE*	*State:*	*MD*
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING STEERING WHEEL LOCKED
RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

02/13/2003 15:48:17 SBD TEMPLATE - WILSON
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)
DANNY WHITE TECH
CUSTOMER CONCERN -
STEERING WHEEL LOCKED....
DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
CONCERN DUPLICATED...NO DIAGNOSIS DONE.....TECH STATES THERE ARE DTC'S SET IN BOTH DOOR MODULES....U1064 AND B2252 IN THE DDM.....TECH LOOKING FOR ASSISTANCE....
TAC RECOMMENDATION -
ADVISED TECH TO DISCONNECT THE BATTERY AND TOUCH THE CABLE TOGETHER FOR ABOUT 20 SECONDS, SEE IF THE STEERING LOCK WORKS....IF NOT THEN USE THE TECH 2 AND SEE IF IT CAN BE COMMANDED TO UNLOCK...ALSO CHECK THE KEY IN DATA IN THE BCM AND ALSO THE LOCK FEEDBACK STATUS.....
02/13/2003 16:48:17 HISTORY - WILSON

07/18/2003 17:59:16 LESZCYNSKI - CALLED IN CASE CLOSING NO
REPAIR INFO

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

CASE NUMBER:	05370861	VIN:	1G1YY22G3V5100310
		MODEL YEAR:	1997
DATE OPENED:	2001-08-21	SERIES:	UNKNOWN
DATE CLOSED:	2001-08-21	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

M01 Steering General — Other
0 REPAIR ATTEMPT(S) — LOCKED UP

A07 Referred to Dealer — Other
0 REPAIR ATTEMPT(S) — FOR REPAIR

Vehicle repair request - Repair not done

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

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

CUST STATES IS ON VACATION, AND THE STEERING WHEEL ON HIS CORVETTE IS LOCKED UP, CUST IS SEEKING TECH INFO, CRM REVIEWED VIN PROFILE, AND ADVISED CUST THAT THERE IS ONE CURRENT CAMPAIGN ON VEH, REGARDING LAP BELT. CUST DECLINED TO HAVE CRM CONTACT DLR, CRM CLOSING FILE. CRISTINA DURANC/AC/ADPX; D; 367282385

**********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:
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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

SAVANNAH , GA [redacted]

CASE NUMBER:	04897061	VIN:	1G1YY22G3V5100453
		MODEL YEAR:	1997
DATE OPENED:	2001-07-12	SERIES:	UNKNOWN
DATE CLOSED:	2001-07-12	MILEAGE:	49000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	DAN VADEN CHEVROLET-OLDSMOBILE
BRC PARENT:		DEALER ADDRESS:	9393 ABERCORN,,SAVANNAH,GA,31406,USA

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

M40 Steering Wheel — Other
0 REPAIR ATTEMPT(S) — LOCKED UP

A07 Referred to Dealer — Other
0 REPAIR ATTEMPT(S) — FOR DIAGNOSIS

Vehicle repair request - Repair not done

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

CUST STATES STARTED VEH AND MSG CENTER SAID PULL KEY, WAIT 10 SECONDS, CUST DID THIS, THEN AFTER STARTING VEH, MSG CENTER STATES STEERING COLUMN LOCKED (AND COLUMN IS LOCKED). CUST SEEKS ADVICE ON GETTING STEERING WHEEL LOCKED. CRM SPOKE WITH CHARLES ALLEN, SVC ADV AT DAN VADEN CHEV, WHO STATES THAT VEH PROB NEEDS TO BE TOWED TO DLR FOR DIAGNOSIS. CRM ADVISED CUST ACCORDINGLY..BRYAN YORTON PDX\CAC; 0; 363818969

**********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: 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 POSESSION 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: [redacted]
ADDRESS: MIAMI SHORES
FL [redacted]
HOME PHONE:

CASE NUMBER:	06425681	VIN:	1G1YY22G3V5101036
		MODEL YEAR:	1997
DATE OPENED:	2002-02-26	SERIES:	CORVETTE
DATE CLOSED:	2002-02-26	MILEAGE:	34000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	MAROONE CHEVROLET OF MIAMI
BRC PARENT:		DEALER ADDRESS:	4181 SW 8TH ST, ,MIAMI,FL,33134,USA

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

M01 Steering General — Inoperative
0 REPAIR ATTEMPT(S) — STERRING WHEEL LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:
*Pinpoint / understand concern
* Determine Customers expectation
* Validate feature is on vehicle
* Review owners manual with owner - [[Owners Manuals RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
* Review specific solutions ([SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.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 ORIGINAL OWNER.....CUST SEEKS TO HAVE GM COVER TO HAVE THE RECALL ON HIS STEERING COLUMN REPLACED AS HE HAS NEVER HAD THIS PROBLEM BUT SATURDAY MORNING HIS VEH STEERING COLUMN LOCKED UP ON HIM AS HE WENT TO HIS INTERNET AND SAW HOW TO UNLOCK IT AS HE YANKED ON IT WHILE TURNING THE KEY AND IT UNLOCKED.... CRM ADVISED WILL RESEARCH AS THERE ARE NO OPEN CAMPAIGNS ON VEH BUT WILL ASSIST IN GETTING VEH INTO DEALERSHIP TO SEE WHAT CAUSED IT TO LOCKED..... CUST DECLINED AND STATES IF IT HAPPENS AGAIN HE WANTS GM TO FIX IT AT NO COST TO HIM DUE TO IT BEING A CONCERN WITH THE 1998-2000- MODULES....AND IF IT LOCKS UP ON THE HWY AND HE HAS AN ACCIDENT... HE WILL HAVE TO SUE GM....AS HE HOPES IT DOES NOT HAPPEN AGAIN AND WILL WAIT TO SEE... IF IT DOES HE WILL CALL US BACK AT THAT TIME..... CRM IS CLOSING FILE SATISFIED AS CUST IS NOT WILLING TO TAKE TO DEALERSHIP AT THIS TIME....
TEISHA DAVISON/FL PILOT/TPA/57932....; 0; 383591226

**********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:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST 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 POSESSION 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: [redacted]
ADDRESS: HOPESOUND
FL [redacted]
HOME PHONE:

CASE NUMBER:	03811373	VIN:	1G1YY22G3V5101151
		MODEL YEAR:	1997
DATE OPENED:	2001-04-12	SERIES:	UNKNOWN
DATE CLOSED:	2002-01-28	MILEAGE:	42000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	ROGER DEAN CHEVROLET, INC.
BRC PARENT:		DEALER ADDRESS:	2235 OKEECHOBEE BLVD,,WEST PALM BEACH,FL,33409,USA

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

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

STEERING COLUMN LOCKING UP.

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

CUST STATES SHE OWNS A 1997 CORVETTE....STATES SHE HAS OWNED THREE CORVETTE'S IN THE PAST AND SHE HAS NEVER HAD A PROBLEM. CUST STATES HER STEERING COLUMN LOCKED UP IN HER VEH AND SHE CAN'T MOVE IT. CUST STATES SHE HAS HEARD FROM OTHER PEOPLE WITH NEWERCORVETTE'S THAT THE SAME THING IS HAPPENING TO THEM. CUST SEEKS TO KNOW IF GM IS DOING ANYTHIN ABOUT THIS PROBLEM.CRM SEARCHED FOR ANY OPEN CAMPAIGNS AND DID NOT FIND ANYTHING. CM ADVISED CUST THAT WE HAVE DOCUMENTED THE CONCERN AND WE APOLOGIZE FOR THE INCONVENIENCE.
JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 99999
2001-12-28

**********EXEC CAC REQUEST**********
CUST SENT IN CORR ADDRESSED TO RICHARD WAGONER. CRM ATTACHING TO FILE AND FORWARDING TO EXEC CAC THOMAS FOR REVIEW. EDWARD CRAWFORD/CORR/TAMPA, FL; 0; 378413504
2001-12-28

assigned to THOMAS; 0; 378414020
2001-12-31

.; 0; 378658873
2002-01-10

EXEC TO CONTACT CUSTOMER.; 0; 379527491
2002-01-21

THE CUSTOMER STATES THAT THEY LOVE THERE CHEVY CORVETTE BUT THAT THEY ARE NOT HAPPY WITH THE SERVICE RECORD AND THAT THAT THEY ONE DAY MAY PURCHASE ANOTHER CHEVY IN THE FUTURE BUT MORE LIKELY WILL PURCHASE FOREIGN CARS. EXEC WILL CONTACT THE CUSTOMER ANDDISCUSS CONCERNS.
MICHAEL THOMAS//EXEC CAC; 0; 380476863
2002-01-28

EXEC ADVISES THAT THE CUSTOMERS CONCERNS ARE DOCUMENTED.; 0; 381083711

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

08811 373

[redacted]
HOBE SOUND, FL[redacted]

DEC 26 2008

Mr. Richard Wagoner, Jr.
President and CEO
General Motors Corp.
P.O. Box 33169
Detroit, MI 48232

[redacted]
HOBE SOUND, FLORIDA [redacted]

JUPITER ISLAND CLUB
BUNKER HILL ROAD
P.O. BOX 671
HOBE SOUND, FLORIDA 33455
(407) 546-2301

December 19, 2001

Mr. Richard Wagoner, Jr
President and CEO
General Motors Corp.
Detroit, MI 48232

Dear Mr. Wagoner,

My first car was a Chevy Camaro. My next one w a Corvette and I have driven 'Vettes ever since. One would think that over the years quality and performance would improve, a here I am, with a '97 Vette, 45,000 miles and the pistons are

I love my Vette, I love walking to it, looking it and driving it; however, it is very difficult for me to keep it in repair.

How sad for the USA that our products are i inferior that we are forced to purchase German or Japan to receive value for our hard earned dollars.

I saw a bumper sticker not too long ago that s "Want to visit your mechanic? Buy a Chevrolet." Now know what it meant.

I hate to part with my Vette - it is so beautiful and I've enjoyed it so much.

Perhaps one day, if and when the quality impro I will once again drive a Chevy. I leave that to you and your fellow executives who very apparently take pride in their product, and

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Bedford , TX [redacted]
HOME PHONE:

CASE NUMBER:	1-97405389	VIN:	1G1YY22G3V5101358
		MODEL YEAR:	1997
DATE OPENED:	2003-05-08	SERIES:	Corvette
DATE CLOSED:	2003-05-13	MILEAGE:	69000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	Hudiburg Chevrolet, Ltd.
BRC PARENT:		DEALER ADDRESS:	7769 Grapevine Hwy,North Richland Hills,TX,76180-7199,USA

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

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

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

Cust states that steering column locking up.; ; 2003-05-08
2003-05-08

CRM seeking to get veh diag; ; 2003-05-08
2003-05-08

1-97405389 need diag; ; 2003-05-09
2003-05-08

Update on file; ; 2003-05-08
2003-05-09

SR1-97405389 Taylor, Wayne; ; 2003-05-09
2003-05-09

SR1-97405389 Taylor, Wayne; ; 2003-05-09
2003-05-09

CRM contacting cust back; ; 2003-05-09
2003-05-13

1-97405389 no assistance available; ; 2003-05-13
2003-05-09

steering column; ; 2003-05-09
2003-05-12

seeks status; ; 2003-05-12
2003-05-12

SEE NEW NOTES; ; 2003-05-12
2003-05-13

Service update; ; 2003-05-13
2003-05-13

crm denied assistance Close dissatisfied you missed your callback!!; ; 2003-05-13
2003-05-13

Service Request has been Closed Dissatisfied.; ; 2003-05-13

**********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:
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 POSESSION 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: [redacted]
ADDRESS: MERRIMACK ,
NH [redacted]
HOME PHONE:

CASE NUMBER:	05360097	VIN:	1G1YY22G3V5101795
		MODEL YEAR:	1997
DATE OPENED:	2001-08-20	SERIES:	UNKNOWN
DATE CLOSED:	2001-08-29	MILEAGE:	52000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	DOBLES CHEVROLET-BUICK, INC.
BRC PARENT:		DEALER ADDRESS:	1250 S WILLOW ST,,MANCHESTER,NH,03103,USA

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

M41 Steering Column/Lock/Attaching Parts — Inoperative
1 REPAIR ATTEMPT(S) — steering column locked

A07 Referred to Dealer — Customer Satisfaction
0 REPAIR ATTEMPT(S) — veh repair

Vehicle repair request - Repair not done

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

cust states leased veh june of 2000 with 37000 miles. cust's steering column is locked and cannot start veh. states that has called dlr but they probably won't be able to diagnose veh until next tues. cust knows there has been campaign issued for 98-00 corvettes and knows it is for same exact condition. cust has all maintenance done at dlr. did not lease veh from dlr. this is first time steering wheel has locked.
cust seeks cost assistance toward steering lock repair as campaign was issued for other vehs.
crm advised as veh isn't within campaign, as cust is second owner, as veh is out of wrnty i cannot guarantee assistance. advised veh needs to be diagnosed first.

crm contacted svc mgr, leon, advised of cust's request for assistance. he advised as cust is second owner and 18000 miles outside of wrnty he will most likely not assist.
crm advised csut will contact him 8/23/01 between 11-1 pt at 6036347158 to see if veh has been diagnosed. maria quinn/pdx/cac; 0; 367177375
2001-08-23

crm contacted dobles chevy. veh is there but he doesn't have appointment until tues. they haven't diagnosed it yet. maria quinn/pdx/cac; 0; 367446548
2001-08-23

crm contacted cust, rec'd voice mail. left message that know veh hasn't been diagnosed and will contact cust 8/28/01 between 11-1 pt. maria quinn/pdx/cac; 0; 367450475
2001-08-28

crm contacted cust. dlr replaced column lock for 450$. veh is still there as cust is leaving it for oil leak. cust didn't ask if they had given discount or not.
crm contacted dlr. svc mgr and svc advisor are unavail. crm advised cust will contact dlrand cust 8/29/01 7-9am pt. maria quinn/pdx/cac; 0; 367892530
2001-08-29

crm contacted dobles, no answer. maria quinn/pdx/cac; 0; 367950388
2001-08-29

crm contacted dobles chevy. svc mgr is out of building for an hour. crm spoke with marty, svc advisor who handled cust. he advised he did speak with svc mgr regarding assistance. as veh has 52545, cust isn't isn't original owner, veh isn't included in campaign, they will not offer assistance. they used different part number as recall doesn't apply and part for recall is just for recall. maria quinn/pdx/cac.; 0; 367956894
2001-08-29

crm contacted cust at 6036347158, rec'd machine, left message that will try to call later today. crm to advise that as veh is 16000 miles outside of wrnty, veh not covered under campaign, second owner, no svc contract, we will not offer cost assistance toward repair.
maria quinn/pdx/cac; 0; 367957808
2001-08-29

cust only wanted to speak with previous crm. cust seeks to have previous crm contact him at 603-634-7158 if you get his voice mail, hit 0 to bring you to his receptionist. kenneth davis/cac/pdx; 0; 367958244
2001-08-29

CUST CALLED SEEKING TO SPEAK W/ PRE-REP QUINNM. CRM INFORMED CUST CAN ASSIST CUST. CUST SEEKS UPDATE ON REQUEST FOR COST ASSIST. CRM INFORMED CUST NO ASSIST AVAIL- 1. CUST IS 2ND OWNER 2. VEH IS OUT OF WARRANTY W/ 62K MI 3. VEH IS NOT INCLUDED IN CAMAPIGN CUST BELIEVES IS CONECTED TO CONCERN 4. PART USED FOR REPAIR IS NOT SAME PART CAMAPIGN USES AS THAT PART IS ONLY FOR VEH'S W/ CAMPAIGN. CUST DISSAT. CUST STATES WILL CONSULT W/ SVC MGR.
BEN SPRAGUE.PDX/CAC; 0; 367970326

**********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:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:
TRIM:

ENGINE TYPE:

TRANSMISSION:
VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0
MSRP:

BRC WARRANTY DATE:
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 POSESSION 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: [redacted]
ADDRESS: Marietta , GA [redacted]
HOME PHONE:

CASE NUMBER:	1-5600908	VIN:	1G1YY22G3V5101893
		MODEL YEAR:	1997
DATE OPENED:	2002-06-03	SERIES:	Corvette
DATE CLOSED:	2002-06-03	MILEAGE:	
SOURCE:		DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

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

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

Steering Column Locked; ; 2002-06-03
2002-06-03

Service Request has been Closed Satisfied.; ; 2002-06-03

**********PAR INFORMATION**********

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED: 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: 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 POSESSION 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: [redacted]
ADDRESS: AUSTIN , TX [redacted]
HOME PHONE:

CASE NUMBER:	06066376	VIN:	1G1YY22G3V5102638
		MODEL YEAR:	1997
DATE OPENED:	2001-12-20	SERIES:	UNKNOWN
DATE CLOSED:	2001-12-20	MILEAGE:	29000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	HENNA CHEVROLET, L.P.
BRC PARENT:		DEALER ADDRESS:	8805 IH-35 N,,AUSTIN,TX,78753,USA

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

M41 Steering Column/Lock/Attaching Parts — Other
4 REPAIR ATTEMPT(S) — keeps locking

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]]
csi

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

csi cust states he would be more satisfied if steering column would quit locking up. cust states it has happened 4 times. cust seeks unknown. crm called cust. and left a vmm.....any crm can assist.....crm clsoing file satisfied. nelson rosado tampa; 0; 99999
2001-12-20

CRM RESUMED REQUEST. CUST STATES THAT HE WAS CALLING CAC BECAUSE CAC CALLED HIM. CUST SEEKS TO KNOW WHAT WE WANTED. CRM EXPLAINED TO CUST THAT WE WERE DOING A FOLLOW UP CALL TO SEE HOW HIS VEH WAS DOING. CUST STATES VEH IS DOING FINE. CRM GAVE FILE NUMBER. NO FURTHER ACTION FROM GM. CUST SATIS. JANNA HERRING/ATX/CAC; 0; 377730546

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

06066376

Service Satisfaction Survey

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

[redacted]

Austin TX [redacted]

Home telephone: [redacted]

Change to: ( )

Please provide us with your preferred Email address:

Dear Mr Bernie J Lofaso Jr:

Our records indicate that you had your 1997 Corvette serviced at Henna Chevrolet on September 28, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Henna Chevrolet.

Sincerely,

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 1997 Corvette, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON SEPTEMBER 28, 2001, COMPLETE THIS SURVEY. **

About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?	☑	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☐	☐	☑	☐
3. When arriving for service, were you greeted promptly?	☐	☐	☑	

	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?	☑	☐	☐	☐	☐

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?	☑	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	☐	☑	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☑	☐	☐	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	☑

101YY2G3V6102838 30287

21139347095 00000114906 006395 051

About Your Service Consultant/Advisor - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
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

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

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☑	☐

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☑	☐	☐	☐

	Yes	No
14. Were you given a copy of the completed repair order/invoice?	☑	☐

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	☑	☐	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Hanna Chevrolet?	☐	☑	☐	☐	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☑	☐	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 1987 Corvette?	☐	☐	☑	☐	☐

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

Dealership: _____

Vehicle: WOULD BE MORE SATISFIED IF THE STEERING COLUMN WOULD QUIT LOCKING UP (FOURTH TIME).

20. Are you . . . ☑ Male ☐ Female

21. Your age . . . ☐ Under 25 ☐ 25–34 ☑ 35–44 ☐ 45–54 ☐ 55–64 ☐ 65 or older

	Yes	No
22. May we include your name when providing this information to your dealership?	☑	☐

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 10002, TOLEDO, OH 43603-0002 0404

1G1YY2203V5102838 30267
21139347095 832234051 2 008305

Ver. II

408207

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

CASE NUMBER:	1-19487708	VIN:	1G1YY22G3V5102915
DATE	07/26/02	MODEL	1997
DATE	08/08/02	SERIES	CORVETTE
SOURCE:	N/AYES	MILEAGE	59000.
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	SC
BUS. PHONE:			

G E N E R A L M O T O R S C O R P O R A T I O N
C H E V R O L E T D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Columbia , SC [redacted]

CASE NUMBER:	1-19487708	VIN:	1G1YY22G3V5102915
		MODEL YEAR:	1997
DATE OPENED:	2002-07-26	SERIES:	Corvette
DATE CLOSED:	2002-08-08	MILEAGE:	59000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Sonic-Newsome Chevrolet World, Inc
BRC PARENT:		DEALER ADDRESS:	4013 W Beltline Blvd,Columbia,SC,29204-1506,USA

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

REPAIR ATTEMPT(S)

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

Steering Column locks; ; 2002-07-31
2002-07-26

Steering column locks; ; 2002-07-31
2002-07-29

update; ; 2002-07-29
2002-08-01

checking on file; ; 2002-08-01
2002-07-29

see notes; ; 2002-07-31
2002-07-30

Cust Called; ; 2002-07-30

2002-07-30

Cust seeking callback; ; 2002-07-31
2002-07-31

cust seeks update; ; 2002-07-31
2002-07-31

CRM CALLED DLR AND SPOKE TO SVM; ; 2002-07-31
2002-07-31

.; ; 2002-07-31
2002-07-31

Follow up; ; 2002-07-31
2002-07-31

cust called; ; 2002-07-31
2002-07-31

Service Request has been Closed Dissatisfied.; ; 2002-07-31
2002-07-31

Service Request Ownership has changed FROM: TUCKERM TO: CALLOWAS; ; 2002-07-31
2002-07-31

crm lm vme; ; 2002-08-01
2002-08-01

CALL BACK FOR RESPONSE; ; 2002-08-01
2002-08-01

AVM STATES THEY WILL PROVIDE ASSISTANCE; ; 2002-08-01
2002-08-01

Creating Maintenance Ltr; ; 2002-08-05
2002-08-01

Created:CAC_RS0005. SR#1-19487708; ; 2002-08-01
2002-08-05

Created:CAC_RS0022. SR#1-19487708; ; 2002-08-05
2002-08-05

Main ltr to goodwill liaison for review and submission; ; 2002-08-06
2002-08-06

Maint cert-LOF submitted for approval; ; 2002-08-07
2002-08-06

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-08-06
2002-08-07

FINAL APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; ; 2002-08-08
2002-08-07

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-08-07

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

2002-08-08

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

**********PAR INFORMATION**********

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

GM RESTRICTED

PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

**********BODILY INJURY**********

NUMBER OF INJURIES: 0
COMMENTS:

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

RESTRAINT:

IF SO, WHERE:

LOCATION:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: PERRYVILLE
MD [redacted]
HOME PHONE:

CASE NUMBER:	05321696	VIN:	1G1YY22G3V5103269
		MODEL YEAR:	1997
DATE OPENED:	2001-08-15	SERIES:	UNKNOWN
DATE CLOSED:	2001-08-21	MILEAGE:	52000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	J B A CHEVROLET
BRC PARENT:		DEALER ADDRESS:	7327 RITCHIE HWY,,GLEN BURNIE,MD,21061,USA

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

M01 Steering General — Other
0 REPAIR ATTEMPT(S) — LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:
*Pinpoint / understand concern
* Determine Customers expectation
* Validate feature is on vehicle
* Review owners manual with owner - [[Owners Manuals RUN C:\Progra~1\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 CAR LEFT HER STRANDED PER STERING COLUMN LOCKED UP,,, STATES WOULD LIKE ASSISTANCE,,
CUST SEEKS COST ASISTANCE FOR STEERING COLUMN LOCK UP
CRM ADVISED CUST CALLED EALERSHIP SPOKE TO MAT S/M,, STATES AFTER INSPECTING VEHICLE MAY CONSIDER GOODWILL IF CUST VEHICLE FALLS WITHING GUIDELINES OF CAMPAIGN 01044,,, CUST SATISFIED AT THIS TIME; 0; 99999
2001-08-16

CUST STATES THAT HER VEHICLE IS AT THE DEALERSHIP AT THIS TIME AND THERE ARE ABOUT FOUR RECALLS ON HER VEHICLE THAT NEED TO BE PERFORMED AND THAT THE MAJOR CONCERN IS THAT THE STEERING WHEEL COLUMN IS LOCKED UP. CUST SEEKS TO KNOW WHEN HER VEHICLE IS GOING TO BE REPAIRED AS SHE IS GOING OUT OF TOWN THIS WEEKEND AND ALREADY HAS EVERYTHING RESERVED AND SHE HAS NO VEHICLE AT THIS TIME AND ALSO SHE NEEDS TO KNOW WHO IS GOING TO PAY FOR STEERING COLUMN LOCKUP AND SHE IS UNDER THE IMPRESSION THAT THIS WAS GOING TO BE PAID FOR BY WHAT PREVIOIUS CRM HAD INFORMED HER OF. CUST NUMBER TO BE CONTACTED AT IS [redacted]
AFTER CONTACTING THE SERVICE DIRECTOR MATT AIELLO TO SEE IF ASSIST IS GOING TO BE OFFERED. CRM TO CONTACT CUST BACK AT 9:40 PST/SARAH HARRIS/PDX/CAC; 0; 366828884
2001-08-16

CRM ATTEMPTED TO CONTACT MATT AIELLO WHO IS NOT ANSWERING A PAGE AT THIS TIME AND ALSO MIGHT BE AT LUNCH. CRM ATTEMPTED A CALL AT 9:13PST AND WILL CALL BACK 10:10PST/SARAH HARRIS/PDX/CAC; 0; 366833519

2001-08-16

CRM LEFT A MESSAGE FOR CUST ON 8-16-01 AT 10:12PST TO LET HER KNOW STILL TRYING TO GET A HOLD OF MATT AIELLO WHO IS NOT ANSWERING HIS PAGES AT THIS TIME. CRM LET CUST KNOW GOING TO A TEAM MEATING FROM 10:45 TILL IT IS OVER AND THEN BEFORE GOING TO LUNCHCRM WILL ATTMEPT ANOTHER CALL TO MATT TO SEE IF WE CAN GET AN ANSWER FOR THE CUST/SARAH HARRIS/PDX/CAC; 0; 366837147
2001-08-16

CRM CONTACTED THE SERVICE MANAGER MATT AIELLO AND HE STATE THAT THEY ARE GOING TO GO AHEAD AND PERFORM THAT WORK FOR THE CUST AT NO CHARGE ON THE STEERING COLUMN AND THEY ARE ALSO GOING TO GO AHEAD AND TAKE CARE OF THOSE OTHER RECALLS FOR THE CUST. CRM LEFT A MESSAGE FOR THE CUST ON 8-16-01 AT WORK AND IF CUST SHOULD CALL BACK WITH ANY ADDITIONAL QUESTIONS THEN FORWARD THE FILE BACK TO HARRISS WHO IS AVIALABLE UNTIL 3:30PST AND CRM WILL CONTACT CUST THEN. PLEASE ALSO SEE IF THIS IS THE ONLY NUMBER CUST CAN BE CONTACTED AT AS CRM HAS ONLY CUST WORK NUMBER AND SEE IF THERE IS ANY OTHER NUMBER TO CONTACT CUST AT/SARAH HARRIS/PDX/CAC; 0; 366843522

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: CONTACT NUMBER: 1

COMPANY:

ADDRESS:

CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

CASE NUMBER:	02198810	VIN:	1G1YY22G3V5103353
		MODEL YEAR:	1997
DATE OPENED:	2000-11-09	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-12-01	MILEAGE:	65000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	FISCHER CHEVROLET-OLDSMOBILE, INC.
BRC PARENT:		DEALER ADDRESS:	1128 S HOPKINS AVE,,TITUSVILLE,FL,32780,USA

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

M01 Steering General — Other
0 REPAIR ATTEMPT(S) — COLUMN LOCKS

STEERIN COLUMN LOCKS
**********WORK HISTORY**********

CUST STATES THAT HIS STEERING COLUMN LOCKED AND THIS IS THE 3RD TIME THIS HAS HAPPEND. CUST STATES THAT WHEN HIS CAR IS PARKED THE STEERING COLUMN LOCKS AND HE CANT DRIVE THE VEHICLE. CUST STATES THAT HE HAS TO TOW IT TO THE DLR AND THEY REPLACE A PART, THAN HE IS ABLE TO DRIVE THE VEHICLE BUT HE DOESNT KNOW WHY THIS KEEPS HAPPENING. CRM CALLED DLR BUT SVC MGR JAKE VANSLOATEN WAS NOT AVAILABLE. CRM WILL CALL DLR BACK AND CALL CUST BACK.
MICHAEL BARRERA/CARS ATX; 0; 342648696
2000-11-09

CRM CALLED DLR AND SPOKE TO SVC MGR JAKE VANSLOOTEN WHO STATED THAT THE CUST HAS HAD THIS PROBLEM HAPPEN 3X BEFORE AND THAT FOR SOME REASON HE SEES THIS SAME PROBLEM WITH OTHER CORVETTES. JAKE STATED THAT THE CUST HAD TO PAY A DEDUCTIBLE TO THE CO HE HAS THE EXTEND SVC CONTRACT WITH THE LAST TIME THIS HAD TO BE REPAIRED, BUT UNFORTUNATELY THE EXT SVC CONTRACT IS EXPIRED BY MILES, AND CUST IS OUT OF DLR EMPOWERMENT. CRM WANTS TO GIVE CUST A SVC COMPONENT LETTER FOR THE (STEERING WHEEL LOCK MOTOR) .
CUST IS LOYAL
SVC IS IN AGREEMENT WITH GIVING CUST A COMPONENT LETTER
VEHICLE IS OUT OF DLR EMPOWERMENT
COMPONENT LETTER FOR STEERING WHEEL LOCK MOTOR WHICH HAS FAILED 3X*; 0; 342653849
2000-11-09

CONT**CUST IS LOYAL AND HAS HAD THIS PROBLEM HAPPEN 3X BEFORE AND HE IS OUT OF DLR EMPOWERMENT. CRM WAS TOLD BY THE SVC MGR THAT THE STEERING WHEEL LOCK MOTOR FAILING IS A RESULT OF POOR DESIGN OF THE CORVETTE. ****CRM WILL FWD TO TM FOR APPROVAL*
MICHAEL BARRERA/CARS ATX; 0; 342654024
2000-11-09

CUSTS ADDRESS IS
2890 HANCOCK DRIVE
CITUSIZVILLE, FL 32780; 0; 342654893
2000-11-10

cust states that he called in yesterday and was speaking to crm michael. cust seeks update on file. crm advised cust that prev crm is still doing research on file. crm advised cust would send email to prev crm for cust callback and update. crm reviewed and found that there is a component letter saved **did not mention this to cust**. crm emailed prev crm michaelb for further review. taliea pocaigue/atx; 0; 342723441

2000-11-13

CRM RESUMED FILE TO REVIEW THEN CLOSE .....CRM MICHELLE MEXQUITIC/ATX; 0; 343002826
2000-11-15

CRM LEFT A MESSAGE FOR THE AVM JIM COX TO SEE IF HE COULD OFFER ANY ASSIST TO THIS CUST AND I AM WAITING FOR A REPLY. CRM CALLED CUST TO LET HIM KNOW THAT I AM WATING ON A REPLY FROM THE AVM. CUST UNDERSTOOD.
MICHAEL BARRERA/CARS ATX; 0; 343162369
2000-11-20

CRM HAS NOT HEARD FROM AVM. CRM CALLED AVM AGAIN. CRM WAITING FOR A REPLY.
MICHAEL BARRERA/CARS ATX; 0; 343607719
2000-11-21

CRM CALLED CUST AND EXPLAINED TO HIM THAT I HAVENT HEARD ANYTHING FROM THE AVM AND I LEFT ANOTHER MESSAGE FOR HIM YESTERDAY. CRM ADVISED THAT IT SHOULD TAKE FROM 24-72 HOURS TO GET A REPLY FROM HIM. CUST UNDERSTOOD.
MICHAEL BARRERA/CARS ATX; 0; 343674402
2000-11-27

CRM HASNT HEARD ANYTHING FROM THE AVM JIM COX. CRM LEFT A MESS FOR THE MAN ELMER NAGY AND EXPLAINED THE SITUATION. CRM CALLED CUST AND LEFT MESS ON MACHINE STATING THAT I LEFT A MESS FOR THE MAN.
MICHAEL BARRERA/CARS ATX; 0; 344202628
2000-12-01

CRM STILL HASNT GOTTEN A MESSAGE FROM THE AVM JIM COX. CRM CALLED DLR TO SEE IF THE AVM HAD CONTACTED THEM. CRM SPOKE TO THE SVC MGR WHO STATED THAT THE AVM WAS GOING TO CONTACT THE CUST DIRECTLY AND THE CUST IS AWARE OF THIS. CRM CALLED CUST AND LEFTA MESSAGE ON HIS ANSWERING MACHINE EXPLAINING THAT THE AVM JIM COX IS GOING TO CONTACT HIM @ HOME DIRECTLY AND HOPEFULLY RESOLVE THE ISSUE.
MICHAEL BARRERA/CARS ATX; 0; 344546717

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

DIV: CHEVROLET CASE 980464658 TYPE: A-ARBITRATION
NAME: THE MERRICK CHEVROLET COMPANY
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: [redacted]
ADDRES[redacted]

CITY: STRONGSVILLE STATE: OH ZIP: [redacted]
VIN: 1G1YY22G3V5103434 DELIVERY DATE: 05/03/1997
RESP DEALER: 00000
MILEAGE: 17500 CORPORATE CASE #:
YEAR/MODEL: 1997/CORVETTE

CASE TYPE : A-ARBITRATION STATUS: O
OPEN DATE : 01/25/1999 ORIG OPEN DATE: 07/23/1998
REOPENED: N
LAST ACTIVITY DATE: 07/21/2000 BY: ELLEN GATES
CLOSE DATE: 07/04/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
CHECK OR REIMBURSEMENT
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRNT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: RSL OWNER DEMAND AMT: $0.00
WARRANTY: I (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: N CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: I VEHICLE BUYBACK: Y

DEALER CONTACTED: N DEALER NUMBER: 28409
CONTACTED DATE: 07/23/1998 NAME: THE MERRICK CHEVROLET COMPANY
DEALER CLOSED : 07/23/1998 CITY: BEREA ST: OH

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	1		FOR S13, STEERING COLUMN LOCKS UP
S13	0		FOR M41, CO REV'D, DENIED, INCIDENTALS
Z18	0		MEDARB 1/26/99**

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/23/1998 10:01:02
7-23-98****
O/REQ REIM FOR X OFF WORK & LEASE PAYMENTS ON 97 CORVETTE...O/STS
VEH HAS BEEN AT DLR 1 MONTH OUT OF THE 14 MONTHS THAT O/HAS HAD VEH...
O/STS THAT HAS BEEN PAYING $700 FOR LAESE PAYMENT & HAS NOT BEEN ABLE
TO DRIVE VEH...O/STS VEH WILL BE TOWED IN TO DLR TODAY B/C STEERING
COLUMN LOCKED UP AGAIN...O/STS VEH JUST AT DLR 2 WEEKS AGO FOR PROB...
CO ACK & APOLOGIZED FOR PROB...CO REV TO DENY REIM REQ FOR X OFF WORK
& LEASE PAYMENTS W/GINO VESPA...CO ADV O/OF FILE # & PURPOSE, RECALL,
&DENIAL FOR REIM DUE TO WARR DOES NOT COVER INCIDENTALS SUCH AS
X OFF WORK, INCONVIENCE, LEASE PAYMENTS...O/STS VERY DISSAT & REQ SLL
INFO...CO ADV TO C/STATE ATTY GENERAL FOR INFO...O/STS WILL ACCESS
RESOURCES & PURSUE FURTHER...CO ACK & THANKED O/FOR C/...O/THANKED CO
FOR X...SARAH SKUTT, 3248

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/28/1998 11:37:53
10/28/98***** CO REC'D E-MAIL DATED 10/27/98...
O/STS VEH IS A MAINT HOG...O/STS VEH HAS WARR RPRS ABOUT ONCE A
MONTH...O/STS TIRED OF PAYING FOR A CORVETTE & DRIVING A CAVALIER...
O/STS ALL THE HYPE OF THIS VEH IS $%#@...O/STS LAST TIME O/ BOUGHT
A CORVETTE, O/ WAS SO TURNED OFF O/ BOUGHT 8 JAPANESE VEHS AFTER...
O/STS IS GOING BACK TO LEXUS...O/STS WHEN O/C/CO O/WAS GIVEN A
CLAIM # & O/ ?? WHAT THE # WAS FOR & CO ADV O/ IN CASE OF FUTURE
PROBS...O/STS SO CMD HAS A CENTER TO ASSIGN #'S...O/STS CMD NEEDS A
CENTER TO SOLVE PROBS...O/STS THIS PROBABLY MEANS NOTHING...O/STS HAS
TO GO DRIVE HIS $700/MTH CAVALIER!....

CO C/O/ AT HOME # & NO ANSWER OR MACHINE & THEN LINE DISCONNECTED...CO
C/O/ AT WORK # & O/ N/A...CO LEFT MESSAE W/ MARGE & ACK E-MAIL...CO
ADV OF CAC # & FILE # IF WISHED TO DISCUSS CONCERNS FURTHER...
VICKI BRUECKMANN, 8809 >>>>>>>
<<<<<<
***NEXT SPEC - IF O/C/B, PLS ACK E-MAIL & CONCERNS...PLS ?? NAME OF
CURRENT SERV DLR...PLS ?? CURRENT OUTSTANDING CONCERNS W/VEH...PLS
ADV OF 3/36 WARR FOR CMD DEFECTS...PLS ASST AS NEC...THANKS IN
ADVANCE...

**NEXT CORR SPEC - PLS ATTACH & ARCHIVE E-MAIL...THANKS...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/09/1998 15:39:59
12/9/98****
CO ATTACHED & ARCHIVED EMAIL
STEPHANIE GAREY, 3062

COMMENT TYPE: M-MEDIATION ENTERED DATE/TIME: 01/25/1999 00:00:01
CCF. RCVD. 1/25/99 O/SEEKS REPURCHASE AT 26500 MILES

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/28/1999 08:26:24
****
OWNERSHIP FILE, TANIA COLOMBO
BRG/ADR
REGION USE ONLY 8-366-7368
DLR USE ONLY 1-800-CHEV-007 EXT 3632
****

1/28/99...I REC THE CCF WITH A START DATE OF 1/26/99...O/IS SEEKING REPURCHASE DUE TO SEVERAL OUTSTANDING CONCERNS...I WILL F/UP W/O & DLR...

TANIA COLOMBO
BRG/ADR
1/28/99...I DCC W/SMGR, GARY STEWART...GARY ADV VEH WAS LAST IN ON 12/17/98 FOR BRAKE CONCERNS...GARY ADV O/HAS LEASE FOR 48 MONTHS.. GARY ADV O/HAS VERY LEGITIMATE CONCERNS...GARY ADV VEH HAS EXTENSIVE DAYS OUT...I THANKED...

TANIA COLOMBO
BRG/ADR

***LEASE PAYMENT IS $499/MONTH...
1/28/99...I LEFT MESSAGE FOR O/REQ C/B/...I REV W/SHAUGHN KENNEDY TO OFFER 4/60 GMPP...O/C/B...O/STS SEAT TRACK LOOSE & VEH HAS COMPUTER CONCERNS...O/STS VEH WAS OUT ON ONE R.O. FOR 21 DAYS & DLR PROVIDED RENTAL VEH...I OFFERED RPRS, 4/60 GMPP & 1 MONTH'S REIM... O/DECLINED MY OFFER...I ADV O/TO STAY IN CONTACT W/BBB...

TANIA COLOMBO
BRG/ADR
1/28/99...I REV W/SHAUGHN KENNEDY TO OFFER REPURCHASE...I WILL F/UP W/O/...

TANIA COLOMBO
BRG/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/29/1999 09:09:35
1/28/99...I LEFT VERBAL MRF W/TAMMY AT BBB ADVISING OF MY OFFER FOR 1 MONTH REIM & 4/60 GMPP...I ADV TAMMY O/DECLINED & I FORWARDED FILE TO REPURCHASE...

TANIA COLOMBO
BRG/ADR
1/29/99*****
CO REC'D FILE FROM ADR & ASSIGNED TO G. PAWLAK

J. SNODDON

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/08/1999 15:20:24
ERROR....

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/09/1999 10:24:42
2/9/99...I REC SEVERAL VRU MESSAGES FROM O/...I C/O/B/...I ADV O/ GREG IS HANDLING HIS FILE & WORKING ON THE FIGURES...I ADV O/ REPURCH IS RUNNING BEHIND BUT GREG WOULD BE CALLING HIM...O/STS CONCERNED W/X FRAME BBB HAS SET TO WORK UNDER...I ADV O/CMD IS AWARE OF THE X CONSTRAINTS WE HAVE TO WORK UNDER IN OFFERING REPURCH...O/ THANKED...

TANIA COLOMBO
BRG/ADR
02-09-99...CO MADE STRAIGHT OFFER OF $5000.00 OVER LEASE BUYOUT...G PAWLAK

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/17/1999 08:49:03
02-17-99....CO SPOKE W/O/AND ASK O/IF HE WAS SUPPOSED TO GET LEASE HOLDER INFO....O/STS HASN'T HAD TIME...CO WAITING ON INFO AND THEN

WILL FAX OUT STRAIGHT LEASE BUYOUT..G PAWLAK

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/25/1999 11:32:46
********GM CONFINDENTIAL---FOR INTERNAL USE ONLY**********
****STRAIGHT REPURCHASE FILE FORWARDED TO RESALE**********
NAME ON TITLE: CLEVELAND PLANT AND FLOWER
CHECK TO OWNER: $5,479.46
LIENHOLDER: KEY AUTO LEASE
ATTN/ADDRESS:4910 TIEDIAMAN ROAD ATTN ACCT DEPT 51-0432
CITY,ST,ZIP,PHONE: CLEVELAND OH 44144
ACCT: 20101581565
PAYOFF/PER DIEM/GOOD TIL: 3/4/99 LEASE BUYOUT
CHECK TO LIEN HOLDER: $31,226.84 LEASE BUYOUT
DLR/DLR CONTACT/PH: DLR 28 409 SALES MANAGER
CHECK TO DEALER:$100.00
OTHER: N/A
CHECK TO OTHER: N/A
REPURCHASE COORDINATOR:GREG PAWLAK

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/01/1999 15:17:38
**********I APPROVED REPWORK & FORWARDED FILE TO RESALE**********

SHAUGHN KENNEDY
BRG/ADR TEAM ASSISTANT

COMMENT TYPE: 6-REIMB. PAYME ENTERED DATE/TIME: 03/02/1999 00:00:01
STRAIGHT REPURCHASE FOR CUSTOMER SATISFACTION DUE TO REPEAT
STEERING WHEEL LOCK UP

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/02/1999 09:33:16
****
OWNERSHIP FILE JOHN D ROBERTS
CCAC/RESALE 4930
DLRS USE 1 800 CHEV 007 EXT 4930
****
03-02-99*****
REC'D FILE FROM PREV...FORWARDED FILE TO MGR FOR CHECK APPROVAL
JDR CCAC/RESALE 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/04/1999 12:18:08
03-04-99*****
REC'D CHECK APPROVAL...MAILED DLR DOCS TO DLR...C/DLR TO ADV PAPER-
WORK MAILED.
JDR CCAC/RESALE 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/11/1999 08:20:12
03-11-99*****
REC'D REGISTRATION-ODOMETER STATEMENT-STILL NEED RELEASE OF LEIN
JDR CCAC/RESALE 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/17/1999 16:13:30
03-17-99*****
C/LEINHOLDER...STS PD OFF 3-15-99 TAKES 10 BUS, DAYS TO PREPARE
LEIN RELEASE...WILL SEND AS SOON AS POSSIBLE
JDR CCAC/DISPOSITION 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/22/1999 08:20:54
03-22-99*****
REDC'D C/LEINHOLDER...NEEDS ODOMETER STATEMENT...FAXED ODOMETER
STATEMENT TO LEINHOLDER
JDR CCAC/DISPOSITION 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/30/1999 14:53:21

03-30-99****
REC'D TITLE...ODOMETER STATEMENT...RELEASE OF LEIN
JDR CCAC/DISPOSITION 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/31/1999 15:41:52
03-31-99*****
CHECKED FILE...NEED FINAL RO...C/DLR GARY STEWART SMGR WILL FAX ME
FINAL RO TODAY
JDR CCAC/DISPOSITION 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/01/1999 07:53:49
04-01-99*****
REC'D FINAL RO...
JDR CCAC/DISPOSITION 4930
04-01-99*****
FORWARD FILE TO AUCTION
JDR CCAC/DSIPOSITION 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/05/1999 08:35:13
04/05/99
REC'D CALL FROM JIM CULTER..HE WANTS TO KNOW WHEN VEH OFF LOT..LDW
FORWARDED MESSAGE TO JDR TO GIVE DLR STATUS OF CASE..LORI WILKIECAC RS
L
04-05-99*****
C/DLR JIM CULTER TOLD HIM VEH. SHOULD BE OFF DEALERSHIP LOT BY END OF
APRIL,IF NOT TO C/CO AND ADV.
JDR CCAC/DISPOSITION 4930

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/28/1999 08:36:58
4-28-99.....SENT FILE BACK TO DAVE ROBERTS.....NEED INVOICE.....
ELLEN GATES....CAC/RSL...
4-28-99.....REC'D FILE BACK WITH INVOICE.....SENT TO COLUMBUS FAIR
AUTO AUCTION.....
ELLEN GATES....CAC/RSL...

COMMENT TYPE: 5-REPURCHASE ENTERED DATE/TIME: 07/04/2000 00:00:01
STEERING COLUMN LOCKS UP

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 07/04/2000 00:00:01
FOR DLR INFO
FOR DLR INFO

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

Reimbursement Case 980464658 9003997

PAYMENT TYPE: H DEALER NUMBER:
DESCRIPTION:

VIN: 1G1YY22G3V5103434 MILEAGE: 17500
DESCRIPTION: STRA
MODEL YEAR/CODE: 1997 DOCUMENT NUMBER: 062834
LABOR PAY: $0.00 PARTS PAY: $0.00
NET PAY: $31,226.84 TOTAL PAY: $31,226.84

VIN: 1G1YY22G3V5103434 MILEAGE: 17500
DESCRIPTION: STRA
MODEL YEAR/CODE: 1997 DOCUMENT NUMBER: 062835
LABOR PAY: $0.00 PARTS PAY: $0.00
NET PAY: $5,479.46 TOTAL PAY: $5,479.46

VIN: 1G1YY22G3V5103434 MILEAGE: 17500
DESCRIPTION: STRA
MODEL YEAR/CODE: 1997 DOCUMENT NUMBER: 062836
LABOR PAY: $0.00 PARTS PAY: $0.00
NET PAY: $100.00 TOTAL PAY: $100.00

CODE: 02
TYPE: H
NAME: KEY AUTO LEASE INC
AMOUNT: $31,226.84 DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 03/04/1999
NET PAYMENT AMOUNT: $0.00
1099: N TIN NUMBER:

CODE: 02
TYPE: H
NAME: CLEVELAND PLANT AND FLOWER
AMOUNT: $5,479.46 DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 03/04/1999
NET PAYMENT AMOUNT: $0.00
1099: N TIN NUMBER:

CODE: 02
TYPE: H
NAME: THE MERRICK CHEVROLET COMPANY
AMOUNT: $100.00 DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 03/04/1999
NET PAYMENT AMOUNT: $0.00
1099: N TIN NUMBER:

Reimbursement History

```
VIN:
ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0        CHECK NUMBER:  00000000
FAILURE CODE:
EVENT CODE:              REPURCHASE IND:
PAYMENT TYPE:            TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0        CHECK NUMBER:  00000000
FAILURE CODE:
EVENT CODE:              REPURCHASE IND:
PAYMENT TYPE:            TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0        CHECK NUMBER:  00000000
FAILURE CODE:
EVENT CODE:              REPURCHASE IND:
PAYMENT TYPE:            TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 0        CHECK NUMBER:
FAILURE CODE:
EVENT CODE:              REPURCHASE IND:
PAYMENT TYPE:            TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER:  00000000
FAILURE CODE: 98
EVENT CODE:              REPURCHASE IND: Y
PAYMENT TYPE: H          TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER:  00000000
FAILURE CODE: 98
EVENT CODE:              REPURCHASE IND: Y
PAYMENT TYPE: H          TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 0        CHECK NUMBER:
FAILURE CODE:
EVENT CODE:              REPURCHASE IND:
PAYMENT TYPE:            TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 0        CHECK NUMBER:
FAILURE CODE:
EVENT CODE:              REPURCHASE IND:
PAYMENT TYPE:            TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER:
FAILURE CODE:
EVENT CODE:              REPURCHASE IND:
PAYMENT TYPE:            TOTAL PAYMENT:
DESCRIPTION:
```

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 5479.46 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 5479.46 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 100 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 100 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 5479.46 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 03/02/1999 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/04/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER: 002648694
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/04/1999 PAYMENT AMOUNT: 5479.46 CHECK NUMBER: 002648695
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G3V5103434
ENTERED DATE: 03/04/1999 PAYMENT AMOUNT: 100 CHECK NUMBER: 002648696
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 940
ENTERED DATE: 03/11/1999 PAYMENT AMOUNT: 31226.84 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 940
ENTERED DATE: 03/11/1999 PAYMENT AMOUNT: 5479.46 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 940
ENTERED DATE: 03/11/1999 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: $0.01
DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

ARBITRATION TYPE: BBB   FTC RELATED:
ACR AGREEMENT RECEIVED: ACR AGREEMENT SIGN:
ACCEPTED/REJECTED DATE: DECISION DATE:
OPEN DATE: 01/25/1999 HEARING DATE:
AWARD SETTLEMENT: -
SETTLED DATE: CLOSE DATE:
DEALER RO DATE: REPAIR ORDER:
CHECK/CERTIFICATE NUMBER: 000000000000
OFFER DATE: CHECK DATE:
DIVISION OFFER CODE:
OWNER DEMAND CODE:
CUSTOMER ACCEPT CODE: B-BUYBACK OFFICE NUMBER: BBBVA0001
AWARD CODE: AWARD AMOUNT: $0.00
PARTS AMOUNT: $0.00 LABOR AMOUNT: $0.00

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

1998307001

Parties Involved

TYPE: OWNER
NAME: [redacted]
COMPANY: [redacted]
ADDRESS: [redacted]

CITY: STRONGSVILLE STATE: OH ZIP: [redacted]
AGE: 000 HOME PHONE: [redacted]
BUSINESS PHONE: (216) 241-8520 EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

CREATION DATE: 04/01/1999 DECISION DATE: 04/01/1999
CHECK REQUESTED AMOUNT: $36,806.00 CHECK DATE:
CHECK/CERTIFICATE NUMBER:
AUCTION HOUSE: COLUMBUS AUCTION CHECK:
VEHICLE DISPOSED DATE: TRADE OUT:
ACCOUNT NUMBER PARTS AMOUNT: $0.00
ACCOUNT NUMBER LABOR AMOUNT: $0.00
COST TO DIV: $0.00
AMOUNT RECOVERED: $0.00
NET LOSS BUYBACK AMOUNT: $0.00
NADA AMOUNT: $31,900.00 TRANSFER MILES: 027727
CODE: V-STRAIGHT REPURCHASE
TROUBLE CODES: M41
PROBLEM OCCURANCE NUMBERS: 4 0

DMAC Correspondence

No DMAC Correspondence Data available for this case.

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

CASE NUMBER:	05842350	VIN:	1G1YY22G3V5103739
DATE OPENED:	11/09/01	MODEL YEAR:	1997
DATE CLOSED:	02/05/02	SERIES:	CORVETTE
SOURCE:	YES	MILEAGE:	68000
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:		STATE:	CA
BUS. PHONE:			

G E N E R A L M O T O R S C O R P O R A T I O N
C H E V R O L E T D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]
ADDRESS: CORONA , CA [redacted]
HOME PHONE:

CASE NUMBER:	05842350	VIN:	1G1YY22G3V5103739
		MODEL YEAR:	1997
DATE OPENED:	2001-11-09	SERIES:	CORVETTE
DATE CLOSED:	2002-02-05	MILEAGE:	68000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	CLASSIC CHEVROLET
BRC PARENT:		DEALER ADDRESS:	500 LINCOLN AVE,,BELLEVUE,PA,15202,USA

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

N41 Steering Column/Lock/Attaching Parts — Broken
1 REPAIR ATTEMPT(S) — STEERING COLUMN LOCKS UP

T04 General Information — Customer Satisfaction
0 REPAIR ATTEMPT(S) — CUST SEEKS COST ASSISTANCE

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/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.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 STEERING COLUMN LOCKS UP. CUST STATES IT HAPPENED IN 2000, BUT DLR UNABLE TO DIAGNOSE. CUST STATES IT ALSO HAPPENED IN SEPT AND OCT OF THIS YEAR. CUST STATES VEH IS AT DLR NOW AND DLR UNABLE TO DIAGNOSE. CUST SEEKS TO NO LONGER HAVE VEH OR VEH REPAIRED. CRM ATTEMPTED TO CONTACT DLR, BUT UNABLE TO SPEAK TO SVC MGR JOHN ARNOLD. CRM L/M ON VMR. CRM WILL CONTACT CUST 1-3 CENTRAL TIME AT NUMBER ON FILE OR [redacted] JANELLE LOWDEN/ATX/CARS/CAC; 0; 374181904
2001-11-09

CRM RECEIVED MESSAGE FROM SVC MGR. CRM CALLED SVC MGR, JOHN ARNOLD. SVC MGR STATES THERE IS A FIX FOR THE VEH. SVC MGR STATES THEY ARE REPLACING THE IGNITION LOCK CYLINDER. SVC MGR STATES CUST HUSBAND AUTHORIZED THIS REPAIR. SVC MGR STATES CUST IS SEEKING COST ASSISTANCE. VEH IS OUT OF EMPOWERMENT. SVC MGR STATES DLR DOES SOME MAINTENANCE AT DLR. SVC MGR STATES DOESN'T KNOW WHAT CAUSED PART TO GO OUT. SVC MGR STATES NO EVIDENCE OF ACCIDENT, MISUSE, ABUSE, OR LACK OF MAINTENANCE. SVC MGR STATES CAN'T DETERMINE IF RELATED TO AGE/MILEAGE, OR IF CUST COULD HAVE CAUSED OR PREVENTED. SVC MGR STATES NO RELATED CONCERNS UNDER WRNTY. SVC MGR STATES HAS REC'D GOODWILL IN THE PAST. SVC MGR STATES DUE TO MILEAGE ON VEH, WOULDN'T REC 100% COST ASSISTANCE. JANELLE LOWDEN/ATX/CARS/CAC; 0; 374187604
2001-11-09

CUST STATES THAT SHE HAS A CONCER W. THE STEERING COLUMN LOCKING UP ON HER CORVETTE, AND HAS BEEN TRYING TO GET ASST. W/ REPAIRS. CUST SEEKS TO KNOW STATUS OF CASE. CRM ADVSD CUST THAT PREV CRM LOWDEN IS WORKING ON CASE AND INFORMED CUST OF NOTES IN FILE THAT AFTER SPEAKING W/ SVC MNGR IT SEEMS 100% COST ASST IS NOT BEING OFFERED HOWEVER PREV CRM IS STILL WORKING ON THIS W/ A C/B SET FOR 3PM TODAY 11/09/01 AND WILL FOLLOW UP W/ FINAL DECISION. CUST STATES SHE IS CONCERNED FOR HER SAFETY AND FEELS THAT CHEVY SHOULD BE JUMPING AT THE CHANCE TO REPAIR VEH FOR FREE GIVEN THE POSSIBILITY FOR DISASTER. CRM ADVSD CUST THAT FILE WILL BE DOCUMENTED OF HER CONCERN. CRM FORWARDING FILE BACK TO WORKING CRM FOR FOLLOW UP W/ CUST. LISA EDWARDS/FL.PILOT/TPA/LEVEL 1/57912; 0; 374190237
2001-11-09

CMR CONTACTED CUST TO ADVISE OF PART TO BE REPLACED AND THAT HER HUSBAND HAD AUTHORIZED THE REPAIR. CUST SEEKS COST ASSISTANCE. CUST STATES THIS IS 3RD CORVETTE. CRM WILL CONTACT AVM. CRM AND CUST ESTABLISHED C/B TIME OF 11:30-1:30PM CENTRAL TIME ON 11/14/2001. JANELLE LOWDEN/ATX/CARS/CAC; 0; 374193380
2001-11-14

CUST STATES THAT SHE IS SEEKING COST ASST W/REPAIRS. CRM READ PREV NOTES AND ADVISED CUST THAT PREV CRM (LOWDENJ) WILL FOLLOW-UP W/HER IN REGARDS TO HER REQUEST. CRM ADVISED CUST THAT I SEE NO UPDATES YET.
CRM ADVISED CUST THAT I WILL FORWARD MESSAGETO PREV REP FOR FOLLOW-UP AS DOC.
AWILDA ESCOBOSA/TPA/PRVI; 0; 374612985
2001-11-15

CRM WAS OUT OF THE OFFICE FOR 3 DAYS. CRM WILL CONTACT CUST THIS AFTERNOON 1-3 CENTRAL TIME. JANELLE LOWDEN/ATX/CARS/CAC; 0; 374700017
2001-11-15

CRM ATTEMPTED TO CONTACT CUST AT HOME, BUT HAD TO L/M. CRM ATTEMPTED TO CONTACT CUST AT WORK, BUT SHE WAS NOT THERE. THE PERSON WHO ANSWERED THE PHONE PROVIDED CUST CELL NUMBER. CRM ATTEMPTED TO CONTACT CUST ON CELL NUMBER, BUT HAD TO L/M. **********NEXT CRM **********PLEASE ADVISE CRM STILL RESEARCHING AND CRM WILL CALL TOMORROW 1-3 CENTRAL TIME ON 11/16/2001. JANELLE LOWDEN/ATX/CARS/CAC; 0; 374711097
2001-11-16

CUST CALLED BACK SEEKING TO SPEAK WITH PREVIOUS CRM. CRM ADVISED CUST DUE TO WEATHER THE SITE IS DOWN. CUST STATES OK. CRM ADVISED CUST I CAN TAKE OWNERSHIP AND DO RESEARCH.

CUST STATES SHE WOULD LIKE TO CONTINUE TO WORK WITH PREVIOUS CRM. CRM ADVISED CUST I CAN SEND HER A MSG AND HAVE HER CONTACT YOU BACK AT HER EARLIEST CONVIENCE. CUST STATES OK. CUST SEEKS A CALL BACK ON MON. CRM ADVISED CUST I AM UNAWARE OF HER SCHEDULE BUT I WILL FORWARD FILE TO HER. CUST STATES OK. CRM FORWARDING WITH OVER THE SHOULDER TM APPROVAL DANIKA WHITMAN. KELLY HOSTETLER/CAC/PDX; 0; 374797893
2001-11-16

CUST CAN BE REACHED ON MON AT THESE NUMBERS:
909-270-2990
909-204-4860
909-735-4219.

KELLY HOSTETLER/CAC/PDX; 0; 374797924
2001-11-19

CUST STATES TAHT SHE WAS SUPPOSED TO BE CONTACTED BY THE PREV CRM ON THURS AND FRIDAY. CUST STATES THAT THERE IS RESEARCH BEING DONE TO SEE IF SHE CAN BE ASSISTED WITH A REPAIR. CUST SEEKZS AN UPDATE. CRM ADVISED CUST THAT THERE IS NOT AN UPDATE ON TH EFILE. CRM ADVISED CUSWT THAT THE PREV CRM HAS A CALLBACK SCHEDULED. CRM ADVISED CUST THAT I WOULD FORWARD TO THE PREV CRM AND CHECK FILE FOR AN UPDATE.
LASHAUNA ,MAXWELL ATX CAC; 0; 375040720
2001-11-19

CRM CONTACTED DLR. CRM SPOKE WITH JOHN ARNOLD, SVC MGR. HE STATED THE AVM HAS NOT CONTACTED HIM REGARDING THIS CUSTOMER. HE ALSO ADVISED VEH HAS ALREADY BEEN PICKED UP. CRM THANKED FOR INFORMATION. CRM WILL REVIEW WITH TM AND CONTACT CUST. JANELLE LOWDEN/ATX/CARS/CAC; 0; 375053276
2001-11-19

CRM CONTACTED CUST. CRM APOLOGIZED FOR MISSING C/B. CRM ADVISED STILL RESEARCHING AND MAKING CONTACTS. CRM ADVISED SVC MGR HAS NOT HEARD ANYTHING EITHER. CRM AND CUST ESTABLISHED C/B TIME 9-11 PACIFIC TIME ON 11-21-2001. CRM WILL FILL OUT ANOTHER AVM FORM. JANELLE LOWDEN/ATX/CARS/CAC; 0; 375057009
2001-11-21

CRM DID NOT FILL OUT ANOTHER AVM FORM AS THE AVM WAS NOT CONTACTED ON FIRST FORM UNTIL TODAY. CRM CONTACTED DLR, BUT AVM HAD NOT CONTACTED SVC MGR. CRM CONTACTED CUST TO ADVISE STILL RESEARCHING. CRM ADVISED WOULD CALL BACK ON TUESDAY 1-3 CENTRAL TIME. JANELLE LOWDEN/ATX/CARS/CAC; 0; 375229199
2001-11-21

AVM, AL GALLAGHER, STATES IS SEEKING TO DOCUMENT THAT VEH AT 68,000 MILES IS WELL PAST WARRANTY. VEH IS A 1997 AND IS NOT PART OF THE 1998 CAMPAIGN. GM HAS RECENTLY EXTENDED CUST GOODWILL FOR A REMOVABLE CLEAR ROOF AT NO COST TO CUST. AT THIS TIME, THE RESPONSIBILTY FOR THE OWNERSHIP OF VEH AND IT'S REPAIRS ARE THE RESPONSIBILTY OF THE CUST. CRM ADV AVM WILL FORWARD TO PREVIOUS CRM. ANN KEEFE/TAMPA AVM TEAM; 0; 375238448
2001-11-26

CUST STATES THAT SHE WANTS AN UPDATE ON THE COST ASSISTANCE. CRM ADVISED CUST ACCORDING TO THE NOTES THAT AVM HAS DENIED ANY COST ASSISTANCE. CUST STATES NOT AT ALL SATISFIED WITH DECISION. CUST ASKED TO SPEAK WITH CRM SUPERVISOR. CRM UPDATED MIKE FLORES, TM, ON WHAT WAS GOING ON. TM ADVISED CRM TO ADVISE CUST THAT THIS WILL ESCALATED ONE LAST TIME TO THE CAM AND THIS WOULD BE THE FINAL ANSWER. THE ONLY REASON CAC IS DOING THIS IS BECAUSE WE HAVE HAD CONCERNS WITH THE STEERING COLUMN ON CORVETTES IN THE PAST.

REQUEST SUSPENDED/CALL BACK SCHED FOR 11/29 BTN 3-5PM CST.

ANNA BLASER/CAC/ATX; 0; 375648844

2001-12-03

CRM ADVISED THAT THE PREVIOUS CRM IS RESEARCHING THIS, HAD ESCALATED THE FILE FOR ONE MORE REVIEW. WE APOLOGIZE, BUT THIS INFO HAS NOT BEEN RECEIVED. AS SOON AS IT IS, THE PREVIOUS CRM WOULD BE CONTACTING CUST. THAT SINCE THE CUST JUST CALLED ON THURSDAY, THERE HASN'T BEEN ENOUGH TIME TO GET THE INFO YET.LINDA BURNS, CAC/ATX; 0; 376257679
2001-12-11

CUST CALLED IN TO GET UPDATE. CRM ADVISE CUST HAT THERE IS NO UPDATE YET. CUST SEEKS TO PUT ANOTHER REQUEST FOR A RESPONSE FROM WHOEVER IT NEEDS TO BE ESCALATED TO. CRM ADVISE CUST WILL FORWARD FILE. DAVID ESPINOSA/CARS/TAMPA; 0; 376941260
2001-12-14

CRM REVIEWING FILE PER TM MICHAEL FLORES REQUEST. CRM WILL DO FURTHER RESEARCH. DONALD CHARGOIS/ATX/CAC; 0; 377195940
2001-12-24

CRM REVIEWING FILE FOR UPDATE, NO RESOLUTION AT THIS TIME.TRANSFERRING FILE BACK TO OWNING CRM. DONALD CHARGOIS/ATX/CAC; 0; 378060346
2002-01-03

CUST STATES, HAS BEEN WAITING FOR OVER A MONTH FOR A RESOLUTION REGARDING COST ASSISTANCE ON THE REPAIRS. CUST SEEK FINAL RESOLUTION. CRM REVIEWED FILE AND NOTES INDICATE THAT FILE WAS DENIED BY THE AVM, BUT WAS ESCALATED ONE MORE TIME TO THE CAM. SINCE THEN, THERE IS NO UPDATE ON THE FILE. CRM ADVSD CUST THAT CRM WILL RESEARCH FILE AND RETURN C/B TO CUST ON 01/03/02 BETWEEN 1-3 PST CUST TIME. CUST SATISFIED. DAVID NOLAN/PDX/CAC; 0; 378938964
2002-01-03

CRM UNABLE TO REACH CUST. CRM LEFT MSG THAT CRM IS STILL RESEARCHING CUST CASE. CRM SET C/B W/ CUST ON 01/08/02 3-5PM PST CRM TIME. DAVID NOLAN/PDX/CAC; 0; 378954921
2002-01-08

CRM called cust for CRM David Nolan. CRM spoke w/ cust Grown Son. He states: his mother is very hard to reach and if Previous CRM can call her tomorrow, January 9th from 5-6 pm pacific time, she possibly will be home. angela macelli/cac/pdx; 0; 379384934
2002-01-09

CRM REVIEWED FILE W/ TM JOHN LITTLEFIELD REGARDING ACTION PLAN:

CRM CONTACTED CUST BACK AND ADVSD CUST THAT THE DECISION TO DECLINE COST ASSISTANCE WHICH WAS MADE PREVIOUSLY STILL STANDS. THE REASONS ARE: (1) VEH DOES NOT FALL UNDER CAMPAIGN (2) VEH IS OUTSIDE OF MANUFACTURE WARRANTY (3) CUST HAS ALREADY REC'D GOODWILL ASSISTANCE @ 66K MILES (4) AVM MADE FINAL DECISION. CUST STATES, WOULD LIKE IT DOCUMENTED THAT SHE WILL SEEK FURTHER ACTION. CRM ADVSD CUST THAT CASE WILL BE DOC. CUST DISCONNECTED CALL. CRM HAS TM JOHN LITTLEFIELD TO CLOSE CASE DISATISFIED. REQUEST CLOSED DISATISFIED. DAVID NOLAN/PDX/CAC; 0; 379475247
2002-01-25

--------WHITE MAIL--------CRM attaching docs to file pertaining to the same steering lock concern. Cust. stated in docs that the letter is addressed to CEO Kurt Wagner.
Cust. seeks assistance with steering lock repair.
CRM advises that he is forwarding file to Exec. CAC due to letter being addressed to CEO Kurt Wagner.
PAUL GRENIER/CORR/TAMPA; 0; 380833063
2002-01-25

GM RESTRICTED

RECEIVED FOR G. RICHARD WAGONER, CEO, PRESIDENT
ASSIGNED TO VERONICA JOHNSON, PREVIOUS FILES 0707225, 02312859; 0; 380845100
2002-01-30

EXEC CRM RECEIVED TRANSFERRED CORR. EXEC CRM WILL FOLLOWUP WITH THE CUST BETWEEN 2-1-2-02
VERONICA JOHNSON/EXEC OFC L.1; 0; 381278072
2002-02-04

EXEC CRM CALLED THE CUST HOWEVER, NOONE WAS AVAILABLE. EXEC LEFT A DETAILED MESSAGE REQUESTING A RETURN CALL.
VERONICA JOHSON/EXEC OFC L.1; 0; 381709439
2002-02-05

EXEC CRM RECEIVED A RETURN CALL FROM THE CUST.
CUST STATES THE VEHICLE STEERING LOCK, LOCKED UP WHILE DRIVING. CUST STATES SHE REQUESTED ASSISTANE, AND THE REQUEST WAS DENIED. CUST SEEKS GM TO OFFER ASSISTANCE ON THE COST OF THE REPAIR. EXEC ADV THE CUST AVM AL GALLAGER REVIEWED THE REQUEST, AND DETERMINED BASED ON THE AGE AND MILEAGE, VEH NOT APART OF 1998 STEERING LOCK CAMPAIGN NO ASSISTANCE WOULD BE OFFERED. EXEC ADV THE CUST THE DECISION WILL STAND. CUST STATES SHE IS NOT SATISFIED WITH THE DECISION. EXEC APOLOGISED TO THE CUST FOR HER CONCERNS. EXEC CRM CLOSING REQUEST DISSATISFIED WITH NO ARB LETTER. T/M APPROVAL ROB FINSTRA.
VERONICA JOHNSON/EXEC OFC L.1; 0; 381776628

**********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:

GM RESTRICTED

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: 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:

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

**********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

[redacted]
CORONA, CA [redacted]

ANAHEIM CA 92824
PM
22 JAN
2002

[redacted]

JAN 24 2002

G. RICHARD WAGNER JUNIOR
PRESIDENT AND CEO
GENERAL MOTORS
PO BOX 33170
DETROIT, MI 48232-5170

48232+5170

[redacted]

January 22, 2002

G. Richard Wagner Junior
President and CEO
General Motors
P.O. Box 33170
Detroit MI 48232-5170

Dear Mr. Wagner:

I am writing this letter as a two Corvette owner and a previously three corvette owner. We currently own a 1992 and a 1997 Corvette. My husband and myself are passionate about cars in particular Corvettes. We are a five car family with two drivers. We were originally told there was a recall on the steering column lock then when we brought it in they told us it was for the 1996 Corvettes and therefore ours did not qualify. Considering the safety issue we were very disappointed but had no alternative but to authorize the repair which basically consisted of them replacing the existing lock with the same lock only new.

The steering column lock is such a large issue that the new 2002 Corvettes do not even have them. The steering column on our 1997 Corvette has locked up numerous times when the car is being driven, talk about scary. The concern is so widespread there is a C5 website that dedicates an entire section on how to bypass the column lock altogether.

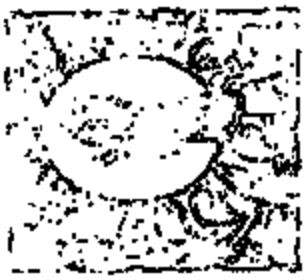
On the advice of our dealership we contacted Chevrolet directly on eight (8) different occasions looking for financial assistance on the column lock, only to be turned down because our car is out of warranty. The amount we are looking for is $ 366.68, our claim # is C05842350. When the column locks up and causes an accident and injury $ 366.68 is going to seem like pennies in comparison.

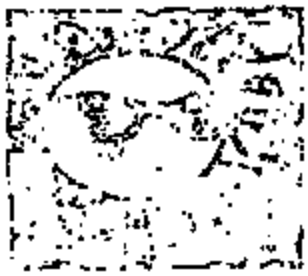
We would like to be reimbursed and have the column lock either removed or bypassed to avoid the possibility of it's existence becoming more than just inconvenient.

I look forward to your prompt and positive reply.

Sincerely,

[redacted]





1997 CORVETTE COUPE

5.7L LITER SFI, V8 — EXTERIOR: BLACK

4-SPD. AUTO. TRANS. W/OVERDRIVE — INTERIOR: BLACK LEATHER

GENUINE CHEVROLET®

STANDARD EQUIPMENT

Items Featured Below are Included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

POWER TEAM/CHASSIS:
- 5.7 LITER 345 HP SEQUENTIAL FUEL INJECTION V8 ENGINE
- 4 SPD O/D AUTO TRANSMISSION
- TRACTION CONTROL SYSTEM
- 4 WHEEL INDEPENDENT SUSP
- POWER FRONT/REAR DISC BRAKES
- POWER SPEED SENSITIVE RACK & PINION STEERING
- LIMITED SLIP DIFFERENTIAL
- ALUMINUM 5 SPOKE WHEELS
- EXTENDED MOBILITY TIRES W/ TIRE PRESSURE MONITOR SYSTEM

SAFETY/SECURITY:
- DRIVER & PASSENGER AIR BAGS
- 4 – WHEEL ANTI-LOCK BRAKES
- BRAKE TRANS. SHIFT INTERLOCK
- REMOTE FUNCTION ACTUATION (RFA) SYSTEM
- PASS-KEY II THEFT DETERRENT SYSTEM WITH HORN ALARM

EXTERIOR:
- POWER HEATED OUTSIDE MIRRORS
- REMOVABLE ROOF PANEL
- RETRACTABLE HALOGEN HEADLAMPS
- DAYTIME RUNNING LAMPS

INTERIOR:
- AM/FM STEREO CASSETTE W/BOSE SPEAKERS
- AIR CONDITIONING
- ANALOG ULTRAVIOLET LIT CLUSTER W/DRIVER INFORMATION CENTER
- ELECTRONIC SPEED CONTROL WITH RESUME FEATURE
- INTERMITTENT WIPER SYSTEM
- LEATHER SEATS
- POWER DRIVER SEAT
- TILT LEATHER WRAP STG WHEEL
- POWER DOOR LOCKS & WINDOWS
- ELECTRIC REAR WINDOW DEFOGGER
- REMOTE HATCH & FUEL DOOR REL.

CITY MPG **17**

HIGHWAY MPG **25**

ACTUAL MILEAGE WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

14 AND 19 MPG IN THE CITY AND BETWEEN

21 AND 28 MPG ON THE HIGHWAY.

1997 CORVETTE
5.7 LITER V8 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: $1000

FOR COMPARISON SHOPPING, ALL VEHICLES CLASSIFIED AS

TWO SEATER

HAVE BEEN GRADED MEANING THEY

8 TO 11 MPG CITY AND

10 TO 14 MPG HIGHWAY.

YGA

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE	**$37,495.00**
Options Installed by Manufacturer	
TRANSPARENT LIFT-OFF ROOF PANEL	650.00
ADJUSTABLE SPORT LEATHER BUCKET	625.00
SIX-WAY PASSENGER POWER SEAT	305.00
CALIFORNIA EMISSIONS	170.00
AM/FM STEREO RADIO W/SEEK-SCAN, TONE SELECT, COMPACT DISC PLAYER, DIGITAL CLOCK, AND THEFT DETERRENT	100.00
BODY SIDE MOLDINGS	75.00
FOG LAMPS	60.00
REAR COMPARTMENT CARGO COVER & CARGO NET	60.00
COLOR-KEYED FRONT FLOOR MATS, CARPETED INSERTS	25.00
FRONT TIRE-P245/45ZR17 BW SBR	NO CHARGE
REAR TIRE-P275/40ZR18 BW SBR	NO CHARGE
TOTAL OPTIONS	2,869.00

GENUINE CUSTOMER CARE PACKAGE — NO CHARGE
- NO DEDUCTIBLE BUMPER- TO-BUMPER 3 YEAR/36,000 MILE LIMITED WARRANTY
- 24 HOUR ROADSIDE ASSISTANCE
- COURTESY TRANSPORTATION AT PARTICIPATING DEALERS
- "SCOTCHGARD" PROTECTOR
- SEE DEALER FOR DETAILS

TOTAL VEHICLE & OPTIONS	$39,664.00
DESTINATION CHARGE	465.00
TOTAL VEHICLE PRICE*	**$40,129.00**

DEALER TO SHOW DELIVERED: SANTA MONICA CHEV-GEO-BUIC-GMC TRUCK SANTA MONICA BLVD LOS ANGELES CA 90064

FINAL ASSEMBLY: DOWNLOAD GMAC AT

VIN 1G1YY22G3V5103739

ORDER NO STOCK NO VIN SALES CODE SD DEALER NO

This label includes copyrighted material for which permission has been obtained by General Motors Corporation. Other material is proprietary to General Motors Corporation. PART NO. (Hidden) ©1997 General Motors Corporation

HL

1YY00037M0

1992 CORVETTE 2-DOOR HATCHBACK CPE

5.7 LITER MFI V8 ENGINE — CORVETTE BRIGHT RED

AUTOMATIC TRANS. W/OVERDRIVE — BLACK LEATHER BUCKET SEATS

CHEVROLET
THE Heartbeat OF AMERICA — TODAY'S CHEVROLET

STANDARD EQUIPMENT

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

OPERATING/DURABILITY FEATURES:
- 5.7 LITER 300 HP, V8 ENGINE W/MULTI-PORT FUEL INJECTION
- 4-SPEED O/D AUTOMATIC TRANS.
- ACCELERATION SLIP REGULATION (ASR) FOR ENHANCED STABILITY
- POWER RACK & PINION STEERING
- POWER FRONT/REAR DISC BRAKES
- INDEPENDENT FRONT SUSPENSION
- 5 LINK REAR SUSPENSION WITH TRANSVERSE FIBERGLASS SPRING

CONVENIENCE FEATURES:
- NO DEDUCTIBLE BUMPER-BUMPER 3 YEAR/36,000 MILE WARRANTY
- AIR CONDITIONING
- AM/FM STEREO CASSETTE W/CLOCK
- CLOTH SEATS W/LATERAL SUPPORT AND BACK ANGLE ADJUSTMENT
- INTERMITTENT WIPER SYSTEM
- POWER WINDOWS
- POWER DOOR LOCKS
- REAR WINDOW DEFOGGER
- ELECTRONIC SPEED CONTROL WITH RESUME FEATURE
- DUAL ELECTRIC REMOTE HEATED OUTSIDE REARVIEW MIRRORS
- ONE PIECE REMOVABLE FIBERGLASS ROOF PANEL
- POWER OPERATED RETRACTABLE HALOGEN HEADLAMPS
- HALOGEN FOG LAMPS
- REMOTE GLASS RR HATCH RELEASE
- LEATHER WRAPPED SPORT STEERING WHEEL
- ANALOG/DIGITAL INSTRUMENTATION

SAFETY FEATURES:
- DRIVER'S SIDE AIR BAG
- BOSCH ABS II ANTI-LOCK BRAKES
- "PASS KEY" ANTI-THEFT SYSTEM

EPA FUEL GAS MILEAGE GUIDE

CITY MPG **17**

HIGHWAY MPG **25**

ACTUAL MILEAGE

1992 CORVETTE
5.7 LITER V8 ENGINE
FUEL INJECTION, AUTOMATIC LOCKUP
4-SPEED OVERDRIVE
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST:

FOR COMPARISON SHOPPING, ALL VEHICLES

TWO SEATER

VIN

STANDARD VEHICLE PRICE — $33,635.00

Options Installed by Manufacturer

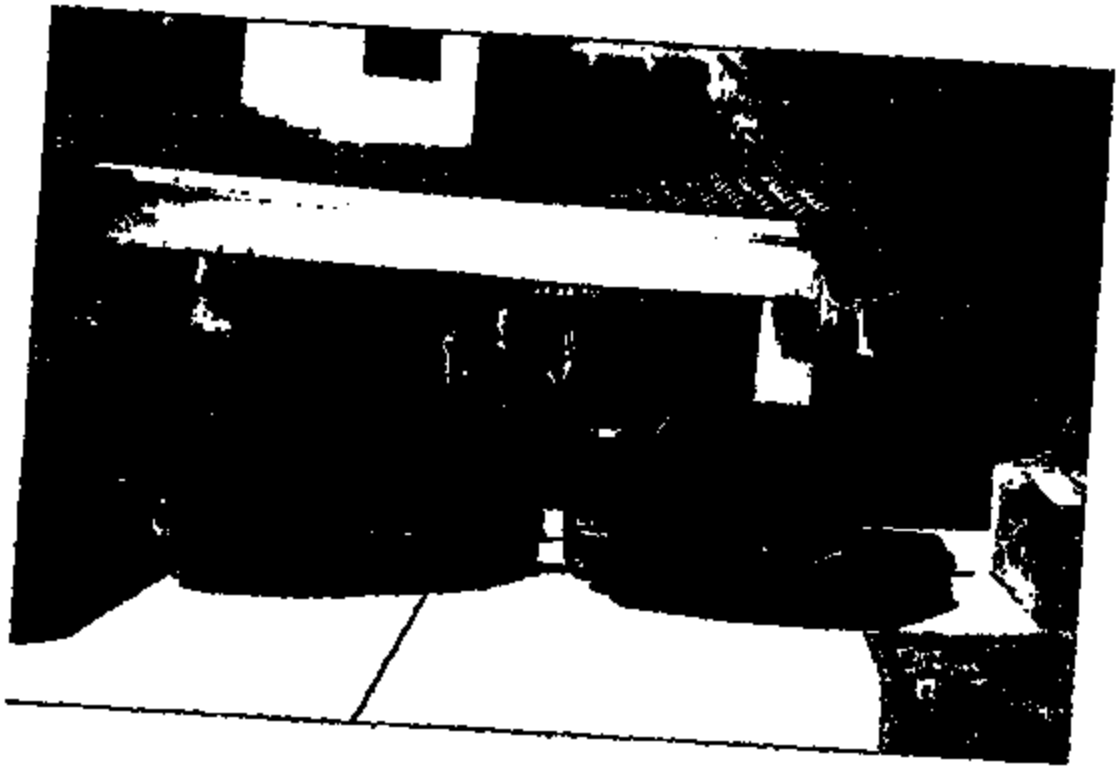
CORVETTE PREFERRED EQUIPMENT GROUP #1 INCLUDES:	1,333.00
• ELECTRONIC AIR CONDITIONING	
• DELCO-BOSE MUSIC SYSTEM – ELECTRONICALLY TUNED AM/FM STEREO RADIO WITH SEEK-SCAN, STEREO CASSETTE TAPE AND DIGITAL CLOCK	
• SIX-WAY POWER DRIVER'S SEAT	
ROOF PACKAGE	950.00
BLACK LEATHER BUCKET SEATS	475.00
DELCO/BOSE MUSIC SYSTEM – ELECTRONICALLY TUNED AM/FM STEREO RADIO WITH SEEK-SCAN, STEREO CASSETTE TAPE, COMPACT DISC PLAYER AND DIGITAL CLOCK	395.00
SIX-WAY PASSENGER POWER SEAT	395.00
CALIFORNIA EMISSION REQUIREMENTS	100.00
P275/40 ZR-17 S/B RADIAL B/W	NO CHARGE
BLUE REMOVABLE ROOF PANEL	NO CHARGE
TOTAL OPTIONS	$3,559.00
TOTAL VEHICLE & OPTIONS	$37,194.00
DESTINATION CHARGE	550.00
TOTAL VEHICLE PRICE*	**$37,744.00**

DEALER TO WHOM DELIVERED — QUALITY CHEVROLET

VIN 1G1YY22P2N5103097

BX

ORIGINAL



GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: CORONA , CA [redacted]
HOME PHONE:

CASE NUMBER:	00707225	VIN:	1G1YY22G3V5103739
		MODEL YEAR:	1997
DATE OPENED:	2000-06-22	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-06-22	MILEAGE:	42000
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) — STEERING COLUMN LOCK

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.
CAMPAIGNS, RECALLS
**********WORK HISTORY**********

CUST STATES TT A HARLAN LAST NITE ABOUT STEERING COLUMN IS LOCKING, VEH IS AT CORVETTE SPEC FOR PAINTING. HARLAN SUGGESTED TO DISCONNECT BATTERY, THIS DID NOT WRK. CUST HAS CONTACTED DLR IN AREA, THEY WILL NOT BE ABLE TO SEE VEH UNTIL NEXT WEEK. WANTS TO KNOW IF GM WILL COVER TOWING SINCE DLR HE USES IS TO FAR AWAY. CUST SEEKS ASSIST FOR REPAIR.
CRM ADVISED CUST NO TOWING ASSIST, VHH IS OUT WARRANTY, NO CAMPAIGN. WOULD NOT BE ABOUT TO CONSIDER ASSIST W/REPAIR UNTIL SEE WHAT IS WRONG W/VEH.
CUST STATES GOT ASSIST W/ENG REPAIR ON OTHER CORVETTE HE HAS.
CRM ADVISED CUST TO TAKE TO DLR WHEN SEE WHAT IS WRONG THEN REQ ASSIST....EVELYNSTEVENS/PDX; 0; 330547411

**********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: 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 POSESSION 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: [redacted]
ADDRESS: Corona , CA [redacted]
HOME PHONE:

CASE NUMBER:	1-99372422	VIN:	1G1YY22G3V5103739
		MODEL YEAR:	1997
DATE OPENED:	2003-05-14	SERIES:	Corvette
DATE CLOSED:	2003-07-11	MILEAGE:	90000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	Yorba Linda Chevrolet, Inc.
BRC PARENT:		DEALER ADDRESS:	1001 No. Weir Canyon Road,Anaheim Hills,CA,92807,

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

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

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

steering column lock; ; 2003-05-14
2003-05-14

follow up call to the dlr; ; 2003-05-14
2003-05-14

Service Request has been Closed Dissatisfied.; ; 2003-05-14

Chevrolet Corvette Owner Assistance; ; 2003-06-17
2003-06-17

SR in Status of Closed has been Re-Opened by LAPLANTK; ; 2003-06-17
2003-06-17

Cust emailed in re: same concern..; ; 2003-06-17

RE: Chevrolet Corvette Owner Assistance; ; 2003-06-17
2003-06-17

Service Request has been Closed Dissatisfied.; ; 2003-06-17
2003-06-27

SR in Status of Closed has been Re-Opened by THOMAS; ; 2003-06-27
2003-06-27

Service Request Ownership has changed FROM: CARTERC TO: THOMAS; ; 2003-06-27
2003-06-27

Received for G. Richard Wagoner, Ceo, President assigned to jackie Johnson; ; 2003-06-27
2003-06-27

EXECUTIVE Scanned: 2003-06-26-18.28.30.000000, MSXDocNum: 0317700325; ; 2003-06-27
2003-06-27

Service Request Ownership has changed FROM: THOMAS TO: JOHNSONJ; ; 2003-06-27
2003-06-27

Inbound White Mail.; ; 2003-06-27
2003-06-30

[redacted] ; 2003-06-30
2003-07-02

[redacted] ; 2003-07-02
2003-07-10

Check for call back; ; 2003-07-10
2003-07-10

Created:CAC_RS0006. SR#1-99372422; ; 2003-07-10
2003-07-10

Unable to contact letter submitted for approval.; ; 2003-07-11
2003-07-11

Customer Unavailable letter approved; ; 2003-07-11
2003-07-11

Service Request has been Closed Satisfied.; ; 2003-07-11

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

1-99372422

October 23, 2003

[redacted]
Corona, CA 92880

Service Request: S1-99372422

Dear [redacted]

We would like to discuss your request for assistance regarding your 1997 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 Executive Office at 313-667-7153 Monday through Friday between 8:00 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and we will be happy to assist you.

Sincerely,

Jacqueline Johnson
Executive Office

RS0006-T/pdm

INDUSTRY CA 917
PM

[redacted]
CORONA CA

G.R. WAGONER, JR. CEO
GENERAL MOTORS
300 RENAISSANCE CENTER
DETROIT, MI 48265

JUN 26

48243+1402

G. R. Wagoner Jr., CEO
General Motors
300 Renaissance Center
Detroit, MI 48265

RECEIVED
JUN 23 2003
G.R. WAGONER, JR.

JUN 16, 03

[redacted]

CORONA, CA[redacted]

As you know, C5 Corvettes have a problem with the steering column lock malfunctioning and leaving owners stranded. I know of several owners affected, and they have had to have their cars towed. GM has known about this problem yet refuses to issue a recall and fix the potential problem; they are handling each one individually since it may be more cost-effective than issuing a general recall.

My main concern is that I don't want to be far from home or in a bad section of town when this happens to me which would then leave me stranded.

Questions:

1. If you have known about this since 1997, why haven't you addressed the issue?

2. The aftermarket has responded with a steering column lock bypass - will you authorize a dealer to install it without voiding the warranty on the vehicle?

3. Why have you eliminated the steering column lock on 2001 automatics but not on the manual transmission models?

I hope you address this very real issue. Since GM has not addressed the issue, I have decided not to buy any more GM products until you do so.

I think that in view of what is happening to Ford/Firestone at present, and the destruction of public trust in the automotive industry that is resulting from this debacle, and the consequent large number of spillover lawsuits that will surely result from failures to deal with known gross product defects, you are making a sizable error in refusing to provide an upgraded part, FOR WHICH I WOULD GLADLY PAY!

I HAD CLASSIC CHEVROLET REPLACED THE COLUMN LOCK AND WAS CHARGED APPROX $400.00 THEN 1 YEAR LATER THE VET CONTINUED TO LOCK. CLASSIC CHEVROLET REPLACED IT WITH THE COLUMN LOCK BYPASS AND CHARGED MY $300.00

[redacted]

VIN 1G1YY22G3V5103739

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: [redacted] LOS ANGELOS
CA [redacted]
HOME PHONE:

CASE NUMBER:	06183316	VIN:	1G1YY22G3V5104504
		MODEL YEAR:	1997
DATE OPENED:	2002-01-15	SERIES:	CORVETTE
DATE CLOSED:	2002-01-15	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	ALBERTSON OLDSMOBILE CHEVROLET
BRC PARENT:		DEALER ADDRESS:	4114 SEPULVEDA BLVD,,CULVER CITY,CA,90230,USA

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

M01 Steering General — Other
0 REPAIR ATTEMPT(S) — NOT OPERATING AT ALL

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**********

ODOMETER NOT AVAIL. NOT THE ORIGINAL OWNER. PURCHASED W/17,000 MILES. CUST STATES THAT HIS STEERING LOCKED UP AND HE WAS TOLD THAT THERE IS A RECALL. CUST SEEKS TO KNOW IF THERE IS A RECALL FOR SURE. CRM CHECKED THE VIN PROFILE. CRM ADVSD CUST THAT THEREARE NO RECALLS ON VEH AT THIS TIME. CUST SATISFIED. CRM CLOSING FILE SATISFIED. ALEXIS WILLIAMS CARS/TAMPA; 0; 379963216

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*5877642*	*VIN Number:*	*1G1YY22G3V5105832*
Date Opened:	*9/10/2002*	*Model Year:*	*1997*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B39390*	*Mileage:*	*21159*
Address:	*RALLY CADILLAC CHEVRPALMDALE*	*State:*	*CA*
Dealer Phone:			

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH STS NO CODES, AND CANNOT DUPLICATE CONCERN.

TAC RECOMMENDATION -

ADVISED HIM TO QUESTION CUSTOMER TO DETERMINE IF THIS IS A LOSS OF ASSIST

WHEN TURNING, OR IF THEY ARE DESCRIBING THE LOCK ENGAGING. ADVISED HIM

THE KEY NOT TURNING COULD BE A LOCK CYLINDER, OR IGNITION SWITCH ISSUE.

ADVISED HIMON BULLETIN 01-02-35-008 FOR NOT UNLOCKING AFTER VEHICLE IS

STARTED.

09/10/2002 17:18:33 HISTORY - KOPAH

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN DOES NOT

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— STEERING

UCC CODE 2———-

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

09/10/2002 17:18:33 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION

_6_ 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) PAUL SCHOTT TECH

CUSTOMER CONCERN -CUSTOMER ALLEGES INTERMITTENTLY THE KEY WILL NOT TURN WHEN TRYING TO START IT, AND INTERMITTENTLY THE STEERING DOES NOT UNLOCK AFTER VEHICLE IS STARTED. CUSTOMER ALLEGES STEERING LOCKS INTERMITTENTLY WHEN TURNING.

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN DOES NOT

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— STEERING

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC-2 DESCRIPTION—
UCC CODE 3———

UCC-3 DESCRIPTION—

09/10/2002 17:18:33 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION

_6_ 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) PAUL SCHOTT TECH

CUSTOMER CONCERN -CUSTOMER ALLEGES INTERMITTENTLY THE KEY WILL NOT TURN WHEN TRYING TO START IT, AND INTERMITTENTLY THE STEERING DOES NOT UNLOCK AFTER VEHICLE IS STARTED. CUSTOMER ALLEGES STEERING LOCKS INTERMITTENTLY WHEN TURNING.

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

TECH STS NO CODES, AND CANNOT DUPLICATE CONCERN.

TAC RECOMMENDATION -

ADVISED HIM TO QUESTION CUSTOMER TO DETERMINE IF THIS IS A LOSS OF ASSIST WHEN TURNING, OR IF THEY ARE DESCRIBING THE LOCK ENGAGING. ADVISED HIM THE KEY NOT TURNING COULD BE A LOCK CYLINDER, OR IGNITION SWITCH ISSUE. ADVISED HIMON BULLETIN 01-02-35-008 FOR NOT UNLOCKING AFTER VEHICLE IS STARTED.

09/10/2002 17:18:33 HISTORY - KOPAH

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] MESQUITE , TX [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	00974290	VIN:	1G1YY22G3V5106950
		MODEL YEAR:	1997
DATE OPENED:	2000-07-21	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-08-17	MILEAGE:	46500
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	RELIABLE CHEVROLET
BRC PARENT:		DEALER ADDRESS:	800 N CENTRAL EXPY,,RICHARDSON,TX,75080,USA

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

M41 Steering Column/Lock/Attaching Parts — Other
1 REPAIR ATTEMPT(S) — COLUMN LOCKS

STEERING COLUMN LOCKS

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

CUST STATED PROBLEM WITH STEERING COLUMN LOCKING. CUST STATES WHEN HE PUTS KEY IN TO START VEHICLE STEERING COLUMN WILL REMAIN LOCKED. COMMAND STATES TO TURN KEY OFF AND WAIT 10 SECONDS AND TRY AGAIN. CUST HAD LOCK MODULE REPLACED ON OCT 6, 1999 AT 35,989 MILEAGE AT RELIABLE CHEVROLET IN RICHARDSON, TX. EXPERIENCING SAME PROBLEM AGAIN AND WANTS PROBLEM DOCUMENTED. CRM JEANNE OLSON/PDX; 0; 333052798

**********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 SRC 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 POSESSION 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: [redacted] BOKA ROTON
FL [redacted]
HOME PHONE:

CASE NUMBER:	04262866	VIN:	1G1YY22G3V5107046
		MODEL YEAR:	1997
DATE OPENED:	2001-05-21	SERIES:	UNKNOWN
DATE CLOSED:	2001-05-21	MILEAGE:	41000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	RICK HENDRICK CHEVROLET
BRC PARENT:		DEALER ADDRESS:	409 S ROXBORO ST,,DURHAM,NC,27701,USA

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

M41 Steering Column/Lock/Attaching Parts — Other
1 REPAIR ATTEMPT(S) — STEERING COLUMN 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]]
Vehicle repair request - Repair not done
**********WORK HISTORY**********

CUST STATES THAT ON SAT THE STEERING COLUM ON THE VEH LOCKED UP CUST HAD THE VEH TOWED TO THE DLR LAST NIGHT CUST NEEDS TO HAVE THE VEH FIXED SO THAT HE CAN GET BACK HOME (FL) BY TONIGHT IF THE VEH IS NOT FIXED CUST IS SEEKING TO HAVE A RENTAL VEH TOGET HIM BACK TO FLORIDA CRM ADV CUST THAT I WOULD CALL THE DLR TO GATHER MORE INFO CHANDRA BLOCK/PDX/CAC; 0; 359317434
2001-05-21

CRM SPOKE TO BOB THE ASSIST SRV MGR HE STATES THAT THEY ARE WORKING ON THIS VEH AND WILL HAVE IT REPAIRED ASAP CUST HAS A EXTENDED SERVICE CONTRACT THRU AN OUT SIDE COMPANY CRM ADV CUST THAT THE DLR IS WOKING ON THE VEH AND THAT HE WOULD NEED TO CALL HIS SERVICE PLAN IN ORDER TO FIND OUT IF THEY WILL PAY FOR A RENT VEH WHILE THE VEH IS BEING REPAIRED CUST STATES THAT HE WILL DO SO CHANDRA BLOCK/PDX/CAC; 0; 359317619

**********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: 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 POSESSION 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: [redacted] STONE MOUNTAIN ,
GA [redacted]
HOME PHONE:

CASE NUMBER:	05328687	VIN:	1G1YY22G3V5107760
		MODEL YEAR:	1997
DATE OPENED:	2001-08-15	SERIES:	UNKNOWN
DATE CLOSED:	2001-08-15	MILEAGE:	45000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	STONE MOUNTAIN CHEVROLET
BRC PARENT:		DEALER ADDRESS:	6130 MEMORIAL DR,,STONE MOUNTAIN,GA,30083,USA

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

M41 Steering Column/Lock/Attaching Parts — Inoperative
1 REPAIR ATTEMPT(S) — STEERING COLUMN LOCKED UP

A07 Referred to Dealer — Customer Satisfaction
0 REPAIR ATTEMPT(S) — FOR REPAIR

Vehicle repair request - Repair not done

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

CUST STATES STEERING COLUMN LOCKED UP CUST SEEKS ASSISTANCE CRM CONTACTED DEALER AND SPOKE WITH SERVIC MANAGER STEVE HE SAID VEHICLED WOULD HAVE TO BE TOWED TO DEALERSHIP THERE PROBABLY IS A STEERING COLUMN MODULE THAT NEEDS TO BE REPLACED CRM ADVISED CUST THAT VEHICLE WOULD NEED TO BE TOWED TO DEALERSHIP THERE ARE NO OPEN CAMPAIGNS ON VEHICLE .CUST SHOULD CHECK WITH DEALER ABOUT AFTERMARKET EXTENDED WARRANTY.DONMUNSON/PDX/CAC; 0; 366768986

**********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: 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 POSESSION 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: [redacted]
ADDRESS: Madison , MS [redacted]
HOME PHONE:

CASE NUMBER:	1-77515215	VIN:	1G1YY22G3V5108083
		MODEL YEAR:	
DATE OPENED:	2003-03-03	SERIES:	Corvette
DATE CLOSED:	2003-03-10	MILEAGE:	28300.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Roger Holler Chevrolet CO.
BRC PARENT:		DEALER ADDRESS:	860 N Fairbanks,Winter Park,FL,32789-4789,USA

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

N01 General
0 REPAIR ATTEMPT(S) Inoperative

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

Steering lock up.; ; 2003-03-03
2003-03-03

call; ; 2003-03-03
2003-03-03

sched call dlr.; ; 2003-03-03
2003-03-03

sched call cust. 1-77515215 Tiche.; ; 2003-03-03
2003-03-03

call.; ; 2003-03-03
2003-03-03

call.; ; 2003-03-10
2003-03-05

sched call to dlr. 1-77515215 Roger Holler; ; 2003-03-06
2003-03-05

sched call Tiche 1-77515215; ; 2003-03-06
2003-03-05

contacted dlr.; ; 2003-03-05
2003-03-06

sched call dlr Roger Holler 1-77515215; ; 2003-03-10
2003-03-05

contacted call.; ; 2003-03-10
2003-03-10

sched call cust. Tiche. 1-77515215; ; 2003-03-10
2003-03-06

contacted dlr.; ; 2003-03-06
2003-03-07

sched call dlr. Rog Holler 1-77515215; ; 2003-03-10
2003-03-07

contacting dlr.; ; 2003-03-10
2003-03-10

sched call dlr Holler 1-77515215; ; 2003-03-10
2003-03-10

contacted dlr.; ; 2003-03-10
2003-03-10

sched callback dlr: Roger Holler. 1-77515215; ; 2003-03-10
2003-03-10

contacted cust.; ; 2003-03-10
2003-03-10

sched call cust. Tiche 1-77515215; ; 2003-03-10
2003-03-10

contacted dlr.; ; 2003-03-10
2003-03-10

sched call dlr Roger Holler. 1-77515215; ; 2003-03-10
2003-03-10

contacted dlr.; ; 2003-03-10
2003-03-10

contacted cust.; ; 2003-03-10
2003-03-10

contacted dlr.; ; 2003-03-10
2003-03-10

Service Request has been Closed Dissatisfied.; ; 2003-03-10

**********PAR INFORMATION**********

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED:
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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

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

376697

CASE NUMBER: 05485375 VIN: 1G1YY22G3V5108116

DATE OPENED: 09/10/01 MODEL YEAR: 97

DATE CLOSED: 09/10/01 SERIES: UNKNOWN

SOURCE: YES MILEAGE:

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: STATE: MI

BUS. PHONE:

G E N E R A L M O T O R S C O R P O R A T I O N
C H E V R O L E T D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

DETROIT , MI [redacted]

CASE NUMBER:	05485375	VIN:	1G1YY22G3V5108116
		MODEL YEAR:	1997
DATE OPENED:	2001-09-10	SERIES:	UNKNOWN
DATE CLOSED:	2001-09-10	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

M01 Steering General Broken
0 REPAIR ATTEMPT(S) OCKED UP

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:
VIN required to check for recalls.
1. First check VIN profile tab for recalls

2. Refer to [[Campaigns RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/Bulletins/Campaigns/CampaignsMain.html]] for recall details.

3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.
How do you tell if my Campaign was performed?
**********WORK HISTORY**********

CUST STATES THAT HIS VECH STERRING WHEEL COLUM LOCKED UP, CUST STATES THAT SOMEONE ADVISED TO HIM THAT HIS VECH WAS UNDER A RECALL, DLR ADVISED IT WASNT, CUST CALL CHEV TO SEE IF HIS VECH WAS UNDER A RECALL FOR HIS CONCERNS, CRM ADVISED THAT HIS VECH WASN'T UNDER A RECALL, CALL DLR SPOKE WITH SERVICE AND THEY ADVISED THAT IF THE CUST SIGNED THE $5.82 DIAG FEE, THAT MAYBE THEY MIGHT OFFER SOME KIND OF ASSISTANCE IF THE VECH HASNT BEEN ABUSED. ANTHONY JOHNSON/CAC/ATX SATISFIED; 0; 368991576

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

376697

**********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:

GM RESTRICTED

376697

ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0
BRC WARRANTY DATE:
MSRP:
NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

**********BODILY INJURY**********

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER:
DATE:
TITLE NAMES:
BUSINESS:
% BUSINESS: 0
ACCIDENT:
DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0
PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

CORRALES , NM [redacted]

CASE NUMBER:	05714693	VIN:	1G1YY22G3V5108147
		MODEL YEAR:	1997
DATE OPENED:	2001-10-18	SERIES:	UNKNOWN
DATE CLOSED:	2001-10-23	MILEAGE:	30000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	CASA CHEVROLET, INC.
BRC PARENT:		DEALER ADDRESS:	7201 LOMAS BLVD NE,,ALBUQUERQUE,NM,87110,USA

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

T22 CSI Reply 0 REPAIR ATTEMPT(S)	Customer Satisfaction CSI REC'D 10-18-01
C30 Mirrors - Interior/Exterior 1 REPAIR ATTEMPT(S)	Other popped off
M01 Steering General 1 REPAIR ATTEMPT(S)	Other locked up
J01 Engine 1 REPAIR ATTEMPT(S)	Other overheating

Vehicle operation or design

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

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

CSI REC'D 10-18-01. RYON SLAUGHTER/TM/PDX; 0; 372309788
2001-10-23

97 Corvette; 0; 372723145
2001-10-23

cust states per survey comments "too many things have gone wrong w the 97 that have not been recalled items: outside mirrors just popping off, steering columns locking, overheating problems, etc. this is our 6th Corvette."
cust seeks to have info documented for future reference
crm advised that info would be documented-no current concerns w veh-request closed satisfied-jason rico/pdx cac; 0; 372723779

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

08714693

Service Satisfaction Survey

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

[redacted]

Corrales NM [redacted]

Home telephone [redacted]

Change to: ( )

Please provide us with your preferred Email address:

Dear [redacted]

Our records indicate that you had your 1997 Corvette serviced at Case Chevrolet on June 21, 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 Case Chevrolet.

Sincerely,

Davin 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 owns/leases this 1997 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 21, 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?	☑	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☐	☐	☐	☑
3. When arriving for service, were you greeted promptly?	☐	☐	☑	

	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?	☐	☑	☐	☐	☐

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?	☐	☑	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☑	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☐	☑	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	☑

[redacted]

1G1YY22G3V5108147 39D10

21131359861 0000011468O 269839 051

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☑	☐

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☑	☐	☐	☐	☐

	Yes	No
14. Were you given a copy of the completed repair order/invoice?	☑	☐

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	☑	☐	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Case Chevrolet?	☑	☐	☐	☐	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☑	☐	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 1997 Corvette?	☐	☐	☐	☑	☐

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

Dealership: _____

Vehicle: TOO MANY THINGS HAVE GONE WRONG W/THE '97' THAT HAVE NOT BEEN RECALLED ITEMS: OUTSIDE MIRRORS JUST COMING OFF, STEERING COLUMN LOOKING, OVER HEATING PROBLEMS, ETC.

20. Are you... ☐ Male ☑ Female THIS IS MY 1st CORVETTE.

21. Your age... ☐ Under 25 ☐ 25–34 ☑ 35–44 ☐ 45–54 ☐ 55–64 ☐ 65 or older

	Yes	No
22. May we include your name when providing this information to your dealership?	☑	☐

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 10065, TOLEDO, OH 43666-0065 04/99

1G1YY22G3V5108147 39010
21131359881 2628680505 265639

Ver. 2

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: MOVILLE , IA [redacted]
HOME PHONE:

CASE NUMBER:	05478324	VIN:	1G1YY22G3V5108391
		MODEL YEAR:	1997
DATE OPENED:	2001-09-07	SERIES:	UNKNOWN
DATE CLOSED:	2001-09-10	MILEAGE:	37300
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	HESSE CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	308 N LOCUST,,MARCUS,IA,51035,USA

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

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

Traction Control Light
LOCKED

A07 Referred to Dealer
1 REPAIR ATTEMPT(S)

Customer Satisfaction
UNLOCK STEERING COLUMN

Vehicle repair request - Repair not done

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

CUST STS THAT HIS STEERING COLUMN IS LOCKED AND HE FOLLOWS THE INSTRUCTIONS ON HOW TO UNLOCK THE STEERING COLUMN, BUT IT WILL NOT MOVE. CUST STS THAT HE HAS CONTACTED HIS DLR, BUT THE SRV MGR, WHO IS THE ONLY PERSON WHO CAN ASST, HAS GONE FOR THE DAY, AND WILL NOT BE BACK UNTIL MONDAY. CUST SEEKS SOME RESOLUTION ON HOW HE CAN UNLOCK HIS STEERING WHEEL. CRM CONTACTED THE SRV WRITER, DICK. DICK STS THAT THERE IS NOBODY AT THAT DLR THAT CAN ASST EXCEPT THE SRV MGR, HOWEVER, DICK REFERRED CRM TO KNOEFER CHEV IN SIOUS CITY. CRM CONTACTED SRV MGR, GORDAN, AT KNOEFER. GORDAN STS THAT HE CAN NOT SAY FOR SURE WHAT COULD BE WRONG. BUT WOULD BET THAT CST ASST WOULD BE PROVIDED FOR THIS REPAIR. GORDAN DID STATE THAT EITHER WAY YOU LOOK AT IT, THE CUST WILL NEED HAVE THE VEH TOWED BY A FLAT BED TRUCK. CUST STS THAT HE WILL DO THAT...CUST WAS CONFERENCED IN DURING THIS CONVERSATION....AND UNDERSTANDS

THAT CST ASST IS NOT GUARANTEED, BUT IS A DIFINATE POSSIBILITY.
.....CONT.....; 0; 368750366
2001-09-07

CUST STS THAT HE WILL HAVE HIS VEH TOWED TO KNOEFER CHEV ON MONDAY. CRM SCHEDULED A FOLLOW UP C/B ON WED, 9-12-01 10-11A PST (12-1 P CST)
MARY HAMILTON/CAC/PDX; 0; 368750410
2001-09-10

crm contacted cust to verify that the cust was able to have his veh towed to the dlr. cust sts that he did, and the dlr is looking at it right now. cust thanked for the follow up.
mary hamilton/cac/pdx; 0; 368998530

**********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: 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 POSESSION 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: [redacted]
ADDRESS: Brevard , NC [redacted]
HOME PHONE:

CASE NUMBER:	1-134801117	VIN:	1G1YY22G3V5109105
		MODEL YEAR:	1997
DATE OPENED:	2003-08-27	SERIES:	Corvette
DATE CLOSED:	2003-08-27	MILEAGE:	52000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

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

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

Ignition locked; ; 2003-08-27
2003-08-27

Service Request has been Closed Satisfied.; ; 2003-08-27

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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