

EA02-031

GM

10-17-93 LETTER
TO CBI FROM GM
ATTACHMENT

4

BOOK 18 OF 22
PART 3 OF 3

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HARVEY , LA

CASE NUMBER: 01657632 VIN: 1G1YY22G3V5109248
MODEL YEAR: 1997
DATE OPENED: 2000-09-21 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-21 MILEAGE: 51000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other
2 REPAIR ATTEMPT(S) locking up

is there any problems with column lock

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

Cust states he has had problems with his steering column locking up and was wondering if there were any campaigns on it. Cust seeks information on locking column. CRM advd to go to your dir. Megan Rutto / PDX; 0; 338422807

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

HUB INDEX =

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: I

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

FT. MYERS

FL.

HOME PHONE:

CASE NUMBER: 06858178

VIN: 1G1YY22G3W5100485

MODEL YEAR: 1998

DATE OPENED: 2002-05-14

SERIES: CORVETTE COUPE

DATE CLOSED: 2002-05-21

MILEAGE: 60000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BILL BRANCH CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 3980 FOWLER ST., FORT MYERS, FL, 33901, USA

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

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

Other
STEERING COLUMN LOCKED AGAIN

STEERING COLUMN HAS LOCKED UP AGAIN. PREVIOUS REPAIR WAS A LITTLE OVER 12,000 MILES AGO.
*****WORK HISTORY*****

CRM CALLED CUST AND LEFT VM TO CONTACT CAC. CRM CALLED DLR AND WAS ADV THAT CUST NEVER BROUGHT VEH IN. CRM CALLED CUST TO CONFIRM IF DLR DOING REPAIR AND HOW WE CAN ASSIST AT THIS TIME. CRM HAD LEFT VM FOR AVM GREG SIMON WHO STATED THAT HE COULD NOT ASSIST CUST IF CUST NEVER BROUGHT VEH IN TO DLR. CRM SUSPENDING FILE FOR CALL BACK ON THURS. 5/22/02. PAGES/TAMPA; 0; 390783934
2002-05-14

CUST STATES THAT THE STEERING COLUMN HAS LOCKED ON VEH. CUST IS ON SIDE OF ROAD WAITING FOR ROADSIDE TO TAKE VEH T BILL BRANCH CHEVY. CUST STATES HAS HAD HISTORY OF THIS AND WAS TOLD TO HOLD ON TO RECEIPTS AS THERE WILL BE A RECALL. CRM DID RECALL SEARCH AND FOUND THIS VEH IS NOT WITHIN THE VIN PARAMETERS FOR THE RECALL. CRM CALLED DLR, SVC MGR REQUESTED THAT I CALL BACK IN A FEW MINUTES AS HE IS IN A SHORT MEETING. CRM ADV CUST TO ALLOW TOW TO DELIVER TO DEALER AND I WOULD SEEK ASSISTANCE W/NO PROMISES MADE. CRM SUSPENDING. PAGES/TAMPA; 0; 99999
2002-05-14

CRM CALLED SVC MGR SAL. HE STATES THAT VEH IS OUT OF HIS EMPOWERMENT BUT DOES SUPPORT CUST BASED ON PREVIOUS REPAIRS. STATES CRM SHOULD CALL AVM FOR DECISION. CRM CALLED AND LEFT VM FOR AVM GREG SIMON, NODE 404082, MAIL BOX 8093. PAGES/TAMPA; 0; 390258360
2002-05-15

CRM CALLED DLR. THEY STATE THE VEH HAS NOT BEEN THERE SINCE JUNE 01. CUST DID NOT DELIVER VEH TO THEM FOR SVC. CRM CALLED CUST AND LEFT VM THAT WE ARE SEEKING TO UPDATE REPAIR. CRM SETTING CALL BACK FOR 5/17/02 BETWEEN 1-3:00 P.M. PAGE/TAMPA; 0; 390346016
2002-05-21

CRM SPOKE W/CUST. HE STATES AT THE TIME HE CALLED CAC, THE TOW TRUCK CAME AND UNLOCKED THE STEERING COLUMN. SO HE DID NOT TAKE BACK TO DLR. STATES IT HAPPENED TWICE IN 10 DAYS, AND THE NEXT TIME IT HAPPENS HE WILL GO AHEAD AND GET VEH TO DLR. CUST VERY SATISFIED W/SVC. CRM CLOSING SATISFIED. PAGES/TAMPA; 0; 390864318

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

BURLINGTON

IA

HOME PHONE:

CASE NUMBER: 05036696

VIN: 1G1YY22G3W5100888

DATE OPENED: 2001-07-24

MODEL YEAR: 1998

DATE CLOSED: 2001-07-26

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 60000

SRC TYPE: No

DELIVERY DATE:

SRC PARENT:

DEALER NAME: SHOTTENKIRK INC

DEALER ADDRESS: HWY 61 W, FORT MADISON, IA, 52627, USA

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

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

Broken
STEERING COLUMN LOCKED

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Customer Satisfaction
SEE IF DLR WILL COVER COST

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 THE STEERING COLUMN IS LOCKED UP ON THE VEH. CUST STATES THAT HIS BROTHER HAS ONE AND ADVISED CUST OF CAMPAIGN 01044 ON THE COLUMN LOCK. CUST STATES THAT IS WHAT HIS IS DOING. CUST SEEMS TO KNOW IF HIS VEH IS INVOLVED OR IF THERE IS COSTASSISTANCE AVAILABLE. CRM CHECKED VIN PROFILE AND WEBKNOWLEDGE AND ADVISED THAT CUST VEH IS NOT INVOLVED. CRM CONTACTED SVC MGR LEE FISHER @ SHOTTENKIRK CHEV. SVC MGR ADVISED THAT HE WILL HAVE TO DIAGNOSE VEH AND WILL HAVE TO GO THROUGH AVM DEPENDING ON THE MILEAGE OF THE VEH. CRM CONFERENCED CUST OVER TO SVC WHO SET APPT FOR 7/25 @ 3PM. CRM TO CALL CUST BACK BETWEEN 4/6 CST. MELISSA HENDRICK/PDX/CAC; 0; 364846487
2001-07-26

CUST CALLED STATING THE PREVIOUS REP DIDN'T CALL HIM BACK. CRM APPOLOGIZED AND ADVISED I WOULD TRY TO ASST. CUST STATES VEH IS EXHIBITING SIMILAR SYMPTOMS AS A CAMPAIGN THAT HIS BROTHER'S VEH FALLS UNDER. CUST STATES HE WAS ADVISED BY THE DLR SHP THAT THEY WOULD CONTACT THEIR GM REP TO SEE IF GM COULD COVER THIS VEH USING PERAMETERS OF THE RECALL. CUST STATES THEY DON'T EVEN HAVE THE PART FOR THE RECALL. CUST STATES HE IS W/O THE VEH. CRM ADVISED I WOULD RESEARCH. CRM CALLED DLR SHP SHOTTENKIRK (319-372-6880) SPOKE TO SVC MGR LEE FISHER. LKSH STATES HE HAS A CALL INTO HIS GM REP TO SEE IF THEY CAN COVER REPAIR UNDER RECALL PERAMETERS, LEE STATES THE VEH IS OUTSIDE OF THE VIN BREAKPOINTS AND ONLY HAS SIMILAR SYMPTOMS, NOT EXACT. LEE STATES HIS AVM IS ON VACATION UNTIL 8/01/01 AND DUE TO VEH BEING SO FAR OUT OF WRNTY, HE NEEDS TO WAIT FOR AVM RESPONSE TO ORDER PART AND REPAIR VEH. LEE STATES AS SOON AS HE HEARS ANYTHING HE WILL CONTACT CUST. CRM ADVISED I WILL RELAY TO CUST THAT WE NEED TO AWAIT (CONT)---> 0; 365030579
2001-07-26

AVM RESPONSE BEFORE WE CAN ASST W/ ANYTHING. CRM WILL ADVISED CUST THAT DUE TO VEH NOT FALLING UNDER BREAK POINTS AND BEING OUT OF WRNTY, IT WOULD BE A GESTURE OF GOODWILL IF THE GM REP DECIDES TO ASST IN REPAIR. CRM WILL ADVISE CUST THAT CUST ASST CANNOT ASST HIM, BUT IF HE WOULD LIKE ASST HE NEEDS TO WAIT FOR DLR SHP TO HEAR BACK FROM GM REP. CRM CALLED CUST TO RELAY INFO. CUST THANKED FOR DOCUMENTING HIS CONCERNS AND UNDERSTANDS THAT IT WILL BE A GESTURE FOR THE REPAIR TO BE COVERED. CUST STATES HE WILL WAIT FOR REPA TO GET BACK TO DLR SHP ANFTER HIS VACATION. CRM ADVISED TO CALL US BACK W/ ANY FURTHER CONCERNS IF NEED BE. CUST THANKED AND ENDED CALL. NO FURTHER ACTION REQUIRED BY THIS CRM. KATIE INFANTE/CAC/PDX; 0; 365030985

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

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

BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: † BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE:
PURCHASE/LEASE: 0 PURCHASE/LEASE AS:
MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

GAINESVILLE

FL

HOME PHONE:

CASE NUMBER: 05428195

VIN: 1G1YY22G3W5101247

DATE OPENED: 2001-08-30

MODEL YEAR: 1998

DATE CLOSED: 2002-04-24

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 47000

BRC TYPE: Yes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: MAIN STREET CHEVROLET

DEALER ADDRESS: 2600 N MAIN ST., GAINESVILLE, FL, 32609, USA

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

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Other
SAFETY BELT

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

Other
LOCKED/INTERMITTENT

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Customer Satisfaction
FOR DIAGNOSIS

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

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

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

CUST STATES HE HAS A 1998 CORVETTE THAT HE SEES ON THE INTERNET THERE IS A CAMPAIGN FOR THE
STEERING COLUMN. CUST SEEKS TO HAVE VEHICLE REPAIRED UNDER CAMPAIGN. CRM ADVISED AFTER
CHECKING VIN PROFILE THE ONLY CAMPAIGN SAFETY BELT. CAROLYN MCKENZIE/CARS/TAMPA.; 0;
368038088
2001-08-30

Customer states he is the second owner of the vehicle purchased with 17,000 miles at a
Mercedes Benz dealership. Customer states that his steering column is locking up and is
seeking campaign information regarding this.

Customer seeks information on open campaigns.

CRM advised of research. CRM provided the customer with the information obtained from the
VIN profile. CRM confirmed that his vehicle is not involved in the recall of the steering
column locking up. CRM advised the customer that if he is having this concern, he needs to
schedule and appointment at the dealership to have a diagnosis done on his vehicle. CRM did
advise the customer of the open campaign relating to his vehicle, number 00034. CRM provided
the customer with CRM's direct extension and advised him to call CRM back if further
assistance was needed.

Request closed

todd patrick/tier2/tampa; 0; 368039225
2001-09-25

CUST STATES HE IS SECOND OWNER OF CORVETTE AT CUST STATES THAT HE HAD SPOKEN WITH CRM ABOUT 2 WEEKS AGO. CUST STATES THAT HIS STEERING COLUMN DOESNT WORK RIGHT AND VEHICLE IS IN SHOP FOR TRACTION LIGHT COMING ON. CUST STATES THAT HE KNOWS THERE WAS A RECALL ISSUED FOR STEERING LOCK CONCERN FOR CORVETTES. CUST STATES THAT ALL CORVETTES SHOULD BE INVOLVED BECAUSE ACCORDING TO A CORVETTE WEBSITE ALL OF THEM ARE HAVING SAME CONCERN. CUST SEEKS ASSISTANCE TO HAVE IT REPLACED. CRM ADVISED THAT IF CUST IS NOT INVOLVED IN CAMPAIGN THEN THE ONLY WAY TO HAVE REPAIR PERFORMED IS TO HAVE IT DIAGNOSED BY A GM DEALER AND THEN TRY AND GET COST ASSISTANCE. CRM ADVISED WOULD BE HAPPY TO DO SO FOR CUST WHEN VEHICLE IS DIAGNOSED. CUST STATES THAT HE HAS ALOT OF OTHER CONCERNS THAT HE HAS HAD REPAIRED WITHIN WARRANTY THAT HAVE RESURFACED. CRM ADVISE DIF THOSE HAVE BEEN DIAGNOSED CRM CAN SEE WHAT CAN BE DONE. CUST STATES THAT DEALER CANT DUPLICATE SOME BECAUSE THEY ARE INTERMITTENT OR HE HASNT ADDRESSED CONCERN WITH THEM. CRM ADVISED; 0; 370285176
2001-09-25

FOR CRM TO PROCEED A DIAGNOSIS WOULD HAVE TO BE PERFORMED. CUST STATES MAYBE HE WILL JUST START CLASS ACTION LAWSUIT. CRM ADVISED CANNOT ASSIST HIM WITH LEGAL ISSUES. CUST STATES HE WILL ADDRESS CONCERNS WITH DEALER.
AMY GIBSON/TPA/CAC/; 0; 370285262
2002-04-24

CUST STATES HE NEEDS A STARTER AND IT WILL COST 400.00 AND CUST SEEKS TO KNOW IF ANY RECALLS FOR STEERING COLUME IS ON VEH YET AND CRM ADVISED OF NO RECALLS AND WILL DOC THAT CUST DOES HAVE THIS PROBLEM WITH STEERING AND GAVE CUST THE GM RESTORATION PARTS CATALOG....SATISFIED
THOMAS "BUCK" SMITH/ATX-CARS; 0; 388523393

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:

DATE:
% BUSINESS: 0

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

CORVALLIS

OR

HOME PHONE:

CASE NUMBER: 04220902 VIN: 1G1YY22G3W5101300
MODEL YEAR: 1998
DATE OPENED: 2001-05-16 SERIES: UNKNOWN
DATE CLOSED: 2001-06-19 MILEAGE: 10600
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RANDY JONES CHEVROLET-OLDSMOBILE-GEO
BRC PARENT: DEALER ADDRESS: 1755 NW 9TH ST., CORVALLIS, OR, 97330, USA

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

M02 Steering Linkage/Component Parts
1 REPAIR ATTEMPT(S)

Other
PINCHED WIRE

S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)

Customer Satisfaction
POSSIBLE DEFECT

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify and Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision,
review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)

- * If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
- * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.html>]]

Vehicle reimbursement or Goodwill decision - Repair already done

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

CUST STATES THAT HER STEERING COLUMN LOCKED ON HER VEH. WHEN SHE TOOK IT TO THE DLR THEY
TOLD HER THAT IT WAS A PINCHED WIRE. THE REPAIRS COST \$200. CUST FEELS IT IS A DEFECT.
CUST IS SEEKING REIM FOR THE REPAIRS. CRM CALLED SVC MGR AND L/M TO CALLCAC IF A REIM IS
POSSIBLE. ###NEXT CRM### IF SVC MGR CALLS FORWARD FILE BACK TO ME W/ INFO ABOUT REIM.
FERRISE/PDX/CAC; 0; 358904156
2001-06-19

CRM CALLED CUST TO SEE IF SHE HAD BEEN TAKEN CARE OF AT THE DLR. CUST STATED THAT SHE HAD
THE STEERING COLUMN LOCK REPLACED AGAIN BUT SHE DID NOT HAVE TO PAY FOR THE WORK AND THE DLR

IS WORKING W/ HER TO GET HER COST ASST FOR ANOTHER REPAIR AND THE REIM. CRM CLOSING FILE,
NO FURTHER ACTION REQ. ERIC FERRIS/PDX/CAC; 0; 361858840

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

SALES TAX:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

HAUGHTON, LA

CASE NUMBER: 05376548 VIN: 1G1YY22G3W5102222
MODEL YEAR: 1998
DATE OPENED: 2001-08-22 SERIES: UNKNOWN
DATE CLOSED: 2001-09-08 MILEAGE: 31000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RED RIVER MOTOR COMPANY
BRC PARENT: DEALER ADDRESS: 221 TRAFFIC ST., BOSSIER CITY, LA, 71111, USA

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

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

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify sp Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm] section on how to make decision,
review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)

- * If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
 - * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done

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

Cust states that he is the second owner of this vehicle..Cust states that his vehicle steering wheel lock while entering the key and trying to start it up the veh service column lock while read a sign..Cust states that he called a local dlr and was adv that there is a recall on this problem..Cust seeks if he can get some assistance with this repair..Crm looked up for special policy and and campaigns and found campaign #01044...Crm attempted to contact svc mgr Matt Nkem for assistance....Crm adv cust that he will need to have veh diagnosis and looked at by the dlr first before gm can look into some assistance and veh has been looked at he is welcome to call back and see if gm will be able to assist...Crm adv cust that she will put a call into the svc mgr.. La'Miracle Manning atx cac; 0; 367345238 2001-09-08

Crm reviewed file later and cust does not fall in between vin break points..*****Next crm please adv cust that cust does not fall in between break points and he will have to take veh

to be looked at instead of calling the dlr and have vah looked at.*****
lamiracle manning atx cac; 0; 368830648

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BEC WARRANTY DATE:
NADA: 0

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

SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

IRVING , TX

CASH NUMBER: 03460050 VIN: 1G1YY22G3W5102334
MODEL YEAR: 1998
DATE OPENED: 2001-03-13 SERIES: UNKNOWN
DATE CLOSED: 2001-03-13 MILEAGE: 45000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FRIENDLY CHEVROLET CO
BRC PARENT: DEALER ADDRESS: 2754 N STEMMONS FWY., DALLAS, TX, 75207, USA

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

T28 Possible Lemon Law	Customer Satisfaction
1 REPAIR ATTEMPT(S)	WANTS TO FILE LEMON LAW
J01 Engine	Service Engine Soon
1 REPAIR ATTEMPT(S)	LIGHT ILLUMINATES
M01 Steering General	Interference
1 REPAIR ATTEMPT(S)	GEAR BOX LOCKS UP

INFORM THE CALLER:

They should go to the back of their Owner's Manual to the Customer Assistance Information. They need to contact their State Consumer Protection office.

*CRM can also assist caller by going to Webknowledge and refer to Manuals.
[[OWNER'S MANUAL RUN C:\Progra-1\Plus\1\Micros-1\Iexplore.exe http://CARSWEB/Webknowledge]]
Click on the Product Center tab to view the Owners Manuals.
WANTS TO FILE FOR LEMON LAW

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

CUSTOMER CALLED IN TO STATE THAT SHE IS HAVING SEVERAL CONCERNS WITH HER VEHICLE. CUSTOMER SEEKS TO FILE FOR LEMON LAW. CRM ADVISED CUSTOMER THAT CAC IS UNABLE TO DETERMINE ELIGIBILITY. CUSTOMER REFERRED TO LOCAL ATTORNEY GENERALS AND LOCAL BBB. CUSTOMER STATES THAT HER VEHICLE HAS SPENT MORE TIME IN SHOP THAN IN POSSESSION. CUSTOMER STATES THAT SHE HAS SEVERAL CONCERNS WITH CHECK ENGINE LIGHT COMING ON. GEAR BOX LOCKING UP AND SENSORS BEING IN-ADEQUATE. RM APOLOGIZED TO CUSTOMER AND ADVISED WILL DOCUMENT CUSTOMER CONCERN.

PATRICK ARZOLA/AUSTIN/T2; 0; 353368631

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVABLE:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

CLERMONT, FL

CASE NUMBER: 06877374 VIN: 1G1YY22G3W5102494
MODEL YEAR: 1998
DATE OPENED: 2002-05-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-22 MILEAGE: 67000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL SEIDLE CHEVROLET-OLDSMOBILE INC
BRC PARENT: DEALER ADDRESS: 14138 ST RD 50,, CLERMONT, FL, 34711, USA

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
 - * Determine Customer's expectation
 - * Validate feature is on vehicle
 - * Review owners manual with owner - ([Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/webknowledge]). Click the Product Center Tab
 - * Review specific solutions ([SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm])
 - * Validate with dealership if necessary
 - * Coordinate with dealership to compare with another vehicle if necessary
 - * Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

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

**CUST STATES HE IS THE SECOND OWNER OF THIS VEHICLE PURCHASED IN SEPTEMBER OF 2001 FROM AN INDEPENDENT DEALER AT 60000 MILES AND THE STEERING IS LOCKED. THE CUST ALSO STATES A DEALER TOLD HIM THERE IS A RECALL OUT FOR THIS CONDITION BUT THIS VEHICLE IS NOT INCLUDED. **CUST SEEKS TO KNOW IF HE IS INCLUDED IN THE RECALL. **CRM ADVISED THAT THIS VEHICLE IS NOT PART OF THE RECALL. THE CUST ALSO INQUIRED ABOUT ASSISTANCE WITH THIS REPAIR AND CRM ADVISED THAT AS THE SECOND OWNER AT THE CURRENT MILEAGE AND HAVING OWNED THE VEHICLE FOR LESS THAN A YEAR GM WILL NOT BE ABLE TO OFFER ASSISTANCE WITH THE REPAIR. THE CUST UNDERSTOOD AND THANKED THE CRM. REQUEST CLOSED SATISFIED.
MICHAEL S. DELUCA/CARE/TAMPA; 0; 390921299

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BEC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

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:

1 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Pompano Beach
FL

HOME PHONE:

CASE NUMBER: 1-92170085 VIN: 1G1XY22G3W5102947
MODEL YEAR: 1998
DATE OPENED: 2003-04-22 SERIES: Corvette
DATE CLOSED: 2003-04-28 MILEAGE: 52000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

steering wheel locked up concern; ; 2003-04-28
2003-04-28

call cust to see if dlr has diagnosed steering column lock concern; ; 2003-04-28
2003-04-28

call cust to see if dlr has diagnosed steering column lock concern; ; 2003-04-28
2003-04-28

Service Request has been Closed Satisfied.; ; 2003-04-28

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

HAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Covina , CA

CASE NUMBER:	1-19553181	VIN:	1G1YY22G3W5105007
DATE OPENED:	2002-07-26	MODEL YEAR:	1998
DATE CLOSED:	2002-08-08	SERIES:	Corvette
SOURCE:	Phone	MILEAGE:	50000.0000000
BRC TYPE:	N/ANO	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	West Covina Motors, Inc.
		DEALER ADDRESS:	137 W San Bernardino Rd, Covina, CA, 91723-1514, USA

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

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

sticks

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

column lock; ; 2002-07-26
2002-07-26

clippinger @ 626-339-6261; ; 2002-07-26
2002-07-26

clippinger @ 626-339-6261; ; 2002-07-26
2002-07-29

avm, ed phelps; ; 2002-07-29
2002-08-02

sr#1-19553181; ; 2002-08-02
2002-07-29

response; ; 2002-07-29
2002-07-31

sr#1-19553181, advise svc mgr of avm response.; ; 2002-07-31
2002-08-01

update; ; 2002-08-01
2002-08-02

sr#1-19553181; ; 2002-08-02
2002-08-08

sr#1-19553181; ; 2002-08-08
2002-08-08

sr#1-19553181, 2x; ; 2002-08-07
2002-08-05

Calling back; ; 2002-08-05
2002-08-05

Cust calling; ; 2002-08-07
2002-08-14

sr#1-19553181, 2x; ; 2002-08-08
2002-08-08

creating unable to contact ltr.; ; 2002-08-08
2002-08-08

Created:CAC_RS0006. SR#1-19553181; ; 2002-08-08
2002-08-08

customs unavailable/unable to contact, call cac letter submitted for approval.; ; 2002-08-08
2002-08-08

Letter Approved/Stacey Paul/Letter Approver/Tampa/CAC; ; 2002-08-08
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: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:
 DEALER BAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:
 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:
 ERC WARRANTY DATE:
 NADA: 0
 SALES TAX:
 NAME:
 INTEREST PAID:
 DEALER BUYOUT:
 LEGAL TYPE:
 LEMON LAW:
 VEHICLE DESTINATION:
 LIEN PAYOFF:
 TITLE BRAND:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 23, 2003

[REDACTED]
Covina, CA [REDACTED]

Service Request: S1-19553181

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Tiffany James
Customer Relationship Manager

RS0006-T/scp

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3489526	VIN Number:	1G1YY22G3W5105122
Date Opened:	9/30/1999	Model Year:	1998
Date Closed:	11/16/1999	Series:	Corvette
Dealer Code:	B16070	Mileage:	21190
Address:	NEWSOME CHEVROLET FLORENCE	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING WHEEL STEERING WHEEL WILL NOT UNLOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/30/1999 16:09:15 SBD TEMPLATE - MAUNEY

STRATEGY BASED DIAGNOSTICS

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

___ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

___ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

___ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

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

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

09/30/1999 16:09:15 HISTORY - MAUNEY

TRANSFERED TO CAR STEERING

09/30/1999 16:17:16 RADZIOCH - DEALER STATES STEERING WILL NOT

LOCK WITH KEY OUT , MOTOR HAS BEEN REPLACED BUT STILL HAS SAME CONCERN ,

TECH CAN LOCK AND UNLOCK WITH TECH 2 , CAN SEE KEY STATUS IN TECH 2

CHANGES WHEN KEY IS IN OR OUT .

ADVISED TECH TO REPLACE THE BCM

10/19/1999 14:40:47 NICHOLS

- DEALER SURVEY WAS PERFORMED

11/16/1999 12:08:04 KREPP

- FAX CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3978981	VIN Number:	1G1YY22G3W5107131
Date Opened:	6/7/2000	Model Year:	1998
Date Closed:	12/1/2000	Series:	Corvette
Dealer Code:	B32222	Mileage:	28527
Address:	DE SANTIS CHEVROLET BROCKTON	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INOPERATIVE INTERMITTENT LOCK STEERING

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/07/2000 08:50:23 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

11 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED:

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

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

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

06/07/2000 08:50:23 HISTORY - MILLER DEALER (CHARLES) STATES

THE STEERING COLUMN LOCK WOULD NOT UNLOCK. AFTER ANOTHER TECH CLEARED CODES THE COLUMN LOCK STARTED WORKING. DEALER ASKING FOR PI INFO. ADVISED DEALER OF PI A000265.

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN

THE 99 YB SERVICE MANUAL ON PAGE 2-89 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

06/08/2000 09:49:28 POULOS -

*****DEALER CONTACT NAME AND POSITION*****

- CHUCK SERVICE TECH

"TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN" 1

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN 12

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

- CHUCK CALLED TO CONFIRM WHAT WAS ADVISED TO HIM ON PREVIOUS RECOMINADATION.

*****NEW RECOMMENDATIONS*****

- TAC ADVISED DLR...

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

06/21/2000 11:16:25 WEISS
12/01/2000 18:25:42 AVRITT

- DEALER SURVEY WAS PERFORMED
- CASE CLOSING FAXED IN.

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

CASE NUMBER: 1-23626010 VIN: 1G1YY22G3W5109963
 DATE 08/12/02 MODEL 1998
 DATE 09/04/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 36463.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: VA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM R E S T R I C T E D

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Petersburg VA [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: 1-23626010 VIN: 1G1YY22G3W5109963
 DATE OPENED: 2002-08-12 MODEL YEAR: 1998
 DATE CLOSED: 2002-09-04 SERIES: Corvette
 SOURCE: Phone MILEAGE: 36463.0000000
 BRC TYPE: N/AYes DELIVERY DATE:
 BRC PARENT: DEALER NAME: Strosnider Chevrolet, Inc.
 DEALER ADDRESS: 5100 Oaklawn Blvd, Hopewell, VA, 23860-7336, USA

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

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

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

Steering Column Locked Up; ; 2002-09-04
 2002-08-29

Called the work number; ; 2002-09-04
 2002-08-29

kklk; ; 2002-08-29
 2002-08-30

Please see notes >>>>>; ; 2002-09-04
 2002-09-04

Follow up; ; 2002-09-04
 2002-09-04

Call dlr; ; 2002-09-04

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

2002-09-04

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

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTOR 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: ,

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

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:

SRC WARRANTY DATE:

NADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE: |

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

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

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

RAINBOW CITY

AL

HOME PHONE:

CASE NUMBER: 05347965

VIN: 1G1YY22G3W5111132

DATE OPENED: 2001-08-16

MODEL YEAR: 1998

DATE CLOSED: 2001-08-16

SERIES: UNKNOWN

SOURCE: Mail

MILEAGE: 52000

ERC TYPE: No

DELIVERY DATE:

ERC PARENT:

DEALER NAME: DEVAN LOWE, INC.

DEALER ADDRESS: 1151 GAULT AVE S., FORT PAYNE, AL, 35967, USA

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

T18 Request for Miscellaneous Information

Customer Satisfaction

0 REPAIR ATTEMPT(S)

CUST WANTED TO KNOW WHAT SHE SHOULD DO

ABOUT HER STEERING COLUMN LOCKING UP

M01 Steering General

Inoperative

0 REPAIR ATTEMPT(S)

LOCKED UP

A01 Open Campaign

Product Campaign Claim

0 REPAIR ATTEMPT(S)

FOR LAP BELT WEBBING

C28 Seat Belt System

Pulls/Grabs

0 REPAIR ATTEMPT(S)

CAMPAIGN FOR SEAT BELT WEBBING

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*****

8-16 CRM GOT PHONE CALL AND CUST STATES THAT HER STEERING COLUMN ON VEH IS LOCKED UP. CRM GOT CUST INFO AND FOUND OUT CUST IS THE SECOND OWNER AND VEH HAS 52000 K MILES ON IT. CRM INFORMED CUST CRM COULD CALL ROADSIDE ASSISTANCE FOR HER, BUT SHE WOULD HAVE TO PAY FOR IT. CRM ALSO ADVISED CUST THERE IS A CAMPAIGN ON VEH#2000034 FOR LAP BELT WEBBING TWISTED. CUST HAS NO PREVIOUS REQUESTS, NO MEX. CRM OFFERED 800# AND REQUEST#. ANNE SHREVE/CORR/ATX.; 0; 366856246

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CASE NUMBER: 06204811 VIN: 1G1YY22G3W5111969
MODEL YEAR: 1998
DATE OPENED: 2002-01-18 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-01-25 MILEAGE: 44000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAXIE PRICE CHEV-OLDS INC
BRC PARENT: DEALER ADDRESS: NINDER HWY., MONROE, LA, 70655, USA

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

J01 Engine Hesitates - Hot Engine
0 REPAIR ATTEMPT(S) REDUCED POWER

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

EXEC LEFT A MESSAGE FOR THE SM, QUINTON MANTON, EXEC ADVISED THAT THE AVM, SHOULD BE CONTACTING TO ADVISE THAT A TOW TO THE DEALER HAS BEEN AUTHORIZED AND A REPAIR TO THE STEERING COLUMN LOCK HAS BEEN AUTHORIZED AT NO CHARGE TO THE CUSTOMER, BUT THAT THE CUSTOMER IS ALSO HAVING A CONCERN WITH REDUCED ENGINE POWER AND THAT THE CUSTOMER WOULD HAVE TO AGREE TO A DIAGNOSIS AND PAY FOR IT AND THAT WE WOULD REVIEW THE CONCERN AND THAT ASSISTANCE IS NOT GUARANTEED. EXEC WILL AWAIT RETURN CALL FROM THE SM. MICHAEL THOMAS//EXEC
CAC; 0; 380235655
2002-01-18

EXEC CONTACTED THE CUSTOMER AND ADVISED THAT WE WOULD COVER THE TOWING EXPENSE AND ALSO THE REPAIR TO THE STEERING COLUMN. EXEC ADVISED THAT SHE WOULD BE RESPONSIBLE FOR THE DIAGNOSTIC FEE FOR THE REDUCED ENGINE POWER CONCERN AND THAT IF AFTER REVIEW IT IS DETERMINED THAT IT IS HER RESPONSIBILITY THAT SHE WOULD NEED PAY THE DIAGNOSTIC AND PAY FOR THE REPAIR IF SHE CHOOSES TO HAVE IT DONE.; 0; 380239304
2002-01-18

THE CUSTOMERS WORK NUMBER IS [REDACTED] HOME NUMBER [REDACTED] 0;
380239361
2002-01-18

EXEC CONTACTED THE ASSISTANT MANAGER AND ADVISED OF THE CUSTOMERS SITUATION AND THAT THE VEHICLE NEEDS TO BE TOWED TO THERE DEALERSHIP AND THAT WE ARE COVERING THE STEERING WHEEL LOCK REPAIR AND THE TOWING AND THAT THE CUSTOMER WANTS THERE REDUCED POWER CONCERN LOOKED AT AND THAT THEY WOULD BE CHARGED FOR THE DIAGNOSIS FEE FOR THIS PENDING GM REVIEW. HE ADVISED THAT HE WOULD CONTACT THE CUSTOMER TO SET UP THE TOW. MICHAEL THOMAS//EXEC CAC; 0; 380240610
2002-01-18

EXEC CONTACTED THE CUSTOMER AND SHE ADVISED THAT THE DEALER CONTACTED HER AND THAT THE VEHICLE IS TO BE PICKED UP AFTER 5:00PM AND THAT SHE WOULD CONTACT ME ON MONDAY. MICHAEL THOMAS//EXEC CAC; 0; 380241086
2002-01-22

EXEC LEFT A VME FOR THE SM, QUINTON MANSTON IN REGARDS TO THE CUSTOMERS VEHICLE. MICHAEL THOMAS//EXEC CAC; 0; 380566041
2002-01-22

EXEC RECEIVED A RETURN CALL FROM THE SM, QUINTON MANSTON , AND HE ADVISED THAT THE AVM HAS AUTHORIZED THE REPAIR OF THE TAC MODULE FOR THE REDUCED POWER CONCERN AND THE STEERING COLUMN LOCK ALSO THE COVERING OF THE TOWING. HE ADVISED THAT THEY WILL CONTACT THE CUSTOMER AND ADVISE OF THIS. EXEC THANKED. MICHAEL THOMAS//EXEC CAC; 0; 380567797
2002-01-22

EXEC CONTACTED THE CUSTOMER AND ADVISED THAT GM WOULD BE COVERING THE REPAIRS AND THAT THE DEALER WOULD BE CONTACTING HER. THE CUSTOMER THANKED EVERYONE AT GM FOR ASSISTING HER AND ADVISED THAT SHE WOULD BE WRITING A LETTER IN. MICHAEL THOMAS//EXEC CAC; 0; 380568376
2002-01-25

EXEC CONTACTED THE CUSTOMER TO SEE IF THE VEHICLE WAS PICKED UP. THE CUSTOMER ADVISED THAT THE DEALER IS STILL WORKING ON IT AND THAT THEY ARE KEEPING HER INFORMED. EXEC ADVISED THE CUSTOMER THAT HE WOULD CONTACT HER ON MONDAY TO SEE IF THE CAR HAD BEEN PICKED UP. MICHAEL THOMAS//EXEC CAC; 0; 380839163
2002-01-29

EXEC CONTACTED THE CUSTOMER FOR A FOLLOW UP AND WAS ADVISED THAT THE VEHICLE IS STILL AT THE DEALER AND AWAITING PARTS. EXEC ADVISED THAT HE WOULD CONTACT THE SM AND SEE WHAT THE DELTA WAS AND HAVE A CALL PLACED TO HER. MICHAEL THOMAS//EXEC CAC; 0; 381177674
2002-01-29

EXEC LEFT A VME FOR THE SM, QUINTON MANASTON IN REGARDS TO THE CUSTOMERS CONCERNS AND REQUESTED THAT A CALL BE PLACED TO HER AND TO EXEC. MICHAEL THOMAS//EXEC CAC; 0; 381178370
2002-02-05

EXEC CONTACTED THE CUSTOMER TO SEE IF SHE WAS SATISFIED WITH THE WORK. THE CUSTOMER STATES THAT THEY ARE VERY SATISFIED AND THAT THEY WANTD EXEC TO KNOW THIS. MICHAEL THOMAS//EXEC CAC; 0; 381784794

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

MIDDLETOWN

MD

HOME PHONE:

CASE NUMBER: 05410220 VIN: 1G1YY22G3W5112006
MODEL YEAR: 1998
DATE OPENED: 2001-08-28 SERIES: UNKNOWN
DATE CLOSED: 2001-08-28 MILEAGE: 54000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) recall

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

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

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

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

Vehicles involved in product recall campaigns

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

cust states that's her vech steering wheel locked up, and her friend has a vech just like
hers that has the same problem and her vech was included in a recall, and she believes that
hers should be to, cust seeks to know why her vech wasn't included in arecall when it has
the same problem that other vechs have that are included in a recall cym advised that her
vech may have not fell in the vin break numbers, advised for her to call the dlr and see if
they were willing to fix it under a recall. anthony johnson/cac/atx; 0; 367861113

*****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 PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

LAKELAND, FL

CASE NUMBER: 05295573 VIN: 1G1YY22G3W5112183
MODEL YEAR: 1998
DATE OPENED: 2001-08-13 SERIES: UNKNOWN
DATE CLOSED: 2001-08-13 MILEAGE: 30000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MICHAEL HOLLEY CHEVROLET
BRC PARENT: DEALER ADDRESS: 1025 HWY 98 S, LAKELAND, FL, 33801, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) NEEDS REPLACING MODULE

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

STEERING COLUMN LOCKING

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

CUST STATES PURCHASED VEH IN MARCH AND HAS HAD TO REPLACE PARTS ON VEH EVERY SINCE. CUST STATES HAVE AN EXTENDED WARRANTY ON VEH. CUST STATES HAD REPAIRS DONE ON VEH LAST WEEK AND PICKED UP VEH LAST FRIDAY AND TOOK VEH TO TALLAHASSEE FRIDAY AND A PROBLEM WITH STEERING COLUMN LOCKING AND CUST WORKED WITH VEH AND FINALLY GOT IT UNLOCKED. CUST STATES WIFE DROVE VEH SATURDAY AND STEERING COLUMN LOCKED AGAIN AND HAD VEH TOWED TO MICHAEL HOLLEY DEALERSHIP 863 688 5541 AND SRVC DEPT TOLD CUST IT WILL COST \$452. 91 TO REPLACE MODULE. CUST STATES AS BEEN A LOYAL GM BUYER FOR YEARS. CUST SEEKS ASSISTANCE WITH THIS REPAIR. CRM ADVISE WILL ESCALATE CALL TO TIER 2. ALFREDA MOORE/TIER 1/TAMPA; 0; 99999
2001-08-13

CRM RECEIVED THE FILE FROM A TIER 1 REP. CUST STATES: THAT HE HAD EXPERIENCED CONCERNS W/A VIBRATION WHICH TURNED OUT TO BE THE CATALYTIC CONVERTOR PROBLEM WHICH WAS COVERED. HE STATED THAT NOW THE STEERING COLUMN LOCKED UP & THE DLR STATED THAT IT WOULD BE \$400 FOR THE REPAIR. CUST SEEKS: COST ASSISTANCE. CRM ADVISED: APPOLIGIZED THAT SHE WAS EXPERIENCING CONCERNS. CRM STATED THAT HE WOULD CONTACT THE DLR BUT THAT HE DID NOT WANT TO MAKE ANY PROMISES. CRM CONTACTED THE ACTING SVC MGR. HE STATED THAT HE OWULD BE HAPPY TO COVER IT UNDER GOODWILL SINCE IT IS A KNOWN PROBLEM & THER IS A CAMPAIGN FOR IT EVEN THOUGH HIS VEH IS NOT INVOLVED. CRM UNDERSTOOD & THANKED THE DLR FOR HIS TIME. CRM RELAYED THE INFO TO THE CUST. CUST UNDERSTOOD & THANKED THE CRM. CRM THANKED THE CUST FOR CALLING. NO OTHER ACTIONS NEEDED AT THIS TIME. CRM IS CLOSING THE FILE. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 366583911

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

SPRING HILL

FL

HOME PHONE:

CASE NUMBER: 01124423 VIN: 1G1YY22G3W5113690
MODEL YEAR: 1998
DATE OPENED: 2000-08-04 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-08-04 MILEAGE: 43000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: REGISTER CHEVROLET-OLDSMOBILE INC
BRC PARENT: DEALER ADDRESS: 14181 CORTEZ BLVD, BROOKSVILLE, FL, 34613, USA

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

M41 Steering Column/Lock/Attaching Parts Other
4 REPAIR ATTEMPT(S) LOCKS INTERMITTENTLY

INFORM THE CALLER:

"Thank you for your feedback. I would like to get some information from you so I can document your comments. Our database is used by GM Quality Managers to review customer concerns and suggestions. Many of the changes that are made each year are a result of feedback from General Motors owners such as yourself".

PRODUCT DEFECT

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

CUST SEEKS REPURCHASE OF VEH, CRM CALLED DLR, TALKED TO JOE CRACCHIOLO, SVC MGR, STATES VEH;
0; 334269802
2000-08-04

CONT'D,

SVC MGR STATES VEH IS OUT OF WARR, BY TIME AND MILEAGE, WILL ADV OF CUST'S CONCERN TO AVI.
CRM ADV CUST OF REQ # AND ACCELERATION TO GM REP.; 0; 334270093

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

IF SO, WHERE:

DATE:

BUSINESS:

*** BUSINESS: 0**

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

HOUSTON , TX

CASE NUMBER: 05542262 VIN: 1G1YY22G3W5113897
MODEL YEAR: 1998
DATE OPENED: 2001-09-19 SERIES: UNKNOWN
DATE CLOSED: 2001-12-04 MILEAGE: 37000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: MUNDAY CHEVROLET
ERC PARENT: DEALER ADDRESS: 17800 NORTH FREEWAY, HOUSTON, TX, 77060, USA

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Dealer Referred Customer
LOCKED UPS86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill
60% REIM OFFERS13 Reimbursement Requested
0 REPAIR ATTEMPT(S)Customer Satisfaction
60% OFFER

COLUM LOCKED UP

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

CUST IS 2ND OWNER; PURCH FRM INDEP DLR @ 36,800 MILES

CUST STS VEH STEERING COLUMN LOCKED UP & VEH WAS TOWED INTO DLR. CUST SEEKS CAMPAIGN COVERAGE. CRM ADVSD CUST OF CTC TO DLR & RESEARCH. CRM CTC DLR, SPK TO SVC MGR, JASON. DLR ADVSD CRM THT IS NOT INVOLVED IN CAMPAIGN & HAS NEVER BEEN INTO DLR THEREFORE, WILL NOT PROVIDE ANY ASST. CRM ADVSD CUST THT VIN DOES NOT FIT W/IN PERIMETERS OF CAMPAIGN 01044-Corvette Electronic Column Lock THEREFORE, CANNOT BE COVERED BY CAMPAIGN HOWEVER, B/C CAMPAIGN IS ON SAME EXACT YR/MK/MODEL OF VEH, WILL RESEARCH FURTHER. CRM DISCUSSED W/TM, DENIS GRIFFIN. TM AGREED W/CRM TO PROVIDE CUST W/60% REIM B/C LOYALTY TO GM (OWNS 2 CORVETTES); CUST SATISFACIN; & TO RESTORE FAITH. CRM ADVSD CUST OF OFFER & CUST HAPPILY ACCEPTS. CRM ADVSD CUST OF REQUIRED DOCS >>ORIGINAL R/O; COPY OF TITLE; COPY OF CHECK BOTH FRONT & BACK. CRM ADVSD CUST OF ADDTNL CTC ONCE DOCS ARE RCVD FOR CONFIRMATN OF REIM AMOUNT. CRM AWAITING DOCS. CRM CORNELIA BRIGHT-SMITH/CARS/TAMPA; 0; 369770878
2001-09-19

CRM CTC CUST TO ADVISE OF OPEN CAMPAIGN ON VEH & ADVISE TO CTC DLR FOR AUTHORIZATION TO DO CORRECTION. CRM CORNELIA BRIGHT-SMITH/CARS/TAMPA; 0; 369770941
2001-10-03

CUST SENT IN DOCS AS REQUESTED. CRM IS ATTACHING THEM TO THE FILE AND FORWARDING IT BACK FOR FURTHER REVIEW. KRISTIE HARDCASTLE - CORR TAMPA; 0; 370985093
2001-10-08

cust called just to check status or reimbursement and to see if the doc's were recieved.

crm advised the cust that the reimbursement was still under review.

d hernandez/cars/atx; 0; 371415045
2001-10-30

CUST STATED THAT HE WAS SPEAKING WITH RAQUEL CASTREJON
CUST STATED THAT SHE WAS VERIFYING CUST ADDRESS
CRM ADVISED CUST THAT I WOULD DOCUMENT HIS FEEDBACK AND FORWARD CUST REQUEST BACK TO RAQUEL
FOR FURTHER FOLLOWUP
CUST STATED THAT HIS MAILING ADDRESS IS CORRECT
CRM ADVISED CUST THAT I DID DOCUMENT THIS INFO AND WILL SEND CUST REQUEST ON TO RAQUEL
CUST THANKED CRM FOR ASST
DAWGOLBY/PDX CARS; 0; 373329027
2001-10-30

CRM STATES PROCESSING THE REIMB FOR THIS CUST. OFFER WAS MADE TO CUST FROM THE FIRST TIME
HE CALLED ON 9/19/01. THIS REIMBURSEMENT IS FOR REPAIRS IN THE REPLACING LOCKING MOTOR .
THIS REPAIRS AMOUNT WAS \$497.37 PLUS \$25.68 TAX AND \$10.62 MISC CHARGES.CRM VERIFIED CUST'S
ADDRESS.
RAQUEL CASTREJON/CAC/ATX; 0; 373332103
2001-11-08

CUST CLLD SEEKING AN UPDATE...CRM NOTED THAT PREV CRM NOTES INDICATE SHE IS PROCESSING...CRM
TO FORWARD BACK TO THE PREV CRM FOR FOLLOW UP...SCHERTENLEIS, JANEL CAC PDX; 0; 374095911
2001-11-20

CRM STATES IS TRANSFERING THIS FILE TO CRM CORNELIA THAT PRIMARLY HANDLED IT AS A REIMB.
RAQUEL CASTREJON/CAC/ATX; 0; 375130077
2001-11-23

BUSINESS REASONS:

- 1) LOYALTY
- 2) OUT OF POCKET EXPENSES
- 3) INCONVENIENCE
- 4) CUST SATISFACTION

CRM CORNELIA BRIGHT-SMITH/CARS/TAMPA; 0; 375383777
2001-11-23

GOODWILL REIM FOR REPAIRS AT CUST EXP. BREAKDOWN IS AS FOLLOWS:

R/O	162229				
DATED:	9/20/01				
PARTS:	\$272.37	X	60%	=	\$163.42
LABOR:	\$225	X	60%	=	\$135
TAX (7.25%)	\$19.75	X	60%	=	\$11.85
TOTAL	\$517.12	X	60%	=	\$310.27

INCLUDED ARE ORIGINAL R/O, CREDIT CARD RECEIPT AS PROOF OF PAYMENT RECEIPT
& COPY OF VEH REGISTRATION. CRM REVIEWED & APPROVE ALL ENCLOSED DOCS FOR REIM OF \$310.27.
CRM FORWARDING TO TM, DENIS GRIFFIN FOR NEXT APPROVAL LEVEL.
CRM CORNELIA BRIGHT-SMITH/CARS/TAMPA; 0; 375384774
2001-11-26

Team Mgr approves reimbursement in the amount of \$310.27.. **Denis Griffin/Team Mgr/Tampa**;
0; 375644734
2001-11-26

PRE-APPROVING REIMB IN THE AMOUNT OF \$310.27..VIN SEARCH COMPLETED..JOY NIXON-TAMPA APPROVAL
GROUP; 0; 375656163
2001-11-26

final approval by fran dukes/goodwill liaison/tpa-no other request found through vin
search.; 0; 375668450
2001-12-04

CHECK# 900489391 FOR AMOUNT \$ 310.27 MAILED ON (11/28/01)
Edward J. Brown II/Goodwill/Tampa; 0; 376360655

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



05572204

[REDACTED]
Houston, Tx.
[REDACTED]

September 24, 2001

Chevrolet Reimbursement Dept.
P.O. Box 83170
Detroit, MI. 48232

Dear Sir or Madam:

Per our phone conversation you will find the documents you requested, in order to refund to me sixty percent of the cost of the repairs done to my 1998 Chevrolet Corvette. It is my understanding that you have made me this offer because at the time of the repairs my vehicle was just a few miles out of warranty and because the items that had to be repaired are a known problem with this make and model of Corvette. My case number is C05542262. Thank you for your help with this matter, and please forward the check to the above address. If you have any questions please contact me at the above phone number.

Attached you will find the listed documents.

Original Repair Order

Copy of current registration

Copy of the VISA receipt

This cover letter stating the sixty percent reimbursement along with my C number.

Sincerely,

[REDACTED]

MUNDAY CHEVROLET
555 FM 1860 WEST
HOUSTON, TX 77080
(281) 315-2086

SEP 26, 2001 03:54PM

TERM : 3
MERCH: 000000160678

HLF #: 032
ACT #: *****5002
CARD : VISA

PALE: \$ 750.50

CTR REF#: 12632170698
APPROVAL CODE: 005001

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT.

CUSTOMER COPY

ORIGINAL

Munday

CHEVROLET

555 P.M. 1960 West • Houston, TX 77090
fax: (281) 440-9691 • (281) 397-8600

INVOICE#12329

WE OFFER THE BEST VALUE WHEN YOU COME TO MUNDAY CHEVROLET FOR YOUR SERVICE. WE HAVE THE BEST EQUIPMENT AND THE MOST EXPERT TECHNICIANS TO HANDLE ANYTHING YOU CAN THROW AT US. WE'VE BEEN SERVING THE AREA FOR OVER 30 YEARS.

CUSTOMER

228

NAME

JASON BOATRIGHT 416

708 NO.

358

INVOICE DATE

09/20/01

INVOICE NO.

CVS162228

LABOR RATE

37820

LEASE NO.

37820

MAKE

SILVER

COLOR

SILVER

STOCK NO.

YEAR / MAKE / MODEL

2001 CHEVROLET CORVETTE COUPE LB

DELIVERY DATE

02/22/88

DELIVERY DATE

VIN

1B1YY2283W5113807

DELIVERY DATE

09/19/01

DELIVERY DATE

P.O. NO.

P.O. NO.

09/19/01

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOT RESPONSIBLE FOR ANY ANTENNAS, TAPE DECKS, CELLULAR PHONES, CELLULAR ANTENNAS, OR ANY PERSONAL ITEMS LEFT IN VEHICLE.

TOTAL LABOR.... 300.00
TOTAL PARTS.... 354.97
TOTAL SUBLET.... 60.00
TOTAL S.O.B.... 0.00
TOTAL HISC. CH.... 10.83
TOTAL HISC. DISC.... 0.00
TOTAL TAX.... 25.68
TOTAL INVOICE \$ 750.58

TOTAL INVOICE \$

750.58

SMALL TOWN COMFORT, BIG CITY CONVENIENCE WITH SERVICE HOURS 1-P 7am to 6pm, SAT. 8am to 2pm FOR LUBE OIL AND FILTER AND VEHICLE DROP OFF AND PICK UP. WE OFFER COURTESY SHUTTLE AND 24HR. TOWING. (281-830-7330)

NOTICE PURSUANT TO 70.001, TEXAS PROPERTY CODE, THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.503, TEXAS BUSINESS AND CONSUMER CODE. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIRS ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

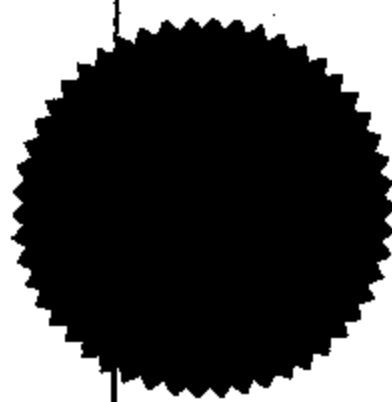
CUSTOMER SIGNATURE

[Handwritten signature]

118A

PAID
SEP 7 2001
BY: _____

[Handwritten "C" in a circle]



Munday

CHEVROLET

555 P.M. 1960 West • Houston, TX 77090
fax: (281) 440-9691 • (281) 397-8600

20000148229

CLIENT NO.

229

ADDRESS

JASON BOATWRIGHT 415

DATE REC.

358

INVOICE DATE

08/20/01

INVOICE NO.

CYC8182228

LABOR RATE

LICENSE NO.

37820

COLOR

SILVER

BOOK NO.

YEAR/MAKE/MODEL

08/CHEVROLET/CORVETTE/3DR CPE L/B

DELIVERY DATE

02/22/88

DELIVERY NAME

VEHICLE ID NO.

1G1YY22G3W8113807

SELLING DEALER NO.

PRODUCTION DATE

P.T. NO.

P.C. NO.

P.O. DATE

08/18/01

COMMENTS

FOR & PARTS

1 03CYZ

TRON
MAXIMUM SEATBELT GUIDE CAMPAIGN
CAMPAIGN - POSSIBLE SHOULDER HARNESS STICKING
INSTALLED GUIDES. VHS#-3

HOURS: 0.30 TECH(S):2138

WARRANTY

WTS

QTY

FP-NUMBER

DESCRIPTION

UNIT PRICE

1

1

18306414

GUIDE KIT 14.875 0

JOB # 1 TOTAL PARTS

WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

03CYZ

ELECTRICAL
CUST STATES STEERING WHEEL IS LOCKED UP/REPORT
REPLACED COLUMN LOCKING MOTOR, REPLACED AND CODED IGN KEY
CYLINDERS, CODED AND TEST DRIVE. ERASED CODES
PREVIOUS WORK DONE.

HOURS: 3.00 TECH(S):2138

225.00

WTS

QTY

FP-NUMBER

DESCRIPTION

UNIT PRICE

2

1

20080980

LOCK 2.195 00

167.89

167.89

2

1

RECODE

RECODE

12.00

12.00

2

1

12458190

CYLINDER 2.188 0

92.48

92.48

JOB # 2 TOTAL PARTS

272.37

JOB # 2 TOTAL LABOR & PARTS

497.37

3 03CYZ01

ELECTRICAL
CUST STATES THE AIR BAG LIGHT IS STAYING ON/REPORT.
HIO CIRCUIT - OPEN STR COIL
REPLACE COIL AND ERASED CODES.
NOTE: PREVIOUS WORK DONE ELSEWHERE

HOURS: 1.50 TECH(S):2138

75.00

WTS

QTY

FP-NUMBER

DESCRIPTION

UNIT PRICE

3

1

26087359

COIL KIT 14.865 0

81.90

81.90

JOB # 3 TOTAL PARTS

81.90

JOB # 3 TOTAL LABOR & PARTS

156.90

4 11CYZ

SUBLET
OWNER'S TONING INW#3776
WRECKER INW#3776

HOURS: TECH(S):2138

0.00

WTS

QTY

FP-NUMBER

DESCRIPTION

UNIT PRICE

4

1

07063

WRECKER INW#3776

0.00

0.00

JOB # 4 TOTAL PARTS

0.00

JOB # 4 TOTAL LABOR & PARTS

0.00

SUBLET

FOR

VEH INW

DATE DESCRIPTION

4

07063

3776

08/18/01 WRECKER INW#3776

60.00

60.00

TOTAL - SUBLET

60.00

DESCRIPTION

CONTROL NO.

ESS ENVIRONMENTAL WASTE/SHOP SUPPLIES

TOTAL - MISC

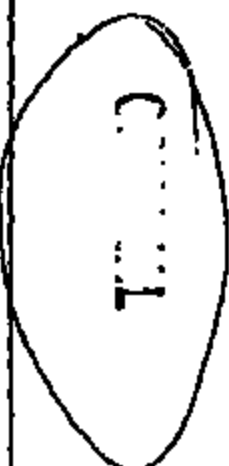
10.63

10.63

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EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER
NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN
CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOT RESPONSIBLE FOR
ANY ANTENNAS, TAPE
DECKS, CELLULAR
PHONES, CELLULAR
ANTENNAS, OR ANY
PERSONAL ITEMS LEFT
IN VEHICLE.



Texas Department of Transportation

TITLE APPLICATION RECEIPT

139890
JMI
8-20

COUNTY: HARRIS
STICKER NO: 13120228AC
PLATE NO: KEN728
DOCUMENT NO: 10159737135081952

DOC NAME: PAUL BATTENCOURT
DATE: 08/07/2001 EFFECTIVE DATE: 09/07/2001
TIME: 8:18AM EXPIRATION DATE: 8/2002
EMPLOYEE ID: 990000A TRANSACTION ID: 10159737135081952

OWNER NAME AND ADDRESS
DAN GRIFFIN
12885 KUYKENDALL #4208
HOUSTON, TX 77090

11993

REGISTRATION CLASS: PASSENGER-LAND/VEH 6000
PLATE TYPE: PASSENGER PLT
STICKER TYPE: NS

VEHICLE IDENTIFICATION NO: 1G1YE2G3M5113697 VEHICLE CLASSIFICATION: PASS
YR/MAKE: 1998/CHEV MODEL: CVP BODY STYLE: 35 UNIT NO:
EMPTY WT: 3400 CARRYING CAPACITY: 0 GROSS WT: 3400 TONGUE: 0.00 TRAILER TYPE:
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRAILER LENGTH: 0
PREV OWNER NAME: TEXAS TOY STORE PREV CITY/STATE: HOUSTON, TX

INVENTORY ITEM(S) YR
WINDSHIELD STICKER 2002

VEHICLE RECORD NOTATIONS
RELEASE OF PERSONAL INFO RESTRICTED
ACTUAL MILEAGE

FEES ASSESSED	
TITLE APPLICATION FEE	\$ 13.00
SALES TAX FEE	\$ 1,843.78
WINDSHIELD STICKER	\$ 50.50
REPLACEMENT FEE	\$ 0.30
CITY ROAD BRIDGE AID-ON FEE	\$ 10.83
CHILD SAFETY FUND	\$ 1.50
ACTIVATION FEE (LARGE CITY)	\$ 1.00
TOTAL	\$ 1,920.91

ODOMETER READING: 36481 REAR: A
OWNERSHIP EVIDENCE: TEXAS TITLE
1ST LIEH DATE: 08/18/2001
COMPLETE COMPOSITE FOR
4900 N 53RD
DALLAS, TX 75242

2ND LIEH

3RD :

NOTICE TO APPLICANT

Your application for Texas Certificate of Title has been processed. The original certificate of title will be mailed to the 1st lienholder. You will not receive a non-negotiable (duplicate original) certificate of title. This receipt serves as your registration receipt, if applicable, and proof of application for certificate of title.

SALES TAX CATEGORY: SALES/USE

Sales Tax Info: 08/18/2001	
Sales Price	\$ 28,500.00
Less Trade In Allowance	\$ 0.00
Taxable Amount	\$ 28,500.00
Sales Tax Paid	\$ 1,843.78
Less Other State Tax Paid	\$ 0.00
Tax Penalty	\$ 0.00
TOTAL TAX PAID	\$ 1,843.78
Ac No: 8972713901	Acct Count: 1

NOT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.

Current law requires an additional \$1.00 fee (already included) in counties with 50,000 or more vehicles.

ORIGINAL

COPY

November 26, 2001

[REDACTED]
Houston, TX [REDACTED]

Request: C05542262

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$310.27. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Cornelia Bright-Smith
Customer Relationship Manager

RS0005-T/jkn

North American Operations

General Motors Corporation

Rebursaments (2813)

PO Box 82830

Phoenix, AZ 85082-2830



CHECK No. 900489391

DATE
11/28/01

***** DOLLARS

***** CENTS ***** 318

North American Operations
General Motors Corporation
Disbursements Account

PAY
TO THE
ORDER
OF

HOUSTON, TX

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

AJMT

#900489391# 1021309379# 601-2-62520#



VENDOR
LINE NO. RD 000000009

North American Operations

General Motors Corporation

Disbursements (2813)

PO Box 82830

Phoenix, AZ 85082-2830

CHECK NO. 900489391

VENDOR NAME

Payment
DATE 11/28/01

REMITTANCE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-------------------------------	--------------	-----------------------	---------	----------------	--------------	------------

101YY202MM112007 00042242	11/28/01	VN 000000000026021	00.0000	310.27	.00	
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6462769	VIN Number:	1G1YY22G3W5114757
Date Opened:	5/12/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B02440	Mileage:	25897
Address:	JIM SMITH CHEVROLET SPRING VALLEY	State:	NY
Dealer Phone:			

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

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/12/2003 12:08:10 SBD TEMPLATE - BROWN

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) CHARLES P/C.

CUSTOMER CONCERN - STRG COLUMN LOCK MESSAGE ON AND COLUMN WILL NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE P/C STS THE UNIT WAS TOWED IN AND THE MESSAGE WAS ON. HOWEVER, THE P/C WAS ABLE TO UNLOCK THE COLUMN AND DRIVE INTO THE SHOP. THE TECH STS HIS AVM TOLD HIM TO PERFORM THE CAMPAIGN (01044) ON THE UNIT. DLR STS THE INFO IN THE CAMPAIGN IS MISLEADING.

TAG RECOMMENDATION - TAG ADVISED THE P/C TO FOLLOW BULLETIN 01-02-35-008. BROWN 40708.

NOTE: THIS P/C WAS ARROGANT AND RUDE ON THE PHONE BECAUSE HE WAS MISLED BY HIS AVM.

05/12/2003 12:08:10 HISTORY - BROWN

EA02-031 / GM22C

Page 1 of 1

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

LAS VEGAS

NV

HOME PHONE:

CASE NUMBER: 05353004 VIN: 1G1YY22G3W5114841
MODEL YEAR: 1998
DATE OPENED: 2001-08-17 SERIES: UNKNOWN
DATE CLOSED: 2001-09-12 MILEAGE: 26050
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FAIRWAY CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 3100 E SAHARA AVE, LAS VEGAS, NV, 89104, USA

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

M01 Steering General

0 REPAIR ATTEMPT(S)

Inoperative

Electronic Column Lock

S13 Reimbursement Requested

1 REPAIR ATTEMPT(S)

Customer Satisfaction

354.23

S86 CAC Resolved With Goodwill

1 REPAIR ATTEMPT(S)

CAC Resolved With Goodwill

REIMBURSEMENT

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\Microsoft\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\Microsoft\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\Microsoft\Iexplore.exe

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

Vehicle repair request - Repair not done

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

CUST STATES THE VEH STEERING LOCKED UP AND CUST VEH IS AT THE DLR RIGHT NOW FOR REPAIR.

CUST STATED THE DLR ADVISED THEM THERE WAS A RECALL BUT THEIR VEH IS NOT INCLUDED.

CUST SEEKING REPAIR COVERAGE.

CRM CONTACTED DLR TO SPEAK WITH SVC MGR ALAN FOLKS BUT CRM LEFT VOICE MAIL W/REQUEST NUMBER

AND CAC#. CRM SPOKE WITH CHUCK THAT GAVE ME THE VIN#. CRM THEN SPOKE WITH ALAN WHO SPOKE

WITH AVM WHO STATED PER P & P MANUAL HE CANNOT GIVE ANY GOODWILL DUE TO IT IS AN AFTERMARKET

EXT WARRANTY CONTRACT NOR IS THE CUST VEH INVOLVED ON THE CAMPAIGN FOR HIS TYPE VEH BECAUSE OF VIN PARAMETERS, BUT THE CAMPAIGN EVER GETS REVISED THEN CUST CAN GET REIMBURSED. SVC MGR ALAN ALSO STATED THE REPAIR WILL COST ABOUT \$700-800 DOLLARS. ALAN STATED IF CUST DID NOT HAVE EXT WARRANTY THEN HE COULD OF GOODWILLED THE REPAIR. CRM ALSO SPOKE WITH TM AND CRM COULD NOT OFFER ANY GOODWILL EITHER, DUE TO AVM ALREADY DENIED THE REPAIR BECAUSE OF PARAMETERS. CRM ADVISED CUST OF THE INFORMATION THAT GM WILL BE UNABLE TO ASSIST. CUST IS STILL DISSATISFIED AND PLANS TO FIGHT THIS ALL THE WAY. CRM ADVISED CUST OF THE REQUEST NUMBER. CUST STATED SHE WOULD LIKE A SUPV TO CONTACT HER. CRM ADVISED MY TM WILL BE ABLE TO RETURN CALL TO HER. AIMEE PARIS/CARS/TAMPA; 0; 99999

2001-08-17

CUST STATES PREV CRM WAS TO HAVE SUPERVISOR CALL CUST BACK. CUST SEEKS TO SPEAK WITH AIMEE SUPERVISOR. CRM ADVISED CUST THAT CRM AND SUPR. MAY HAVE LEFT FOR THE DAY BUT THE CRM CAN GET FILE BACK TO PREV CRM AND SEE IF FOLLOW UP WILL BE MADE ON MONDAY. CUST STATES CALLED IN EARLY ENOUGH TO GET CALL BACK FROM SUPERVISOR AND DOES NOT FEEL CUST SHOULD HAVE TO WAIT OVER WKEND FOR RESPONSE. CUST SEEKS TO ESCALATE. CRM ADVISED CUST THAT REP HAS BEEN INVOLVE AND NO ASSISTANCE.

KIM SMITH CAC ATX; 0; 366941447

2001-08-17

CUST SEEKS CALL BACK FROM PREV CRM SUPERVISOR.

KIM SMITH CAC ATX; 0; 366941473

2001-08-20

*****Executive Office Handling

Request*****

Cust states that her husband had a concern with the steering column locking. Cust states that the vehicle was repaired at Fairway Chevrolet. Cust states that the approximate cost was 700.00. Cust states that there was no aftermarket items connected to the column lock. Cust seeks assistance. Exec advised of research and call back. Corey Mc Court / Exec; 0;

367171736

2001-08-20

Exec requested copy of RO from dealer. Corey Mc Court / Exec; 0; 367181178

2001-08-20

Exec left VM for AVM Hanlon. Corey MC Court / Exec; 0; 367187729

2001-08-21

Exec researched further, recieved over the shoulder approval from TM Spicola to offer the cust reimbursement for the ECL. Exec offered the cust reimbursement in the amount of 354.23, cust accepted and is satisfied. Cust will fax proof of ownership. Exec suspending pending receipt of proof of ownership. Corey Mc Court / Exec; 0; 367278315

2001-08-24

Exec contacted Service Cashier Kendra Stevens and verified that the dealer has recieved payment from the cust's American Express account. Exec will complete reimbursement breakdown.; 0; 367528207

2001-08-24

Reimbursement breakdown :

Labor : 179.40

Part : 163.01

Tax : 11.82 @ 7.25 % on Part only

Total : 354.23. Exec will forward for processing. Corey Mc Court / Exec; 0; 367528679

2001-08-24

EXEC OPENED TO FORWARD GOODWILL TO GOODWILL LIASON DUBOSE. CHAS GRIFFITH, EXEC; 0;

367543954

2001-08-27

James Adams/Goodwill Liaison/Tampa-F; 0; 367809797

2001-08-29

NOTING EXEC CRM IS TO FORWARD DOCS TO LIAISON 8/30 FOR FURTHER PROCESSING.
LARA DUBOSE/TPA GOODWILL APPROVER; 0; 367954182
2001-08-31

EXEC CONTACTED CUST WIFE, MICHELLE, AND REQUESTED SHE REFAX THE PROOF OF OWNERSHIP. EXEC
CONTACTED SVC DEPT AND REQUESTED THEY REFAX RO. EXEC SUSPENDING PENDING RECEIPT OF
DOCUMENTATION. CHAS GRIFFITH, EXEC CAC; 0; 368128195
2001-08-31

EXEC RCVD DOCUMENTATION FROM CUST AND DLR. EXEC REVIEWED THE RO WITH TM, ANNA SPICOLA AND
GOODWILL LIASON, LAURA DUBOSE, BECAUSE RO SEEMED HARD TO READ. EXEC CONFIRMED AMOUNTS AND
REPAIR AND FORWARDING ON FOR PROCESSING WITH APPROVAL FROM TM, ANNA SPICOLA. CHAS GRIFFITH,
EXEC CAC; 0; 368143728
2001-08-31

James Adams/Goodwill Liaison/Tampa-F; 0; 368150240
2001-09-06

PRE-APPROVING REIMB FOR \$354.23. ORIGINAL DOCS HAVE BEEN SENT TO MSX FOR ATTACHMENT.
APPROVER HAS COPY OF DOCS AVAILABLE FOR REVIEW. LARA DUBOSE/TPA GOODWILL; 0; 368650893
2001-09-07

Liaison providing first level of approval for reimbursement in the amount of \$354.23, faxed
documents were reviewed and are available with liaison DUBOSE. Cookie McCormick/Goodwill
Liaison/Tampa; 0; 368720088
2001-09-07

FINAL APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 368724991
2001-09-12

CHECK# 900452033 FOR AMOUNT \$ 354.23 MAILED ON (09/10/01)
Edward J. Brown II/Goodwill/TPA; 0; 369184880

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

THE LEADER
IN QUALITY
& SERVICE
SINCE 1974

Facsimile Message

27th

2001

To: Cory From: [REDACTED]
Company: H.M. Date: 8.21.01
Fax: 813-635-4276 Pages: 2
Phone: Job Title: 09-05-01P01:33 RCVD

Cory,

Thank you for handling
this matter. You've restored
my faith in H.M. as being
concerned with customer service.
Sincerely,

Please scan
into

05353004

Klawnska

THANK YOU FOR YOUR TIME AND HAVE A NICE DAY

AUG 21 2001 16:10

1001

ON-DESK PRINTING INC.

2525 1ST ST. LAS VEGAS NV 89102
702 798 5502

PAGE 02

THIS IS YOUR VEHICLE REGISTRATION RECEIPT. REMOVE IT ALONG
THE PERFORATIONS AND PLACE IT IN YOUR VEHICLE ALONG
WITH YOUR PROOF OF INSURANCE.

DEPARTMENT OF MOTOR VEHICLES AND PUBLIC SAFETY
NEVADA VEHICLE REGISTRATION CERTIFICATE AND RECEIPT

VALIDATED: 07-06-2001 EXPIRES: 07-10-2002

VEHICLE IDENTIFICATION NUMBER (VIN)

506JFC 1998CHEV 1 YY22G 08

VEHICLE REGISTRATION NUMBER

1G1YY22G3H5114841 38068

6
0

CLARK

[REDACTED]
LAS VEGAS NV

REGISTRATION FEE - PASSENGER VEHICLE	35.00
BASIC GOVERNMENTAL SERVICES TAX - C	246.00
SUPPLEMENTAL GOVERNMENTAL SERVICES	63.00

PLEASE SEE INFORMATION ON REVERSE SIDE

TOTAL FEES: 444.00

600353004



P.O. Box 42997 • 3100 East Sahara • Las Vegas, Nevada 89104 • (702) 641-1400

CAR SERVICE & RESERVATIONS
PHONE
641-1428

TRUCK SERVICE & RESERVATIONS
PHONE
641-1428

NEVADA'S ONLY CHEVROLET CERTIFIED "SERVICE SUPREMACY" DEALERSHIP

UNLESS OTHERWISE NOTED, ALL
PARTS ITEMIZED ON THIS INVOICE
ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT
OF THE PARTS AND LABOR
LISTED BELOW. X

INVOICE TO		DRIVER/DOWNER INFORMATION -- INVOICE: C34435	
AMERICAN EXPRESS		HENDERSON	
AND: 000003		HOME: [REDACTED] WORK: [REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION	
TAB: 5433	ADV: TUB BURGALINE INVOICE: QUOTE CUB C	VIN 1G1YY23625114841	LICENSE NUMBER: NV X
TAX RULES: VYNN INVOICED: 08/20/2001 09190104		98 CHEVROLET CORVETTE	2000 CPT: SILVER
ODOMETER ID: 24050		EST. MILE SERVICE: 012398	SOLD BY 081601
DATES BEGIN: 08/16/01 DONE: 08/17/01			
DATE AFTER FINAL BILL			
CONCERN 01: PERFORM LOF	OPERATION	TECH	AMOUNT
CORRECTION LOF COMPLETED	447		8.25
COMMENT ADR \$25.00 FOR SYNTHETIC OIL			
PART NUMBER	DESCRIPTION	SELL	
000 012345678	OIL SMOO	6.00	6.00
000 025010639	OIL FLTR	4.95	4.95
FACTORY TECH 447 - PRICE			
		SUBTOTAL	46.95
			8.25
		TOTAL CHARGE FOR CONCERN	55.20
TYPE: C	LINE FLAG: [REDACTED]		
CONCERN 51 STEERING WHEEL IS LOOSE	OPERATION	TECH	AMOUNT
CORRECTION - BING. REPLACED STEERING WHEEL	622		179.40
COMMENT BCH 622			
PART NUMBER	DESCRIPTION	QTY	SELL
000 003081923	WHEEL	1	179.40
000 026050968	LOCK	1	179.40
FACTORY TECH 675 - 150/AC/TECH CAR			
TECH 622 - SIMON STEPHEN			
		SUBTOTAL	358.80
		PARTS	179.40
		LABOR MECHANICAL	179.40
		TOTAL CHARGE FOR CONCERN	358.80
TYPE: C			
REPRINTED 1 TIMES			

COPY

353004 ACCOUNTING COPY

September 6, 2001

[REDACTED]
Las Vegas, NV [REDACTED]

Request: C05353004

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$354.23. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chas Griffith
Executive Office

RS0005-T/lkd

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85062-2530



CHECK No. 900485033

DATE
09/18/01

*****354 DOLLARS

****25 CENTS

AMOUNT
*****354.

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

LAS VEGAS NV

SIGNATURE

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

AUST

09-17-01P05:31 RCVD

⑈900485033⑈ ⑆021309379⑆ ⑆01-2-62520⑈

ADPDC
CHK NO. RD 000000046

1

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING

CHECK NO. 900485033

PAYMENT
DATE 09/18/01

ENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	N DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101Y7204W114041	09/07/01 09090104	YM 000000000021402 000000000021402	00.0000	354.23	.00	

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6575485	VIN Number:	1G1YY22G3W5115262
Date Opened:	6/25/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B02413	Mileage:	34117
Address:	RICHARD CHEVROLET INC HESHIRE	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN STEERING STRG COLUMN LOCK 01-02-35-00

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/25/2003 13:38:52 8BD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE TECH.

CUSTOMER CONCERN - STRG COLUMN LOCKED.

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

TAC RECOMMENDATION - TAC ADVISED THE DLR ON BULLETIN 01-02-35-008. BROWN
40708.

06/25/2003 13:39:52 HISTORY - BROWN

SYMPTOM ABSTRACT--- COLUMN STEERING STRG COLUMN LOCK 01-02-35-00

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/25/2003 13:39:52 SBD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE TECH.

CUSTOMER CONCERN - STRG COLUMN LOCKED.

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

TAC RECOMMENDATION - TAC ADVISED THE DLR ON BULLETIN 01-02-35-008. BROWN
40708.

06/25/2003 13:39:52 HISTORY - BROWN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6797663	VIN Number:	1G1YY22G3W5116329
Date Opened:	8/18/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B15722	Mileage:	57888
Address:	THORNTON CHEVROLET MANCHESTER	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN PERFORMANCE STEERING COLUMN LOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/18/2003 12:31:06 SBD TEMPLATE - SAVOY

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) LYNN BROWN SF

CUSTOMER CONCERN - CUSTOMER STATES THAT THE STEERING COLUMN IS LOCKED.

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

LYNN BROWN SF SAYS THAT THE STEERING COLUMN IS LOCKED AND SAYS THAT HE WAS CALLING PER PI # PI01137. LYNN SAYS THAT HE IS NOT SURE IF THE COLUMN LOCKED WHILE VEHICLE CUSTOMER WAS DRIVING OR WHEN THE VEHICLE WAS STARTED. LYNN SAYS THAT HE WAS CALLING FOR ADVISE.

TAC RECOMMENDATION -

ADVISED DEALER THAT PI # PI01137 ONLY APPLIES TO THE VEHICLE THAT LOCK WHILE DRIVING THE VEHICLE.

ADVISED DEALER TO CONFIRM WITH THE CUSTOMER IF THE STEERING WHEEL LOCKED WHILE DRIVING OR AFTER STARTED.

EA02-031 / GM22C

TECH TO REPORT RESULTS.

08/18/2003 12:31:06 HISTORY - SAVOY

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Pell City

AL

HOME PHONE:

CASE NUMBER: 1-16489516

VIN: 1G1YY22G3W5116492

MODEL YEAR:

DATE OPENED: 2002-07-16

SERIES: Corvette

DATE CLOSED: 2002-07-16

MILEAGE: 135000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME: Edwards Chevrolet CO., Inc.

BRC PARENT:

DEALER ADDRESS: 1400 Third Avenue North, Birmingham, AL, 35203-1882,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Misaligned

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

steering column locking up; ; 2002-07-16

2002-07-16

STEERING COLUMN; ; 2002-07-16

2002-07-16

Service Request has been Closed Dissatisfied.; ; 2002-07-16

*****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:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADE INFORMATION*****

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

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

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

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

CASE NUMBER: 05896677 VIN: 1G1YY22G3W5117254
MODEL YEAR: 1998
DATE OPENED: 2001-11-19 SERIES: UNKNOWN
DATE CLOSED: 2001-12-22 MILEAGE: 36125
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TODEY CHEVROLET
BRC PARENT: DEALER ADDRESS: 1345 N OXNARD BLVD, OXNARD, CA, 93030, USA

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

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

S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) cust satisfaction

S86 CAC Resolved With Goodwill Other
0 REPAIR ATTEMPT(S) reim for locked steering column

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

Cust called, states: he is the original owner of 1998 Corvette, purchased at Bill Jacobs in IL; states the steering column locked in veh and has had veh towed to dlr to have concern repaired; dlr states cust's vin is just outside the parameters for campaign 01044A (parameters are W5123355-W5131069, cust's vin is W5117254) and cust is 4 months/125 miles out of warranty. Cust states this is his 4th Corvette. Cust seeks: for repair \$341.00 plus towing) to be covered by GM. Crm advsd cust would research, call call phone, 310-463-6802 today. tjcumings/cac/tpa; 0; 375059635
2001-11-19

Crm called dlr, 805-983-6800, l/m for svc mgr to call dbc phone asap, ext 57910. Crm will call cust back around 5:45 pm et. tjcumings/cac/tpa; 0; 375059890
2001-11-19

Crm received vme from svc mgr at 5:21 pm et today. Crm called dlr, 805-983-6800 ext 220, spoke w/svc mgr George Magana, he states under his guidelines the veh does not meet for cost assistance. Crm thanked George for info, reviewed file w/cn Nate Kuslankey, received over

the shoulder approval to reim cust 100 % for the cost of the repair, Not including towing.

tjcummings/cac/tpa; 0; 375061623

2001-12-19

Crm called cust at his cell phone, advsd cust cac would reim the total amt of repair, excluding towing. Cust accepted. Crm verified cust's address and spelling of name. Crm called cust's cell phone and l/m advising him to send in the original ro, proof of payment, proof of ownership and a brief ltr containing his name, req # and what he is seeking. Crm is suspending file for doc's. tjcummings/cac/tpa; 0; 375062058

2001-11-26

Crm reviewing file. tjcummings/cac/tpa; 0; 375637575

2001-12-04

Crm reviewing file. tjcummings/cac/tpa; 0; 376332637

2001-12-11

Crm reviewing file. tjcummings/cac/tpa; 0; 376934812

2001-12-12

CRM ATTACHING REQ DOCS AND FORWARDING FILE TO PREV CRM, TJ CUMMINGS. CANDACE GRAHAM/CORR/TPA; 0; 377036200

2001-12-12

Crm received transferred file, will process reim. tjcummings/cac/tpa; 0; 377037771

2001-12-12

Vin search done. No other requests found. Crm is requesting 100% reim for the repair of the steering column. Business reasons---cust is a loyal GM cust having owned 4 Corvettes. There is a campaign (#01044a) for this concern and cust's vin falls just outside of the parameters (W5123355-W5131069) and cust is only 4 months/125 miles out of warranty. This is being offered to cust to restore cust's faith in GM. Doc's received are: ro stamped copy, credit card receipt, and a copy of title and registration. Reim is as follows: parts \$180.64, labor \$210.00, sublet \$42.90, tax @ 6% on labor only \$ 12.64, TOTAL REIM \$446.18. Crm is level one empowered and received over the shoulder approval from tm Nate Kuslansky. Crm contacted cust and cust accepted the offer. Crm verified cust's address and spelling of cust's name.

tjcummings/cac/tpa; 0; 377038534

2001-12-12

Crm verified w/cust that the ro stamped copy is the original that he received from the dlr. Crm suspending file pending tm approval. tjcummings/cac/tpa; 0; 377038581

2001-12-12

TM APPROVES USE OF COPY STAMPED R.O. DUE TO CUSTOMER SENDING IN WHAT WAS GIVEN AT THE DEALERSHIP.

FORWARDING TO APPROVER MCCABEM.

NATHAN KUSLANSKY/TM/TAMPA; 0; 377043383

2001-12-13

Reimbursement Pre-Approved in the amount of \$446.18

vin search-no other files

jessica tate/tampa/goodwill liaison; 0; 377138129

2001-12-14

FINAL APPROVAL FOR REIM OF \$446.18. VIN SEARCH COMPLETE. MARK KAZMIERSKI, TAMPA, APPROVAL GROUP; 0; 377196399

2001-12-21

LIAISON CHECKING STATUS OF GOODWILL. MARK KAZMIERSKI, TAMPA, APPROVAL GROUP; 0; 377791563

2001-12-22

CHECK# 900490551

FOR AMOUNT \$ 446.18

MAILED ON (12/19/01)

Edward J. Brown II/Goodwill/Tampa; 0; 377883801

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Williamsville
NY

HOME PHONE:

CASE NUMBER: 1-29644560

VIN: 1G1YY22G3W3117481

MODEL YEAR: 1998

DATE OPENED: 2002-09-03

SERIES: Corvette

DATE CLOSED: 2002-09-03

MILEAGE: 84000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME: Glen Campbell Chevrolet, Inc

BRC PARENT:

DEALER ADDRESS: 8040 Transit Road, Williamsville, NY, 14221-4193,

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

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

Sticks

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

Steering column lock; ; 2002-09-03
2002-09-03

Service Request has been Closed Satisfied.; ; 2002-09-03

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

EATR:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT :

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AG:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

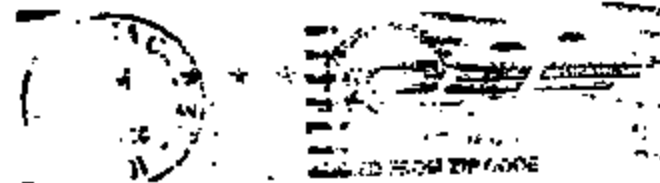
COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

Oxnard, CA



CHEVROLET
T.J. CUMINGS
P.O. BOX 33170
DETROIT MI 48232-5170

48232+5170 51



1-29644560


December 06'2001

Chevrolet
T.J. Cummings
PO Box 33170
Detroit, Mich 48232-5170

Dear Mr Cummings;

First of all, I would like to thank you for all your help, and very kind assistance.

I am sorry, this information is so late in getting to you, I have had a family member fall very ill, and it has become the number one focus in my life.

To recap, I own a 1998 Corvette (my third corvette, and 9th Chevy). My car had the col. Lock problem, I called the local dealer for advice who told me to have it towed in, and they would take care of it. I told them in advance I was not covered by the recall; I gave them my VIN number, and asked them to call someone in Chevrolet to see if anything could be done. When I brought the car in, they told me it was not covered, and did I want it repaired, as the car was already off the truck, and was undrivable, what else could I say, but yes. I was quoted \$341.00 to handle the repair, + towing, I said OK. I then called you for advice. You tried to talk with them, but they were not open to discussion, when I got the car, the cost was \$433.00, not \$341, they said, they added wrong, they also did perform the seat belt recall. I got the car back with black dirty oily seat belts (I have an Oak interior) I was wearing a white shirt when I picked the car up, it was so soiled, my dry cleaner said there was no way he could get the grease out of the shirt. Also the car was dirty, so much else was wrong, it would take a book to list it all. However, this letter is to provide you with the following items you requested;

1. Proof of ownership--- copy of title attached
2. Repair order---copy attached
3. Proof of payment---copy of charge slip attached.
4. Short note, this is it.

If you have any questions, I can be reached at;


Thank you, very much for assisting me with this situation

Regards


DATE 320191658997 TIME
11/19/81 973284 18:42

TOOEY CHEVROLET
1345 N OLYMPIA BLVD
OAKLAND, CA 94612-3888
8859836808

CREDIT SALE

TRANS #
029

AMT \$
352628

MASTERCARD
ACCOUNT #
5291152858538688

EXP DATE
03/82

SALE AMOUNT \$ 4,613



Thank You

TOP COPY-MECHAM?
BOTTOM COPY-CUSTOMER

December 13, 2001

[REDACTED]
Oxnard, CA [REDACTED]

Request: C05896677

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$446.18. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Tara Cummings
Customer Relationship Manager

RS0005-T/jt

North American Operations
General Motors Corporation
Disbursements (2013)
PO Box 62530
Phoenix, AZ 85062-2530



CHECK No. 900490551

DATE
12/19/01

*****446 DOLLARS

*****18 CENTS

AMOUNT

*****446

North American Operations
General Motors Corporation
Disbursements Account

[Signature]

SIGNATURE

PAY
TO THE
ORDER
OF

OXNARD CA

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

AMOUNT

⑈900490551⑈ ⑆021309379⑆ ⑆01⑈2⑈62520⑈

DEC 20 2001

VENDOR
NAME RD 608000003

VENDOR NAME

North American Operations
General Motors Corporation
Disbursements (2013)
PO Box 62530
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSIT

CHECK NO. 900490551

PAYMENT
DATE 12/19/01

REGISTER NO. DESCRIPTION	ISSUE DATE	DOC. REFERENCE NUMBER	% DISC.	ISSUE AMOUNT	DOC. AMOUNT	NET AMOUNT
101YV203MB117204	12/14/01 05894477	VN 00000000428933 008000000036533	00.0000	446.18	.00	
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTION CALL 800-462-5788						

MS

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Palmdale, CA

CASE NUMBER: 1-11722528 VIN: 1G1YY22G3W5117609
MODEL YEAR: 1998
DATE OPENED: 2002-06-26 SERIES: Corvette
DATE CLOSED: 2002-06-26 MILEAGE: 45000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Rally Auto Group, Inc.
BRC PARENT: DEALER ADDRESS: 39012 Carriage Way, Palmdale, CA, 93551-3707, USA

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

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

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

Steering column locking; ; 2002-06-26
2002-06-26

Service Request has been Closed Satisfied.; ; 2002-06-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Tallahassee

FL

HOME PHONE:

CASE NUMBER: 1-116389723

VIN:

1G1YY22G3W5117870

DATE OPENED: 2003-07-05

MODEL YEAR:

1998

DATE CLOSED: 2003-07-21

SERIES:

Corvette

SOURCE: Email

MILEAGE:

41000.0000000

ERC TYPE: N/A

DELIVERY DATE:

DEALER NAME: University Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 1850 Capital Circle NE, Tallahassee, FL, 32308-

4441, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

I am a current owner; ; 2003-07-05

1-116389723; ; 2003-07-05

2003-07-05

requested c/b; ; 2003-07-05

2003-07-05

service closed; ; 2003-07-05

2003-07-07

research out of pocket expenses; ; 2003-07-07

Re: 1-116389723; ; 2003-07-07

2003-07-07

researching; ; 2003-07-07

2003-07-07

offer reim; ; 2003-07-07

2003-07-07

offered reim; ; 2003-07-07

2003-07-17

10 days docs check; ; 2003-07-17

RE: Re: 1-116389723; ; 2003-07-07

2003-07-07

Inbound Email; ; 2003-07-07

2003-07-14

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-07-14
2003-07-14

REQUESTED DOCUMENTS Scanned: 2003-07-11-13.54.30.000000, MSXDocNum: 0319200083; ; 2003-07-17
2003-07-14

docs- ro, proof payment & ownership; ; 2003-07-15
2003-07-17

Update file; ; 2003-07-17
2003-07-17

Cust called inquiring status of file; ; 2003-07-17
2003-07-17

Reim Breakdown; ; 2003-07-17
2003-07-17

researching payment; ; 2003-07-17
2003-07-17

offer reim; ; 2003-07-17
2003-07-17

offered reim; ; 2003-07-17
2003-07-17

Reim; ; 2003-07-17
2003-07-17

Created: CAC_RS0005. SR#1-116389723; ; 2003-07-17
2003-07-17

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-07-17
2003-07-17

gw submitted to gl; ; 2003-07-21
2003-07-21

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2003-07-21
2003-07-21

Service Request has been Closed Satisfied.; ; 2003-07-21

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85082-2530



CHECK No. 9005414

DATE
07/23/03

PAY
TO THE
ORDER
OF

VOID
TALLAHASSEE FL

AMOUNT
\$204.47
CENTS
North American Operations
General Motors Corporation
Disbursement Account
Richard C. [Signature]

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

AIRBT

#900541425# 10213093791# 601-2-62520#

JUL 25 2003

VENDOR
DUNS NO. 33 090000164
VENDOR NAME

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSIT
CHECK NO. 9005414
PAYMENT
DATE 07/23/03

REGISTERED NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161YY2298NS1178 78.1-116889723.1-12U1XB	07/23/03	VH 1-12W1XB	60.9000	204.47	.00	

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

MS

October 23, 2003

[REDACTED]
Tallahassee, FL [REDACTED]

Service Request: 1-116389723

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$204.47. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

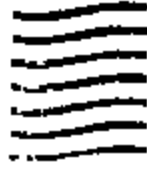
We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and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

Sincerely,

Pavel Lutskovsky
Customer Relationship Manager

RS0005-P

██████████
TALLAHASSEE, FL



FILE # 1-116389723
P.O. BOX 33170
DETROIT, MICHIGAN
48232

JUN 11 2003

4823248170

July 7, 2003

Thank you for caring enough and calling me. I know that you have agreed to pay for 1/2 my bill, and that puts my faith back in Chevrolet. I am enclosing all of the documents that you asked for. The bill shows at the bottom that I paid \$308.94 Master Card and \$100.00 Cash, for a total of \$408.94. If you have any further questions, please do not hesitate to call. Thank you again.

Tallahassee, Fl.

File # 1-116389723

UNIVERSITY CHEVROLET

ORIGINAL



1850 CAPITAL CIRCLE N.E.
TALLAHASSEE, FL 32308
(850) 402-8900
MV # 41473



I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

TALLAHASSEE FL		TALLAHASSEE FL	
INVOICE #		INVOICE # C31614	
FOR OFFICE USE		VEHICLE INFORMATION	
TAC# 0846	ADV# 974 JEWELL, H INVOICE# PRELIM CUS C	VIN 1G1YY226345117070	LICENSE NUMBER FL FL
TAX #	TAX #	30 CHEVROLET CORVETTE	208 CPE
DATE IN: 07/02/00	DATE IN: 07/02/00	DATE IN: 07/02/00	DATE IN: 07/02/00
CONCERN 51 CK STEERING COLUMN LOCKED		OPERATION TECH	
CORRECTION REPLACED COLUMN LOCK ASSY		LOCK 331	
PART NUMBER 000 026050960		QTY 1S	
FACTORY TECH: 331 - OSBORN, DAVE H.		SELL 198.95	
		AMOUNT 167.50	
		SUBTOTAL	
		PARTS 198.95	
		LAB-MECHANICAL 167.50	
		TOTAL CHARGE FOR SERVICE 366.45	
SUMMARY OF CHARGES FOR SERVICE C31614		PATIENT INFORMATION FOR INVOICE C31614	
PARTS 198.95		TOTAL CHARGE 400.94	
SHOP SUPPLIES 15.00		CASH 400.94	
LAB-MECHANICAL 167.50			
SUB-TOTAL 381.45			
FLORIDA STATE TAX 21.99			
FLORIDA COUNTY TAX 5.50			
TOTAL CHARGE 408.94			

IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM B JEWELL
THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR REPAIR FOR HISSE
LLANUS SHOP SUPPLIES OR WASTE DISPOSAL (\$8.339.90M(4)
THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW

Cash
MC
100% AC
LAST FEE
308.94

REG. FEE \$70.10	INTY. FEE \$	COUNTY FEE \$3.00	MAIL FEE \$	SURCH. TAX \$0.00	TITLE FEE \$
PLATE ISSUED 08/18/02	DATE ISSUED 08/18/02	INTERNET KIOSK FEE \$0.00	VOLUNTARY CONT. TOTAL \$	GRAND TOTAL \$73.10	

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 08/18/02
 DL#: L100787053360
 TRF#: 578PU DECPL#: 12377681 EXP: 09/18/03
 VIN: 1G1YY2263M6117870 TC: 76028340 YU/TYPE: 1999 CHEV

[REDACTED]
 TALLAHASSEE, FL

KEEP

This is your registration.

LT: 246081 TF: 327587685 RF: 216854 RA: 3276870



31614

UNIVERSITY CHEVROLET
 1850 CAPITAL CIRCLE
 TALL, FL 32308
 UNIVERSITY-CHEVY.COM
 850-482-9908

8073 007
 844-43 4444-1
 803540000

REG. 9902
 CD TRF# 588000
 TR TRF# 000000
 0000 AL 02. 00 07-25-03

TOTAL \$308.94

6270 5447554000717
 844-43 4444-1
 803540000

100.00
 CASH

CUSTOMER ACKNOWLEDGES RECEIPT OF BILLS
 AND/OR SERVICES IN THE AMOUNT OF THE
 TOTAL SHOWN HEREIN AND AGREES TO PERFORM
 THE OBLIGATIONS SET FORTH BY THE
 CUSTOMER'S AGREEMENT WITH THE SELLER



GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Palm Coast

FL

HOME PHONE:

CASE NUMBER: 1-84505535 VIN: 1G1YY22G3W5118646
MODEL YEAR: 1998
DATE OPENED: 2003-03-26 SERIES: Corvette
DATE CLOSED: 2003-04-29 MILEAGE: 24200.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Tom Gibbs Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: State Rd 100 E, Palm Coast, FL, 32135,

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

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

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

Steering column locked; ; 2003-03-26
2003-03-26

Steering column lock; ; 2003-03-26
2003-03-26

Service Request Ownership has changed FROM: SLYDERD TO: GARCIA; ; 2003-03-26
2003-03-26

Service Request has been Closed Dissatisfied.; ; 2003-03-26
2003-04-03

SR in Status of Closed has been Re-Opened by LINANT; ; 2003-04-03
2003-04-03

update the file; ; 2003-04-03
2003-04-03

Service Request has been Closed Dissatisfied.; ; 2003-04-03
2003-04-11

SR in Status of Closed has been Re-Opened by CHIBBARD; ; 2003-04-11
2003-04-11

Service Request Ownership has changed FROM: GARCIA TO: CHIBBARD; ; 2003-04-11
2003-04-11

REQUEST FOR ASSISTANCE Scanned: 2003-04-09-17.39.41.000000, MSXDocNum: 0309900405; ; 2003-04-11
2003-04-11

cust sent ltr, original RO, proof of payment for reconsideration of assistance for reimb; ;
2003-04-11
2003-04-11

calling cust; ; 2003-04-11
2003-04-15

call cust to decline assistance; ; 2003-04-15
2003-04-15

calling cust to decline assistance under campaign; ; 2003-04-23
2003-04-23

calling Lloyd Cadillac 386-252-3755 for repair info on 2001 Seville; ; 2003-04-23
2003-04-25

call cust w/ info on OLC; ; 2003-04-25
2003-04-24

CRM rec'd OTS from GML James Adams; ; 2003-04-25
2003-04-23

Steve Searle; ; 2003-04-23
2003-04-23

business case; ; 2003-04-23
2003-04-23

OTS for \$1,000.00 OLC; ; 2003-04-23
2003-04-25

calling cust to offer \$1000 OLC; ; 2003-04-25
2003-04-25

Created: CAC_RS0027. SR#1-84505535; ; 2003-04-25
2003-04-25

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-04-25
2003-04-25

OLC; ; 2003-04-28
2003-04-28

OLC in the amount of \$1,000.00 was final approved.; ; 2003-04-29
2003-04-28

Goodwill Status has been changed from: PreApprv - Cert to Approved; ; 2003-04-28
2003-04-29

Service Request has been Closed Satisfied.; ; 2003-04-29

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

1-84565535

Issued by:
Chevrolet

Certificate No. 1G1YY22G3W5118646

Issue Date: October 23, 2003

Issued exclusively for:

[REDACTED]
Palm Coast, FL [REDACTED]

Valid through: April 28, 2004

Amount: One Thousand Dollars and Zero Cents
****\$1,000.00****

[REDACTED]
Palm Beach
Florida [REDACTED]

APR 09 2003



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

48232+5170



4-3-03

VIN# 1G1YY22 93W5118646

PALM COAST, FLORIDA

General Motors

P.O. Box 33170

Detroit, Michigan

Re: Service Request No 1-84505535

Gentlemen

AFTER my steering on my 98 Corvette Locks up, I called Chevrolet. As I know other C5 Corvettes have experienced the same problem I also know that there had been a recall on this problem. But then I am told that my VIN# is not included, yet the recall started in late 98 production VIN#s, Hey if 98's had the problem why not mine. This does not make any sense. I know of 97's also with the same problem. Why have coverage on one set of C5's and not others? Since changes are made every month at the Factory why not cover earlier ^{C5} problems with the steering? No matter what year or VIN# this seems like a Factory design problem. I am sending my original Recall from Tom Gibbs Chevrolet along with my change receipt for consideration.



TOM GIBBS CHEVROLET

State Road 100 P.O. Box 354429
PALM COAST, FLORIDA 32135-4429
Flagler County (386) 437-3314 Daytona Toll Free (386) 258-3314



MV# 02

Customer No. 21960	Advisor MELISSA CROSBY	Vehicle No. 29090	Invoice Date 03/27/03	Invoice No. CVCS1111
PALM COAST, FL	Labor Rate	License No.	Vehicle	Vehicle
			24,231	LGT CARMINE
	Year / Make / Model	Delivery Date		Delivery Miles
	98/CHEVROLET/CORVETTE/3DR CPE L/B	02/24/98		
	Vehicle ID No.	Selling Dealer		Production Date
1 G 1 Y 2 2 G 3 W 5 1 1 8 6 4 6			03/26/03	
P.T. No.	P.C. No.			
Comments				

LABOR & PARTS		TECH(S):366	215.00
JOB # 1 15CVZ STEERING/SUSPENSION			
STEERING COLUMN LOCKED			
REPLACE STEERING HARNESS			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 1	1	88962427	HARNESS K 2.195
			UNIT PRICE 114.04
JOB # 1 TOTAL PARTS			114.04
JOB # 1 TOTAL LABOR & PARTS			329.04

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	EDF	WASTE DISPOSAL FEE		1.00
JOB # 1	SNP	MISCELLANEOUS SHOP SUPPLIES		15.00
TOTAL - MISC				16.00

COMMENTS
TOW TO SHOP

TOTALS

TOTAL LABOR	215.00
TOTAL PARTS	114.04
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG.	16.00
TOTAL MISC DISC	0.00
TOTAL TAX	24.17
TOTAL INVOICE \$	369.21

THE STAFF AT TOM GIBBS CHEVROLET WOULD LIKE TO
THANK YOU FOR GIVING US THE OPPORTUNITY
TO SERVICE YOUR VEHICLE

PAYMENT METHOD		CHARGE NO
CASH	CHECK NO	
VISA	MASTERCARD	AMEX
DISC	DISC	

SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES
This charge represents costs and profit
the motor vehicle repair facility for
such as miscellaneous shop sup
and/or waste disposal (a.550.004(4))

The State of Florida requires a \$1.00 fee
be collected for each new tire sold in
state (a.403.718), and a \$1.50 fee is
collected for each new or remanufact
battery sold in the state (a.403.7186)

ALL PARTS NEW UNLESS
OTHERWISE INDICATED

SEE REVERSE SIDE FOR WARRANTY

ORIGINAL

DATE-TIME
YELLER-CUSTOMER

REF: 8885 07 967267
MATCH 8596
NO 811187

AMOUNT \$ 369.21

MC 54641082722876 1713
SME TERM 0801

16/28 IN 04/01/03

101 Buick Ave
STATE RD 100
PALM COAST, FL 32135
(386) 437-3314

October 23, 2003

[REDACTED]
Palm Coast, FL [REDACTED]

Service Request: S1-84505535

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1998 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY22G3W5118646, enclosed is the Owner Loyalty Certificate for the amount of \$1,000.00. This certificate is valid through April 28, 2004, towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1998 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Donna Chibbaro
Customer Relationship Manager

RS0027-T/tlc

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

PLANO , TX

CASE NUMBER: 05418762 VIN: 1G1YY2ZG3W5119182
MODEL YEAR: 1998
DATE OPENED: 2001-08-29 SERIES: UNKNOWN
DATE CLOSED: 2001-11-17 MILEAGE: 49000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No 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 Broken
1 REPAIR ATTEMPT(S) HAD RPL campaign 01044
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) campaign 01044///\$428.68
S86 CAC Resolved With Goodwill CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S) reimbursement for repair

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\Plus1\Micros-1\explore.exe
<http://carsweb/webknowledge/>]] for recall details, Go under the Bulletins tab.
3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.
How do you tell if my Campaign was performed?

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

CUST STATES THE STEERING COLUMN LOCKED AND HAS ALREADY PAID FOR REPAIR. CUST SEEKS TO KNOW IF THERE IS ANY CAMPAIGNS ON VEH. CRM ADV CUST THAT THERE ARE NO OPEN CAMPAIGNS ON VEH NOR POLICIES. CUST STATES HE WOULD LIKE TO KNOW ABOUT IF THERE WERE ANY CAMPAIGNS ON VEH. CRM ADV CUST THAT THERE HAS BEEN ONLY ONE CAMPAIGN ON VEH FOR INSPECT LAP BELT. CUST DIDN'T WANT CASE #. JESSICA GARCIA/ATX; 0; 367949217
2001-09-15

CRM attaching letter to related file and forwarding to owner crm garciaje. rich perez /cars/
tampa; 0; 369417246
2001-09-15

CASE WAS TRANSFER BACK TO ME WHEN CASE WAS CLOSED.

CRM READ LETTER. CUST STATES HE PREV HAD REPAIRS DONE ON VEH FOR THE STEERING WHEEL LOCKING. CUST STATES DLR ADVISED HIM THERE ARE NO CAMPAIGNS NOR POLICIES ON VEH. CUST SEEKS REIM FOR REPAIRS.

CRM CALLED CUST, MR. DOLK WAS NOT HOME. CRM LEFT VN WITH CUST DAUGHTER WITH 1800 AND CASE #.

****NEXT CRM PLEASE IF CUST CALLS BACK PLEASE TAKE OWNERSHIP OF CASE. CRM AND CUST NEVER TALKED ABOUT REIM AS YOU CAN SEE IN PREV NOTES. *****

CRM WILL CALL CUST BACK ON 9/19/2001 11AM -1PM. IF CUST HAS NOT CALLED IN YET BY 9/19/01 JESSICA GARCIA/CAC/ATX; 0; 369423419

2001-09-15

FILE WAS OPENED BY MISTAKE.

JESSICA GARCIA/CAC/ATX; 0; 369423648

2001-09-18

CRM CALLED CUST FOR 2ND TIME. CRM LEFT VM WITH 1800 AND CASE #. CRM IS SENDING UNABLE TO CONTACT LETTER TO CUST.

IF CUST CALL BACK IN PLEASE TAKE OWNERSHIP OF CASE.

JESSICA GARCIA/CAC/ATX; 0; 369705699

2001-09-19

c/s that he is returning msg.

c/s 2nd owner of 1998 corvette w/45,000 miles. c/s states that he purchased veh used w/40,000 miles from Reliable Chev in Richardson, TX 972 952 1500. c/s that he also has protection plan for 24/24.

c/s 6wks ago, the steering column locked and was towed to dlr for repair. dlr advd that there may be a recall on the veh. apparently, there was not a recall and cust was charged \$450.00 for work done to the steering column. c/s the steering column locking has been an ongoing concern since he's owned veh.

cust seeks: reim of the repair b/c this is a widespread problem and a factory defect. cust also sent in letter stating: " I got in the car and the dash displayed the msg 'remove key and wait 10 seconds. I complied. Then I got another msg stating service steering column lock. At that point, I could no longer turn the steering wheel. The dlr was familiar with problem and even the tow guy. My extended warranty company didn't cover the \$428.68 repair.; 0; 369763868

2001-09-19

Considering the obvious widespread problem w/the 1998 Corvette steering column lock, I feel there should be a recall or some other program to reim owners for what is obviously a design or product defect.

crm advd: that she will research file and give him a cb today 1-3pm

cust work # 972 907 6962 8:30-6:00 ct

tamika alexander/atx; 0; 369763978

2001-09-19

LTR DELETED, CUST CONTACTED CAC.

RITA LABRADO/APPROVER/ATX; 0; 369764605

2001-09-19

CRM OPENED FILE, AND SAW THAT LETTER WAS DELETED AND CUST CALLED BACK IN. JESSICA GARCIA/CAC/ATX; 0; 369765214

2001-09-21

crm contacted cust and informed him that reimbursement for steering wheel lock repair was approved. cust requested the necessary docs to process reimbursement. tm manny lebron has approved reimbursement even though veh's vin does not fall in breakpoints for '98 corvette, produced in bowling green. vin is some 900 veh away from inclusion and as this concern is widespread in '98 corvettes, reimbursement is warranted. crm will close file pending receipt of docs. rich perez /cars/ tampa; 0; 369957631

2001-11-02

CUST STATES THAT HE FORGOT WHAT HE NEEDS TO SEND IN FOR REIMBURSEMENT. CRM ADVISED CUST THAT HE WOULD NEED TO SEND IN ORIGINAL RO, PROOF OF OWNERSHIP, AND PROOF OF PAYMENT. CRM PROVIDED CUST W/ ADDRESS AND FILE #. CUST THANKED CRM. RACHEL CONLEY/CAC/PDX; 0; 373589196

2001-11-02

file closed pending receipt of docs. rich perez /corr /tampa; 0; 373590703

2001-11-07

CRM ATTACHING DOCS AS REQUESTED BY RICH PEREZ,.....,NANCY NICASTRO/CAR/STPA; 0; 374013799

2001-11-07

crm spoke w/ svc advisor scott bowling who opened repair order. crm confirmed that work was completed and paid for. cust submits appropriate documents verifying ownership and pymt of work order. reimbursing for \$428.68. (campaign 01044--electronic columnlock) cost of repair, towing, and labor and tax (@ 8.25%). It is understood that veh does NOT fall inside breakpoints for campaign 01044. tm manny lebron approved reimbursement because the problem is so widespread that it made good business as well as enhancing cust relations. Concern (and part used for repair) was identical to that experienced by vehs INSIDE the breakpoints; included are: proof of payment.....credit card receipt

proof of ownership.....current veh registration

original repair order detailing work completed invoice # 630111--

dated 7-24-01

vin has been verified on all documents submitted; reimbursement breakdown follows; 0; 374016997

2001-11-07

parts	\$162.68
labor	\$175.00
towing	\$70.00
misc charges	\$7.00
tax (8.25%)	\$14.00

total \$462.68

level 1 empowered crm: rich perez /corr /tampa; 0; 374017270

2001-11-07

crm informed cust of reimbursement amount and verified address. vin search revealed transmission goodwill adjustment under a different name. veh was purchased used subsequent to that repair. file suspended pending tm approval.; 0; 374017936

2001-11-07

TM Manny Lebron reviewed file and is approving reim for \$462.68 on S.F. 01044. Docs include original repair order stamped paid and proof of ownership.

labor	\$175.00
towing	\$70.00
misc charges	\$7.00
tax (8.25%)	\$14.00

total \$462.68

.....tampa; 0; 374031907

2001-11-08

REIM BREAKDOWN CORRECTION:

parts	\$162.68
labor	\$175.00
towing	\$70.00
misc charges	\$7.00
tax (8.25%)	\$14.00

total \$428.68

MARK KAZMIERSKI, TAMPA, APPROVAL GROUP---F; 0; 374091558

2001-11-10

the correct reimbursement amount is \$428.68. this is the amount he expects. crm forwarding file back to gl dana saier for disposition. rich perez /corr /tampa; 0; 374269248

2001-11-10

presapproval of reimbursement in the amount of \$428.68

tm lebron

one previous file - diferent concern, file closed, no goodwill

dana saier/tpa gl; 0; 374270572

2001-11-12

FINAL APPROVAL REIMBURSEMENT IN THE AMOUNT OF \$428.68 VIN CHECK COMPLETED-ONE FILE
W/DIFFERENT CONCERN. CRAIG KING/TAMPA/GOODWILL LIAISON; 0; 374453562
2001-11-17

CHECK# 900488574 FOR AMOUNT \$ 428.68 MAILED ON (11/14/01)
Edward J. Brown II/Goodwill/TPA; 0; 374856351

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:

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

TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****HODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

Piano TX

CERTIFIED MAIL



7001 0320 0002 7184 5262

**RETURN RECEIPT
REQUESTED**

09-10-01P01:25 RCVD

CHEVROLET MOTOR DIVISION
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047



4007

U.S. POSTAGE
\$3.94
09000-128-10

48007+7047

05418762

Tuesday, August 28, 2001

CHEVROLET MOTOR DIVISION
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

I am the proud owner of a 1998 Red Corvette.

Recently I got in the car and the dash displayed the message "Remove key and wait 10 seconds." Which of course I complied with. Only to receive an additional message "Service Steering Column Lock." At that point I discovered that I could no longer turn the steering wheel.

I called the local Chevrolet dealer and apparently he was familiar with the problem and told me that they have been having a lot of problems with the steering columns on the Corvettes locking and that he believed that there is a recall on them. Of course I was disappointed that such a fine machine had such a defect, but was somewhat relieved that there might certainly be a recall which would relieve me of the expense of having it repaired (not to mention the towing charges).

Anyway, the dealer recommended a towing service, which I called. When the tow truck arrived, the driver asked me what the problem was and when I told him his one-word response was "Damn!" I was concerned that he might damage my car since the wheels were turned slightly and it was parked with the curb on one side and another car on the other. I expressed my concern to the driver and he said, "Don't worry about it. I have had to pick up a lot of these recently for the same problem. This seems to only happen to the 1998s."

The car was taken to the shop for repairs and when I went to pick it up, not only did I get the car, but a \$428.68 repair bill. What a shock! The dealer said that he could not find a recall for the problem and that the expensive extended warranty I have purchased does not cover the repair. Dismayed, I paid the bill and went on my way.

Recently my daughter's Chrysler had to be towed to the shop and my Corvette was parked near it when a different towing service arrived to pick her car up. Being a proud Corvette owner, I pointed out that I was the owner of the Corvette. The driver smiled at me and said, "Has the steering column locked yet?" You can imagine the surprise I felt when asked the question. I said yes, how do you know? He stated that he has had to tow a lot of them and that if it hadn't locked, it would. He also stated that he knows how to get it unlocked. I asked how and he stated that "It's a trade secret. Tow truck drivers are making a lot of money off towing Corvettes for that problem and it will affect my profits if I let the secret out."

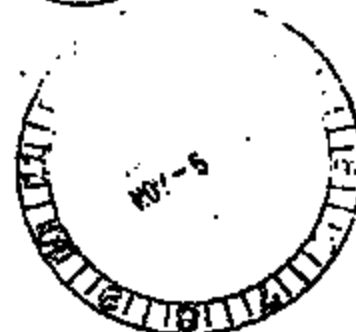
Considering the obvious widespread problem with the 98 Corvette steering column lock, I find it unconscionable that there is not a recall or some other program to reimburse the owners for what is obviously a design or product defect. I have personally discussed this issue with the dealer and the Mechanical Protection Plan extended warranty representatives, to no avail.

IS THERE ANY WAY FOR ME TO RECOVER THE COST OF REPAIRS?

VIN: 1G1YY22G3W5119182

PLANO TX

Piano TX



Chevrolet
P.O. Box 33170
ATTN: 48232
Detroit MI 48232

48232X5170



Friday, November 02, 2001

Chevrolet
P.O. Box 33170
ATTN: 48232
Detroit MI 48232

Attached are the documents you requested.

I really appreciate your understanding and cooperation in this matter. Please do not hesitate to contact me if you need further information.

THANK YOU!!!

Please TX [REDACTED]

206658

630111

RELIABLE CHEVROLET

INVOICE



800 NORTH CENTRAL EXPRESSWAY
P.O. BOX 831240
RICHARDSON, TEXAS 75080-1240
SERVICE (972) 862-8133
COLLISION REPAIR (972) 862-1830

DUPLICATE 1
PAGE 1

PLANO TX 75025

HOME:

SERVICE ADVISOR: 8 SCOTT BOWLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE	DATE
RED	98	CHEVROLET CORVETTE	1G1VY22G3W5119182		46914/46914	T23
DEL DATE	PROD DATE	WARR EXP	PREPAID	POUND	RATE	PAYMENT
14FEB2001			18:00 23JUL01		70.00	CC
NO. OPENED	READY	OPTIONS: STK:W5119182 DLR:07706 1)MPP POLICY				
23JUL01	24JUL01	2)100.00 DED. 24/24000				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TOW VEH IN FOR REPAIRS.

TOW TOW VEH IN FOR REPAIRS.

99 CCC 0.00

0.00 0.00

B CUSTOMER STATES THE SERVICE COLUMN LOCK IS ON. OK AND REPORT EXT
WARRANTY

E7501 REPLACE THE SHORTED STARTING COLUMN
LOCK, CLEAR CODES, RESET BCM.

29 CCC 2.50

275.00 175.00

1 26050960 LOCK

162.68 162.68 162.68

SUBL BIG BASS TOWING #28642

PO#599792

CCC

70.00 70.00

CUSTOMER PAY MISC SUPPLIES FOR REPAIR ORDER

7.00

*** THANK YOU FOR CHOOSING RELIABLE ***



PAID

gmc

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties which appear on the sale of this merchandise. The dealer hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither warrants nor endorses any other person or service for any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTAL
LABOR AMOUNT	175.00
PARTS AMOUNT	162.68
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	70.00
MISC. CHARGES	7.00
TOTAL CHARGES	414.68
LESS INSURANCE	0.00
SALES TAX	14.00
PLEASE PAY THIS AMOUNT	428.68

ISSUED DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

ACTUAL MILEAGE

0574333697713

161YY22G3W5119182

04/06/2001

ZYN91W

3300

RELIABLE CHEVROLET INC RICHARDSON TX

ORIGINAL TITLE MAILED TO 1ST LIENHOLDER WHEN
LIEN IS PAID. CONTACT LIENHOLDER FOR ORIGINAL
TITLE

IF A 3RD LDR WAS RECORDED Q: OWNER'S APPLICATION. IT WILL BE NOTED IN THE DEPARTMENT'S RECORDS

IT IS HEREBY CERTIFIED THAT ACCORDING TO THE RECORDS OF THE TEXAS DEPARTMENT OF TRANSPORTATION, THE PERSON HEREIN NAMED IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE.

PLANO, TX

03/23/2001 COMMUNITY CREDIT UNION
P O BOX 867239
PLANO, TX 75086-7239

FORM 30-N NGÀY 10-2000



Texas Department of Transportation
VEHICLE TITLES AND REGISTRATION DIVISION

2 AND NO: 5424180173897163
 EXP DATE: 01/06
 CARD TYPE: MC - CREDIT
 TR TYPE: SALE
 APPR CODE: 430354
 RECORD NO: 014
 TRANSACTION ID: 70204081538725

24 Credit Card

REF: JBL 25; Z661 B3-327

ITEM ID: 2330009121422992
STATION #1

978-952-1584

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 08-08-2001 BY 75060

PELITIKAL-CHALLENGE

630111

November 10, 2001

[REDACTED]
Plano, TX [REDACTED]

Request: C05418762

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$428.68. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Richard Perez
Customer Relationship Manager

RS0005-T/dls

North American Operations
General Motors Corporation
Instruments (2813)
P.O. Box 82830
Phoenix, AZ 85062-2830



check No. 900488574

DATE
11/14/81

***** DOLLARS

*****AMOUNT*****
*****68 CENTS*****

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

PLANO TX

INDEX

Pe-Chiao Martin-Lien Bank, N.A.
Towamenc, New York

10

~~1-900-685-7411 • 1-800-369-3791 • 800-746-2529~~

FORM NO. FD-00100942

ENDOW NAME

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 82830
Phoenix, AZ 85082-2830

DATA ON REQUEST **DISCONTINUED**

CHECK NO. 9066 日期 74

PAYMENT
DATE 11/16/01

[illegible]

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR

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

HOUSTON , TX

CASE NUMBER:	06685839	VIN:	1G1YY22G3W5119196
DATE OPENED:	2002-04-09	MODEL YEAR:	1998
DATE CLOSED:	2002-04-09	SERIES:	CORVETTE COUPE
SOURCE:	Phone	MILEAGE:	23000
ERC TYPE:	No	DELIVERY DATE:	
ERC PARENT:		DEALER NAME:	
		DEALER ADDRESS:	

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

M41 Steering Column/Lock/Attaching Parts	Excessive Effort
0 REPAIR ATTEMPT(S)	column is locked
A12 Miscellaneous - Not Classified	Other
0 REPAIR ATTEMPT(S)	roadside assist

Roadside Assistance phone numbers:

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

Roadside Assistance phone numbers

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

CUST STATES: IN MALL PARKING LOT AND STEERING COLUMN IS LOCKED. MSG CENTER STATES: SERVICE COLUMN LOCK, SERVICE TIRES. VEH WILL TURN ON BUT STEERING WHEEL WILL NOT TURN.
CUST SEEKS: SOMEONE TO HELP GET VEH WORKING, ROADSIDE ASSIST.
CRM ADVISED: LOOKED IN MANUAL FOR QUICK FIX, BUT FOUND NONE. CALLED ROADSIDE AND TRANSFERRED CUST TO CLARISSA, ROADSIDE REP. CUST SATISFIED. REQUEST CLOSED SATISFIED.
STORMY ROGERS/CAC/PDX; 0; 387257424

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

INCIDENT DATE:	INCIDENT TIME:
INCIDENT LOCATION:	

DRIVER NAME:	DRIVER AGE:
DRIVER DISABILITY:	

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:

ADDRESS: CONTACT PHONE:

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

Wyoming , DE

CASE NUMBER: 1-127356458 VIN: 1G1YY22G3W5120512
MODEL YEAR: 1998
DATE OPENED: 2003-08-06 SERIES: Corvette
DATE CLOSED: 2003-09-11 MILEAGE: 30000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Townsend Bros., Inc.
BRC PARENT: DEALER ADDRESS: 1450 S Dual Hwy, Dover, DE, 19901-4904, USA

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

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

Inoperative

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

98 Corvette Steering Column Locked Up; ; 2003-08-29
2003-08-06

Corvette Repair; ; 2003-08-14
2003-08-08

Follow up call; ; 2003-08-14
2003-08-08

Business Case; ; 2003-08-29
2003-08-11

CUST picked up Corvette; ; 2003-08-11
2003-08-12

Corvette Final Repair Information; ; 2003-08-29
2003-08-12

Update SR for CUST; ; 2003-08-12
2003-08-21

AVM Seth Young; ; 2003-08-29
2003-08-29

AVM Notified; ; 2003-08-29
2003-09-11

Service Request has been Closed Satisfied.; ; 2003-09-11

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Tampa , FL

CASE NUMBER: 1-136433272 VIN: 1G1YY22G3W5121305
MODEL YEAR: 1998
DATE OPENED: 2003-09-02 SERIES: Corvette
DATE CLOSED: MILEAGE: 44000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Gordon Stewart Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 16414 N Dale Mabry Hwy, Tampa, FL, 33618-1343, USA

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

M01 General
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

RFI steering wheel lock; ; 2003-09-02
2003-09-02

Service Request Ownership has changed FROM: TEMPFENA TO: HARRILLD; ; 2003-09-02
2003-09-02

Steering column has locked on veh.; ; 2003-09-03
2003-09-02

1-136433272 need diag; ; 2003-09-02
2003-09-03

CRM seeking to get veh diag.; ; 2003-09-03
2003-09-03

1-136433272 need diag; ; 2003-09-03
2003-09-03

Svc mgr left v/m; ; 2003-09-03
2003-09-03

CRM seeking to know; ; 2003-09-03
2003-09-04

1-136433272 need diag; ; 2003-09-04
2003-09-04

CRM seeking to know; ; 2003-09-04
2003-09-04

CRM verifying if veh was towed to the dlr; ; 2003-09-04
2003-09-08

1-136433272 need diag; ; 2003-09-09
2003-09-09

CRM seeking to know; ; 2003-09-09
2003-09-11

1-136433272 need diag; ; 2003-09-11
2003-09-09

CRM verifying if veh has been brought into the dlr; ; 2003-09-09

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED: 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:

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:

TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

NAME:
INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:CORAL GABLES
FL

HOME PHONE:

CASE NUMBER: 03145439 VIN: 1G1YY22G3W5126150
MODEL YEAR: 1998
DATE OPENED: 2001-02-08 SERIES: UNKNOWN
DATE CLOSED: 2001-02-12 MILEAGE: 20965
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: MAROONE CHEVROLET OF MIAMI
BRC PARKET: DEALER ADDRESS: 4181 SW 8TH ST., MIAMI, FL, 33134, USA

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

M01 Steering General
4 REPAIR ATTEMPT(S)Other
LOCKING UP

STEERING LOCKING UP

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

CUST STATES VEH HAS BEEN IN TO SHOP 4 TIMES FOR STEERING WHEEL LOCKING UP...CUST STATES VEH IN DLR NOW FOR SAME THING...CUST SEEKS TO KNOW WHY HAS NOT GOTTEN A LOANER VEH ON ANY VISIT...CRM ADVISED CUST AFTER VEH HAS BEEN DIAG DLR ARRANGE A LOANER VEH FOR CUST...CUST STATES WAS TLD THIS TIME CAN GET LOANER AFTER 24 HRSCRM ADVISED CUST FOUND A CAMPAIGN FOR LAP BELT 00034...CUST NOT CONCERNED W/THAT...CUST STATES DLR ADVISED THE PART FOR STEERING PROB IS DEFECTIVE FRM MFG & PROBABLY WILL HAVE PROB AGAIN..CRM ADVISED CUST REF NUMBER...CRM CLD DLR...SER MGR JOSE PEREZ NOT AVAILABLE...CRM ADVISED CUST WOULD CALL BACK IN 1 HR...CRM CLD DLR SER MGR GONE HOME...TT JUAN...THIS MGR ADVISED THE ARE TOLD TO TAKE 24 HRS BEFORE LOANER CAN BE GIVEN TO CUST...CRM ADVISE JUAN THAT CUST HAS RENTAL VEH INV FOR 3 OTHER VISITS...JUAN STATES WILL ADVISED JOSE PEREZ ASK CRM TO CALL BACK TOMORROW & SPEAK TO HIM..CUST SHOULD TAKE RECIEPTS TO SER MGR FOR POSSIBLE REIMBURSEMENT....CRM/EVELYNSTEVENS/PDX; 0; 350526488
2001-02-08

CRM CLD CUST ADVISED UNABLE REACH SER MGR JOSE PEREZ ABOUT RENTAL VEH...CUST CAN TAKE RENTAL RECIEPTS TO MR PEREZ FOR REIMBURSEMENT...CRM ADVISED STILL CONFUSED ABOUT THE 24 HRS BEFORE LOANER CAN BE GIVEN..WILL RESEARCH W/SER MGR TOMORROW...CRM SET CALLBACK TME FOR 4:00 EST (1:00 PST) CRM/EVELYNSTEVENS/PDX; 0; 350526757
2001-02-09

CRM CLD DLR SER MGR JOSE PEREZ IN MEETING...NEED TO CALL BACK IN 10-15 MIN...EST 1:56 (PST 10:56) CRM/EVELYNSTEVENS/PDX; 0; 350596459
2001-02-09

CRM CLD DLR SER MGR JOSE PEREZ GONE LUNCH FOR HR OR TWO...2:37 EST (11:37 PST)
CRM/EVELYNSTEVENS/PDX; 0; 350598927
2001-02-09

CRM CLD DLR AGAIN ...SER MGR JOSE PEREZ GONE FOR DAY....CRM/EVELYNSTEVENS/PDX; 0; 350604645
2001-02-09

CRM CLD CUST ADVISED UNABLE TO GET HOLD FOR SER MGR...OR GEN MGR...WOULD CONTINUE TRYING...CRM READ THE OWNERS MANUAL PORTION TO CUST PERTAINING TO COURTESY...CRM STATED ONCE VEH IS DIAGNOSED DLR IS TO OFFER LOANER UP TO 5 DAYS IF NEC...3 DAYS W/O AUTH...CRM SUGGESTED CUST TAKE VEH RECIEPTS TO DLR FOR OTHER RENTALS PREVIOUS FOR SAME PROB...CRM

ADVISED WANT TO FIND OUT WHAT THERE ARE DOING FOR THE PROBLEM CUST IS HAVING...CUST THANKED CRM...CUST ADVISED WOULD ADVISED ANY FURTHER PROBLEMS...CRM/EVELYNSTEVENS/PDX; 0; 350605077
2001-02-12

CRM CLD DLR JOSE PEREZSER MGR GONE FOR DAY...MARY SER MGR STATES THIS IS MR PEREZ'S CUST..CRM ASK ABOUT LOANER POLICY...MARY STATES THEY DON'T HAVE LOANERS BUT MAKE ARRANGEMENTS W/RENTAL VEH AGENCY AFTER VEH IS DIAGNOSED...THEY NEVER OFFER A LOANER VEH...MARY WATSON IS A SER MGR ALSO....STATES LADY IS THERE TO PICK UP VEH...THOUGHT WAS IN FOR DOOR HANDLES?? MARY WANTS TO CK ON REPAIR ORDER...ASK CRM TO CALL BACK IN HOUR...EVERYONE GONE TO LUNCH..CRM/EVELYNSTEVENS/PDX; 0; 350858428
2001-02-12

CRM CLD DLR TT MARY WATSON SER MGR...MS WATSON ADVISES NOTHING WRONG W/STEERING COLUMN...VEH WAS DRIVEN FRM AIRPORT...THIS WAS DISCUSSED W/CUST....DLR DID REPLACE HANDLE SEAT ACTUATOR...CRM THANKED SER MGR...CRM/EVELYNSTEVENS/PDX; 0; 350866264
2001-02-12

CRM CLD CUST WRK NUMBER TT TRACY SECRETARY...TRACY STATES TECH HAS BOUNDED STEERING TO GET UNLOCK STEERING...TRACY WILL BE TAKING RENTAL RECEIPTS IN TO JOSE PEREZ TOMORROW WHEN HE IS THERE..TRACY STATES SER MGR STATES HE HAS SAME PROB W/HIS CORVETTE...CRM ADVISED TRACY IF CONTINUES TO BE A PROBLEM WE CAN CONTACT ZONE RKP...THIS PROB DOES NOT HAPPEN ALL THE TIME...CUST THANKED CRM..CRM/EVELYNSTEVENS/PDX; 0; 350866865

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:

COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER BAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0	BHC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

WHEATON , IL

CASE NUMBER: 01481381 VIN: 1G1YY22G3W5126827
MODEL YEAR: 1998
DATE OPENED: 2000-09-06 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-07 MILEAGE: 22000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) inconvenience
M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) vehicle towed

Request for Reimbursement

CRM INSTRUCTIONS:

* Please check to see if vehicle is covered under a; warranty, recall campaign, or special policy.
* Encourage caller to see their dealer for reimbursement.

* If caller is not satisfied document the problem.
* If it is decided that a reimbursement is necessary:
* Select the Additional Information tab
* Document Complaint information
* Select REIMBURSEMENT and follow the reimbursement process.
reimbursement

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

Cust states his 98 Corvette had the steering column lock up, cust states he contacted CAC and was offered reimbursement, cust states roadside assistance will not assist him. Cust seeks reimbursement for purchasing a plane ticket, hotel room, and a rental car. CRM advises he will set up a file, and call cust back in 15 minutes after reviewing the case.
Tyrell Miller/PDX; 0; 337134579
2000-09-06

CRM contacted cust, confirmed the mileage and local dealer from the cust, CRM advises cust he will contact dealership, and confirm info on warranty repair.
Tyrell Miller/PDX; 0; 337138071
2000-09-06

CRM contacted dealership, dealer states vehicle is covered under warranty, dealer states all of the requested reimbursement is dealt with through roadside assistance. CRM contacted cust, CRM informed cust that the concern is outlined in his owner's manual and warranty booklet. CRM advised cust to contact roadside assistance to receive info regarding reimbursement for the rental car. CRM advises cust he will call him back tomorrow at 10.00am pacific time.
Tyrell Miller/PDX; 0; 337138350
2000-09-06

CRM contacted George White Chevrolet and Pontiac in Ames Iowa, phone number 1-515-233-2211, dealer advises cust to call back tomorrow at 7.00am and speak with Scott Holebach the service manager.

Tyrell Miller/PDX; 0; 337138715
2000-09-07

CRM contacted cust, cust states there is a new request number, cust states concern has been resolved to his satisfaction, cust states the new request number is 0049445. CRM advises cust he will look into this wrap up.

Tyrell Miller/PDX; 0; 337203180
2000-09-07

CRM conferred with TM, cust situation has been resolved is the conclusion by CAC, cust situation resolved through Roadside Assistance.

Tyrell Miller/PDX; 0; 337203531

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:

REPURCHASE REASON:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LATTINGTOWN

NY

HOME PHONE:

CASE NUMBER: 00523829

VIN: 1G1YY22G3W5127458

MODEL YEAR: 1998

DATE OPENED: 2000-06-05

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-06-05

MILEAGE: 32988

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: HALLOCK CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 150 PINE HOLLOW RD., OYSTER BAY, NY, 11771, USA

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

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

wants loaner while veh is waiting for repairs

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

cust states that steering column on veh locked up and he can't get it in for repairs until 6/8/00. cust states that he should have loaner veh during this time since veh is inoperable. cust states that he had this repair done a year ago and that he had trouble then with scheduling as well. crm adv she would call dlr and see if he can assist cust in this. crm called svm and he states that he cannot schedule cust any sooner because he is booked solid. svm states he has only seen this cust once for brake work last year and therefore he could not offer any goodwill. svm adv that cust should call east hills chev where the repair was done before and see if he could schedule any sooner. he also states there is huntington chev and roberts chev local to them. crm adv cust secretary of this....carrie williams/austin; 0; 329086321

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

GRAYSON , GA

CASE NUMBER: 05028831 VIN: 1G1YY22G3W5129761
MODEL YEAR: 1998
DATE OPENED: 2001-07-23 SERIES: UNKNOWN
DATE CLOSED: 2001-07-23 MILEAGE: 37000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET AT TOWN CENTER,
BRC PARTENT: DEALER ADDRESS: 950 ERNEST BARRETT PKY., KENNESAW, GA, 30144, USA

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

A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	00034
C28 Seat Belt System	Other
0 REPAIR ATTEMPT(S)	TWISTS
A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	01044
M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCKS
S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	CAMPAIGN

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify and Determine Customer's expectation
 - * Determine Customer's expectation
 - * Determine if any manufacturer / parts warranty remains in effect
 - * Probe to determine if consumer has an "Extended Warranty" GMPP or other
 - * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision,
review warranty history, and other appropriate documents.
 - * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)
 - * If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill1.htm>]]
 - * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done
*****WORK HISTORY*****

CST STS SHE'S HAD REPAIRS DONE @ DLR FOR HER STEERING COLUMN LOCKING.....CST SRS REIMB FOR REPAIRS...CRM ADV'D CST OF CAMPAIGN INFO AND CONFERENCED CST W/ SVC ADV'R-KEVIN WHO ADV'D CST WOULD HAVE TO BRING IN DOCS, HAVE CURRENT CAMPAIGN REPAIRS DONE, AND REIMB WOULD BE PROCESSED THROUGH WNTY ADMIN IF PARTS MATCH CAMPAIGN.....CRM ATTEMPTED TO ASST FURTHER, BUT CST DICONNECTED.
364785689

DAVIDM.GOLDBERG-PDX/CAC.; 0;

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:

ENGINE TYPE:

TRANSMISSION:

MILEAGE @ BUY-BACK: 0

VEHICLE DRIVEABLE:

MSRP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Monroe , NC

CASE NUMBER: 1-128306875 VIN: 1G1YY22G3W5130439
MODEL YEAR: 1998
DATE OPENED: 2003-08-08 SERIES: Corvette
DATE CLOSED: 2003-08-14 MILEAGE:
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AYes DEALER NAME: Frontier Oldsmobile-Cadillac, Inc.
SRC PARTS: DEALER ADDRESS: 3112 Hwy 74 West, Monroe, NC, 28110-8437, USA

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

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

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

EST / Service Column Locked; ; 2003-08-08
2003-08-11

Dlr / EST / Svc Dept; ; 2003-08-11
2003-08-12

Cust / EST / Sched Call; ; 2003-08-12
2003-08-11

Julie Johnson; ; 2003-08-11
2003-08-11

Freedom Chevrolet-Oldsmobile-Cadillac / Svc Dept. / 117509; ; 2003-08-11
2003-08-11

Julie Johnson; ; 2003-08-11
2003-08-12

file update; ; 2003-08-12
2003-08-12

unable to reach cust at evening number, consult calendar for other c/b's on other SRs; ; 2003-08-13
2003-08-13

Cust / EST / Sched Call; ; 2003-08-13
2003-08-13

Julie Johnson; ; 2003-08-13
2003-08-20

Julie Johnson; ; 2003-08-14
2003-08-14

Service Request has been Closed Satisfied.; ; 2003-08-14

*****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:
PRODUCT CODE:

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

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

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

4 BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4158261	VIN Number:	1G1YY22G3X5100181
Date Opened:	8/25/2000	Model Year:	1999
Date Closed:	8/25/2000	Series:	Corvette
Dealer Code:	B14126	Mileage:	13586
Address:	CRISWELL CHEVROLET IGAITHERSBURG	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING VME RSE NZV3CJ COLUMN LO

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/25/2000 16:08:10 SBD TEMPLATE - KLIMKIEWICZ

STRATEGY BASED DIAGNOSTICS

- ___ NUMBER OF TIMES IN FOR THE SAME CONDITION
- ___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- ___ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- ___ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- ___ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- ___ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- ___ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- ___ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- ___ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- ___ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- ___ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- ___ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

08/25/2000 15:08:10 HISTORY - KLIMKIEWICZ

FIELD PRODUCT REPORT

N___ (Y/N) RESPONSE REQUESTED BY FIELD ENGINEER
VME # AND NODE

DATE08-25-00

FPR ORIGINATOR BOB KLIMKIEWICZ
LOCATION ANNANDALE, VA

WHO WAS CONTACTED
MATRIX GROUP

ENGINE
TRANS
AXLE

COMPLAINT: TOW IN, STEERING COLUMN WON'T UNLOCK, COL LOCK MESSAGE ON INFO
CENTER

CAUSE: COL LOCK MOTOR FAILURE

CORRECTION: REPL COL LOCK MOTOR #28060980

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

☐ (Y/N) UPFITTER VEHICLE
BUILDER

☐ (Y/N) MODIFIED FROM PRODUCTION STANDARDS
SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER

PART DISPOSITION

PART DATE CODES

☐ (Y/N) PHOTO TAKEN

LABOR OPERATION

☐ (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

☐ ENGINEERING

☐ SERVICE

☐ PLANT

☐ SUPPLIER

GM RESTRICTED

378200

CASE NUMBER: 05588213 VIN: 1G1YY22G3X5102688
 DATE OPENED: 09/26/01 MODEL YEAR: 99
 DATE CLOSED: 09/26/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 32000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: AL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] PELHAM, AL [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: 05588213 VIN: 1G1YY22G3X5102688
 MODEL YEAR: 1999
 DATE OPENED: 2001-09-26 SERIES: UNKNOWN
 DATE CLOSED: 2001-09-26 MILEAGE: 32000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: IVAN LEONARD CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 1620 MONTGOMERY HWY, HOOVER, AL, 35216, USA

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

M01 Steering General Broken
 0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED UP
 A07 Referred to Dealer Customer Satisfaction
 0 REPAIR ATTEMPT(S) REFER FOR REPAIR

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/Manuals/owners/OwnersManualsDecision.htm]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm]]

-
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

378200

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

CUST STS HIS STEERING COLUMN LOCKED UP AND HE HAS NOT HAD THIS CONCERN BEFORE, CUST SEEKS INFO, CRM ADV CUST THIS IS A CAMPAIGN AND CUST NEEDS TO HAVE VEH TOWED TO DLRSHP FOR REPAIR. COLLETTE CAVITT/CA/CPDX; 0; 370413977

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:

GM RESTRICTED

378200

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

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

378200

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6432381	VIN Number:	1G1YY22G3X5105249
Date Opened:	4/29/2003	Model Year:	1999
Date Closed:	7/18/2003	Series:	Corvette
Dealer Code:	B04303	Mileage:	15400
Address:	GROSSMAN CHEVROLET CBURNSVILLE	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING A000265 B2482 B2582 B0502 B0

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/29/2003 16:27:42 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

3 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) BRUCE BECK TECH

CUSTOMER CONCERN - SERVICE COLUMN MESSAGE AND COLUMN WILL NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) DTCS HAS A TURN SIGNAL DTC BUT TECH DID NOT WRITE IT DOWN AS HE BELIEVES IT'S NOT EFFECTING THIS. TECH STATES THE CAMPAIGN HAS BEEN DONE AND RECHECKED. TECH STATES HE'S CHECKED ALL THE WIRING. TECH HAS REPLACED THE BCM 3 TIMES OVER THE PAST FOR THIS CONCERN. TECH IS SUSPECTING THE COLUMN LOCK MOTOR BUT WANTED TO KNOW OF ANY LIKE CASE INFO.

TAC RECOMMENDATION - ADVISED TECH OF MANY LIKE CASES FOR THE COLUMN LOCK MOTOR BEING REPLACED.

04/29/2003 16:27:42 HISTORY - GLEDHILL

05/01/2003 17:48:48 ESCH

EA02-031 / GM22C

Page 1 of 6

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

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DEALER STATES REPLACED BCM AND COLUMN LOCK MOTOR TO NO AVIAL.
DEALER STATES AND IS NOT VERY SURE WHAT RESISTENCE WAS ON BCM GROUND
POSSIBLE .5 TO .7 OHMS OR 5 OHMS RESISTENCE.
DEALER STATES HAS CODES B2482 B2582 B0502 B0507.

NEW RECOMMENDATIONS

TAC ADVISE OF A000265 TO CHECK G201 AND G202.

TAC ADVISE TO RUN A RUNDENT GROUND FROM BCM RIGHT TO THE BATTERY.

TECH WAS NOT LISTENING TO THE ABOVE SUGGESTIONS JUST FYI.

06/29/2003 16:58:12 HELTON - CASE UPDATE

CALLER'S NAME - BRUCE BECK TECH (TECH DOES NOT START TILL 3:30 PM)

47 NUMBER OF TIMES IN FOR THE SAME CONDITION

10+? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

- TECH STS VEHICLE HAS RETURNED WITH THE SERVICE COLUMN LOCK MESSAGE DISPLAYED ON THE DIC
- TECH STS THE BCM HAS DTC B2578 B2583 B2592 B2482 B2587 B2588 B0502 AND B0507 ALL HISTORY AND NO CURRENT CODES.
- TECH STS THE STEERING COLUMN IS LOCKED AND WILL NOT UNLOCK.
- TECH STS HE HAS A MANUAL TRANS.
- TECH STS HAS INSPECTED GROUNDS G201 G202 AND G104 AND GROUNDS ARE CLEAN
- TIGHT AND NO HIGH RESISTANCE. (RESISTANCE WAS .05 OHM PER TECH)
- TECH CALLED AND STS THE BCM WILL NOT PERFORM ANY FUNCTIONS.
- TECH STS VEHICLE HAS HAD 4 BCM INSTALLED SO AND THE BCM WILL LAST ABOUT A MONTH THEN STOP WORKING AGAIN.

NEW RECOMMENDATIONS

- ADVISED TECH I WOULD LOOK IN TO CASE AND HAVE CASE REVIEWED WITH TEAM LEADER AND CALL HIM BACK TOMMOROW.

EA02-031 / GM22C

05/30/2003 13:24:48 HELTON
3:30

- CASE UPDATE TECH STARTS AT

CALLER'S NAME - BRUCE BECK TECH

NEW RECOMMENDATIONS

- CALLED TECH BACK BEFORE I LEFT FOR THE DAY WITH SOME TEST TO DO AND
TECH STS HIS SERVICE MANAGER DOES NOT WANT HIM DOING NOTHING MORE TILL HE
IS ABLE TO CONTACT A RSE.

- ADVISED TECH TO REMOVE THE BATTERY CABLES AND SEE IF THE COLUMN WILL
UNLOCK.

- ADVISED TECH CASE WILL BE ESCALLADE TO LEVEL 2 FOR REVIEW.

05/30/2003 13:28:34 HELTON
3:30

- TECH IS DOES NOT COME IN TILL

LEVEL 2 ESCALATION CHECK LIST

 3+? NUMBER OF DAYS VEHICLE HAS BEEN OUT OF SERVICE FOR THIS
CONDITION.

 10+? NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS
CONDITION.

 Y VEHICLE AT DEALER

 Y THOROUGH SEARCH OF DATA BASE FOR APPLICABLE SERVICE INFORMATION.

 Y BULLETINS OR P.I.S THAT HAVE BEEN RECOMMENDED ARE DOCUMENTED IN
CASE TEXT.

 Y HAS THE CASE BEEN REVIEWED WITH A MASTER CONSULTANT? NAME

 Y RESULTS OF REQUESTED TESTS, TEMPLATES OR CHARTS ARE DOCUMENTED IN
CASE TEXT.

 Y RE-CAP REPAIR HISTORY (THIS COMPLAINT) INCLUDING PARTS REPLACED
IN CASE TEXT.

 Y CHANGE ASSIGN LEVEL TO LEVEL 2.

☐_Y_ SEND CASE TO YOUR TEAM LEADER'S INBOX.

☐_Y_ SEND VME TO TEAM LEADER ADVISING OF CASE ESCALATION.

06/30/2003 14:38:39 RICHMOND - CONTACTED SERVICE MANAGER AT DLR.

SM BEN LAVINE STATES THAT THEY HAVE SEEN THE STEERING COLUMN LOCK AT TIMES, OTHER TIMES THE VEHICLE WILL ONLY GO 3 MPH ALONG WITH THE MESSAGE IN DIC AND THEN OTHER TIMES THERE IS NO TROUBLE FOUND BY THE TIME IT GETS BACK TO DLR. THE BCM HAS BEEN REPLACED.

THE DLR STATES THAT IT HAS BEEN A REAL ISSUE TRYING TO ISOLATE AS THE CONCERN SEEMS TO GO AWAY DURING EITHER PICKING THE VEHICLE UP OR DURING TESTING. THE DLR STATES THAT THE COLUMN IS IN A LOCKED STATE AT PRESENT AND THEY WOULD LIKE HELP IN ANALYZING ISSUE WITH SOMEONE VERY FAMILIAR WITH THIS SYSTEM DUE TO MULTIPLE REPAIR ATTEMPTS.

DLR STATES THAT THEY ARE TRYING TO CONTACT THERE LOCAL RSE'S.

TAC ADVISED DLR THAT THEY WILL ATTEMPT TO HAVE CASE ESCALATED BUT THAT CALL MAY BETTER BE MADE BY THEIR AVM. ADVISED DLR TO CONTACT AVM TO ADVISE OF SITUATION AND THAT CASE NUMBER WILL BE FORWARDED TO LIAISON FOR THEIR ANALYZATION OF HOW TO PROCEED..

JR

06/02/2003 08:43:07 MIKOLAZIK - ASKING FOR RSE ASSISTANCE WITH THIS CASE BASED ON PREVIOUS CONTACTS WITH THIS OWNER/VEHICLE. DLR HAS BEEN UNABLE TO DETERMINE SOURCE OF CONCERN. AVM IS DARYL UHRHAMMER ON VME 030092 8093.

LEVEL 5 ESCALATION CHECK LIST

☐_14?_ NUMBER OF DAYS VEHICLE HAS BEEN OUT OF SERVICE FOR THIS CONDITION.

☐_4+_ NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS CONDITION.

☐_Y_ VEHICLE AT DEALER

☐_Y_ THOROUGH SEARCH OF DATA BASE FOR APPLICABLE SERVICE INFORMATION, INCLUDE OTHER MODEL YEARS.

☐_Y_ REVIEW CLOSED CASES FOR POSSIBLE RESOLUTIONS.

☐_Y_ RESEARCH ISSUE IN ALL AVAILABLE DATA BASES, BTS, PITS, VSSM

EA02-031 / GM22C

SERVICE LIBRARY, TEAM.

Y REVIEW & DOCUMENT ISSUE WITH BRAND QUALITY, LEVEL 3, OR OTHER SUBJECT MATTER EXPERTS.

N IS THE CONDITION NORMAL WHEN COMPARED TO ANOTHER LIKE VEHICLE?

Y VERIFY THAT DEALER SERVICE MANAGER IS AWARE OF CASE AND ADVISED TO NOTIFY AVM.

Y CHANGE ASSIGN LEVEL TO LEVEL 5 AND CHANGE ASSIGN TO NAME TO CORRECT REGION.

Y SEND CASE TO CORRECT REGIONAL INBOX.

Y SEND VME TO RSE PER INSTRUCTIONS.

06/02/2003 09:59:42 RICHMOND - CONTACTED DLR AND SPOKE WITH BEN LAVINE SM.

ADVISED BEN THAT CASE HAS BEEN DISPATCHED FOR RSE INVOLVEMENT. ADVISED DLR TO CONTACT TAC BACK IF THEY HAVENOT HEARD FROM RSE IN 2 DAYS. JR

06/02/2003 15:08:47 MIKOLAIZIK - AS PER DICK LOGAN, HE WILL CONTACT DLR ON WEDNESDAY AND HAS ALREADY TALKED TO THE STORE.

06/05/2003 15:08:00 LOGAN - COMPLAINT: THE STEERING COLUMN IS LOCKED

CAUSE: AT DEALER ON 6/4/03....THE COLUMN WAS ACTING PROPERLY BUT THERE WERE TWO CODES SET FOR WIRE PROBLEMS WITH THE LOCK. BOTH WERE IN HISTORY. CLEARED CODES AND REDROVE AND CAR WAS STILL OK. TRIED MOVING WIRES AND STILL OK. TALKED TO TECH AND WILL RUN TWO NEW WIRES FROM STEERING COLUMN MOTOR TO THE BCM AND TEST DRIVE.

06/18/2003 10:58:20 LOGAN -

CAUSE: AT DEALER ON 6/11/2003 WITH THE SECOND SHIFT TECHNICIANS. WE WERE TEST DRIVING THE VEHICLE AND THE SHORT TO VOLTAGE CODES CAME BACK FOR THE LEFT AND RIGHT TURN SIGNALS AS WELL AS THE DRL RELAYS. THESE CODES ARE ALWAYS IN THE BCM WHEN IT LOCKS UP. WE CHECKED THEM OUT AND THE HAZARD FLASHER SWITCH/FLASHER SEEMED TO BE THE PROBLEM. DEALER TO REPLACE THE FLASHER SWITCH.

07/18/2003 08:57:02 LOGAN -

CAUSE: DEALER ALSO REPLACED THE BCM. THEY COULD NOT START VEHICLE AFTER THIS. I WENT TO DEALER AND RELEARNED THE THEFT AND TRIED VEHICLE. STARTED OK. SERVICE MANAGER STARTED FOR SEVERAL DAYS AND OK.

**CORRECTION: REPLACED FLASHER UNIT TO ELIMINATE CODES AND ALSO REPLACED
BCM**

07/18/2003 08:59:23 LOGAN

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

SONORA , CA

CASE NUMBER: 05417161 VIN: 1GLYY22G3X5106174
MODEL YEAR: 1999
DATE OPENED: 2001-08-29 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-09-05 MILEAGE: 58808
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: KELLEY MOTORS INC
BRC PARENT: DEALER ADDRESS: 18475 5TH AVE., JAMESTOWN, CA, 95327, USA

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

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

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

CUST SEEKS REST OF REIMBURSEMENT FOR CAMPAIGN REPAIR

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

CUST STATES ON CORRESPONDENCE THAT ON 1/24/01 HE TOOK HIS VEHICLE TO THE DEALERSHIP TO DUE TO HIS STEERING COLUMN LOCKING UP. AT THAT TIME THE CUST PAID THE REPAIR IN THE AMOUNT OF \$413.03. HOWEVER WHEN CAMPAIGN #01044 STEERING COLUMN LOCK UP CAME OUTHE SUBMITTED HIS PAPERWORK TO CROWN CHEVROLET DEALERSHIP IN WHICH THEY REIMBURSED THE CUST \$345.67. CUST SEEKS GETTING THE REST OF HIS REPAIR REIMBURSED WHICH IS \$67.36. CRM WILL RESEARCH THE CUST REQUEST AND CONTACT HIM LATER TODAY. KRISTIE HARDCASTLE - CORR TAMPA; 0; 99999
2001-08-31

CRM CALLED THE CUST AT [REDACTED] HOWEVER THERE WAS NO ANSWER ON EITHER CALL. CRM WILL TRY AGAIN NEXT WEEK. KRISTIE HARDCASTLE - CORR TAMPA; 0; 368131118
2001-09-05

CRM CALLED BOTH NUMBERS AGAIN SO THAT WE CAN FURTHER ASSIST THE CUST HOWEVER THERE WAS STILL NO ANSWER. CRM IS SENDING THE CUST A LETTER. KRISTIE HARDCASTLE - CORR TAMPA; 0; 368569274
2001-09-05

auditor approving letter. telicia henderson/tampa; 0; 368587205

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

06-71-01704-42 KCPD

Buick Customer Assistance Center

P.O. Box 33136

Det, MIC 48232-5136

06717101

July 25, 2001

[REDACTED]
Sonora, Ca
[REDACTED]

Dear Gentlemen,

I have unfortunately experienced the enclosed described problem regarding the steering column for my 1999 Corvette. I was billed for 413.03 for parts and labor. Thankfully General Motors did refund to me \$345.67 from the Crown Chevrolet dealership. I was still out of pocket for \$67.36. You have requested that owners arrange a service appointment to have this correct at problem corrected at "no charge".

Please refund to me the additional out of pocket expense I incurred.

I have enclosed my proof of claim.

Thank you,
[REDACTED]

Central Office
 Chevrolet Motor Division
 General Motors Corporation
 100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



C01044
 July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're willing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel locking mechanism and electrical relay. ~~Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.~~

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

What You Should Do:

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

Customer Reply Card:

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

☐ I have never owned this vehicle ☐ Vehicle damaged beyond repair ☐ Vehicle stolen and not recovered
☐ Campaign Completed on Date ____/____/____ by ☐ Self ☐ Other ☐ Vehicle Sold/Traded/Returned to:

00000112111

01044 1G1YY22G3X5106174 C-I

SONORA, CA

NEW OWNERS NAME

ADDRESS

CITY

STATE

ZIP CODE

OWNER CODE PHONE NUMBER

OWNER SIGNATURE

54109

KELLEY MOTORS INC.

JOHN E. KELLEY
1907 8TH AVENUE
JANETOWN, CALIFORNIA 95527

PHONE 925-854-0272
CASH 925-854-0234
PARTS 925-854-0215



CUSTOMER NO. 2848	NAME LLOYD CARLSON	PHONE NO. 9145	CLUB NO. 623	ARRIVAL DATE 01/24/01	STOCK NO. CUCS359
ADDRESS [REDACTED]		DATE OF BIRTH 401R012	DATE OF PURCHASE 58808	MAKE RED	STOCK NO.
MODEL 77/CHEVROLET/CORVETTE		YEAR 1977		DELIVERY DATE	DELIVERY MILE
VIN 1G1YY2288X5108174		MILEAGE 10,000		SELLER'S NAME LLOYD CARLSON	PRODUCTION DATE
CITY SONOMA, CA		STATE CA		NO. DATE 01/22/01	

LABOR & PARTS

JOB # 1 15CV2C COLUMN STEERING COLUMN SPR TECH(S) 19124
STEERING WHEEL STUCK-SERVICE STRG COLUMN LIGHT ON
NO BTC # HAS FOUND NO STEERING WHEEL LOCK MOTOR-HAS SHORTED
LOCK ASSY MOTOR
CHKD FOR STUCK/HOME-CHKD BCM/ON-APPLIED 12V TO MOTOR TO
DETERMINE IF BAD MOTOR ASSY.-REPLACED LOCK ASSY. AND CK
OPERATION-OK

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	26050960	LOCK 2.195	173.39	173.39
JOB # 1 TOTAL PARTS				173.	173.
JOB # 1 TOTAL LABOR & PARTS				400.	

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$75.00 (+TAX)
APPROVED REVISED ESTIMATE (B 15) OF \$410.00 (+TAX) ON 01/23/01 AT 02:00pm
BY MICHAEL. COMMENTS LOCK ASSY REPLACED
TOTALS

PARTS DESIGNATED WITH AN APOSTROPHE (*) INDICATES LIFETIME
GUARANTEE APPLIED FOR CUSTOMER PAY, NON FLEET REPAIRS.
ALL PARTS DESCRIPTIONS DESIGNATED *RENN OR *REMAN ARE
REMANUFACTURED PARTS

TOTAL LABOR....	227.
TOTAL PARTS....	173.
TOTAL SUBLET....	0.
TOTAL G.C.G....	0.
TOTAL MISC CHD....	0.
TOTAL MISC DISC....	0.
TOTAL TAX.....	12.
TOTAL INVOICE \$	413.

Copy

Copy

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

5458 9010 7095-7548

REELLY MOTORS
INC

JAMESTOWN
5046202164 CA

012401

DATE

National
Processing
Company

CARD USED

Visa Discover
MasterCard American Express

ACCOUNT NO.	35123
SALES TAX	0.0021
SALES TAX	0.0021

DATE	01/24/01
TIME	11:30

SALES TAX	0.0021
TOTAL	4113.03

CUSTOMER COPY

Customer acknowledges receipt of goods and/or services in
the amount of the total shown herein and agrees to authorize the
issuance of this receipt to the Contributor in accordance with the terms
of the agreement.

5176330

RETAIN THIS COPY FOR YOUR RECORDS

AUTO 10/06/2000 TO 10/06/2001 69 40LK212

VEHICLE IDENTIFICATION		DATE FIRST SOLD		CLASS		MAKE	
1G1YY22G3X5106174		10/00/1998		LJ		CHEV	
BODY TYPE MODEL		TYPE YR		LIC		TO MARK	
CP		120		C		1999	
DATE 10/00		10/21/2000		TOTAL FEE		5500	

SONORA CA 95970-8101

1ST UNITED SVCS CNOT UN
109 REVIEW WAY

HAYWARD

80033
10425

94544
146101120003409

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
PLEASE REVERSE SIDE - IMPORTANT INSTRUCTIONS

K2928602



Chevrolet • Cadillac • Oldsmobile • Buick

7544 DUBLIN BLVD.
DUBLIN, CA 94568
(925) 828-6500

FREIGHT SHARK - RENT SERVICE
3800 FREIGHT BLVD.
FREMONT, CA 94538
(415) 709-8200

126-45883-33

NO. 100
1001

111479

VEHICLE

FINANCE

DATE

25

BACK ACCT.

AMOUNT

111479 01/26/2001 JB 202

\$345.67

PAID
TO THE
ORDER OF

SONORA, CA

*** THREE HUNDRED FORTY FIVE AND 67/100 DOLLARS ***

Theresa P. Jones

⑈111479⑈ ⑆121107882⑆ 01-93933-9⑈

September 5, 2001

[REDACTED]
Sonora, CA [REDACTED]

Request: C05417161

Dear [REDACTED]

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

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

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

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

Sincerely,

Kristie Hardcastle
Customer Relationship Manager

SU0003-T/th

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6712393	VIN Number:	1G1YY22G3X5107292
Date Opened:	8/19/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B03751	Mileage:	59407
Address:	COX & COHEA CHEVROLEWENTZVILLE	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING COLUMN LOCKED B2587 B2592

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/19/2003 14:07:43 SBD TEMPLATE - SANFORD

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) DOUG KING TECH

CUSTOMER CONCERN - STEERING WHEEL LOCKED

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

DTC B2587 B2592, TECH UNABLE TO DUPLICATE CONCERN. BCM CONNECTOR CHECKED OK

TAG RECOMMENDATION - ADVISED TO CHECK GROUNDS G201 & G202, POSSIBLE

ACTUATOR MOTOR, OR BCM FROM LIKE CASES.

08/19/2003 14:07:43 HISTORY - SANFORD

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:MEDFORD LAKES
NJ

HOME PHONE:

CASE NUMBER: 05208542 VIN: 1G1YY22G3X5109186
MODEL YEAR: 1999
DATE OPENED: 2001-08-06 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-06 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: WEISSNER CHEVROLET-OLDSMOBILE
BRC PARENT: DEALER ADDRESS: 70TH ST & ESSINGTON
AVE, PHILADELPHIA, PA, 19153, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKED UP
A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 01044
A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) FOR CAMPAIGN

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls
 2. Refer to [[Campaigns RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/>]] for recall details, Go under the Bulletins tab.
 3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.
- Vehicles involved in product recall campaigns

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

CUST STATES THAT THE STEERING COLUMN IS LOCKED UP AND HE IS SEEKING TO KNOW HOW TO UNLOCK IT. CRM ADVISED THAT THERE IS AN OPEN CAMPAIGN ON THIS VEHICLE FOR THE STEERING LOCK COLUMN. CRM CONFERENCED IN WITH ROADSIDE ASST FOR FURTHER ASST...
APRIL MCCALL/PDX/CAC; 0; 365992113

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

*****MODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

MIAMI , FL

CASE NUMBER: 01768954 VIN: 1G1YY22G3X5109544
MODEL YEAR: 1999
DATE OPENED: 2000-10-03 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-10-10 MILEAGE: 19500
SOURCE: DELIVERY DATE:
BRC TYPE: REP DEALER NAME: POTAMKIN CHEVROLET INC
BRC PARENT: 01489409 DEALER ADDRESS: 16600 NW 57TH AVE., HIALEAH, FL, 33014, USA

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

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

Steering column locks up when starting vehicle.

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

RECEIVED PRA.
EXECUTIVE SUMMARY:
DECISION MAKER: CARL COOK, AVM
TRANSACTION: LEASE
REASON: STEERING COLUMN
DEALER CONTACT: TOM MARINO; 0; 339428825
2000-10-03

CALLED AND LEFT VM WITH AVM.; 0; 339433026
2000-10-03

CALLED AND SPOKE TO CUSTOMER ADVISING HIM THAT I WOULD BE HANDLING HIS REPURCHASE. ASKED
HIM TO CALL BACK WITH ACCOUNT NUMBER AND TELEPHONE NUMBER OF BANK.; 0; 339433538
2000-10-10

REPURCHASE SUMMARY:

GM SUPERVISOR SCOTT ROSLUND AUTHORIZED A VOLUNTARY LEASE REPURCHASE DUE TO STEERING COLUMN
LOCKS UP. MSRP \$42,550.00
PURCHASE PRICE.....\$33,838.30
PLUS PAYMENTS.....\$13,093.92
PLUS CAP COST.....\$ 3,973.25
LESS USAGE.....\$ 6,914.38
LESS SECURITY DEPOSIT.....\$ 550.00
PLUS DLR ADMIN FEE.....\$ 100.00
TOTAL GM COST.....\$43,541.09
FAXED TO MSK/MAILED TO RVDC; 0; 340037721

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: ADR
REQUEST TYPE: Non-Mandated
REPURCHASE REASON: STEERING COLUMN LOCKS UP

TRANSACTION: Lease Repurchase

DEALER BAC:
DEALER NAME: POTAMKIN CHEVROLET INC
DEALER ADDRESS: , ,
CONTACT: Sales, TOM MARINO
PHONE NUMBER: 305-558-1400
PRODUCT CODE:

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

ENGINE TYPE:
MILEAGE @ BUY-BACK:
MSRP:

DEPRECIATION: \$6914.38
UPGRADE: NA

AFTERMARKET: NA
LEASE TERM: REFUND 24 PAYMENTS \$13093.92, CAP COST \$2217.85, SALES TAX AND FEES
DAMAGE: NA

OTHER:
BRANCH:
ACCOUNT NUMBER:

NAME:

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

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:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

01768959

GM**Business America Center****Fax**

From: [REDACTED] To: MSX
Date: 10/10/00 From: 313-381-2617
Phone: [REDACTED] Page: 1
Re: File # C 01768954

☐ Urgent ☐ For Review ☐ Please Comment ☒ Please Reply ☐ Please Recycle

*Please Image*

Repurchase Approval/Check Approval Form

Original VIN	1G1YY22G3X5109544	Vehicle is going to:	Is Vehicle Driven?	Issue 1999?
BAC Business Approval Code	114748	<input checked="" type="checkbox"/> Auction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Customer Name	Fatmi Moud Mamri	<input type="checkbox"/> Scrap/Donate/VRP	Dealer Admin Fee Applies	Issue Balance?
Dealer Name	Potomac Chevrolet	<input type="checkbox"/> Re-Bill	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Dealer Contact/Title	Tom Marino	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	303-558-1400	<input type="checkbox"/> Voluntary settlement of a state run arbitration or court proceeding		
Dealer Fax	303-525-1948	<input checked="" type="checkbox"/> Voluntary settlement of a GM alternative dispute resolution program		
Year - Make	1999 Chevrolet	<input type="checkbox"/> Decision of a state run arbitration or court proceeding		
Model & Trim level	Corvette	<input type="checkbox"/> Decision of the GM alternative dispute resolution program		
Body Type	2 Dr Coupe	<input type="checkbox"/> Voluntary mediated customer satisfaction repurchase		
Delivery Date	11/14/1998	Retrieve Sales Tax?	Loan Payoff Required?	Title Brand?
Buyback Mileage	19,500	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Transmission	Manual	Vehicle Meets Presumption of LEMON LAW <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Engine (in Liters)	5.7	Vehicle located at repurchase Dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Product Code	1Y09	If no, where? GM Dealership? Please enter BAC		
UCC Code(s)	M41	Dealership Name:		
MSRP	\$42,590.00	Contact Name:		
NADA (Trade In Value)	\$31,912.00	Address:		
Case Number	C01768954	City & ZIP:		
Type of Transaction	LR - Lease Repurchase	Phone #:		
Type of Case	General	Fax #:		
Replacement VIN		Special Instructions?		
Repurchase Source	AVM-Carl Cook ADB-Robert Hall	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes please attach form)		

Reason for Repurchase: Steering column locks up.

Check Information					
	Customer		Lender		Plaintiff's Attorney
Check Amt:	\$9,602.79	Check Amt:	\$33,538.30	Check Amt:	
Check Made Payable to:		Check Made Payable to:	First Union National Bank	Check Made Payable to:	
Address:	8120 SW 15th Street	Address:	Lending Services, 3rd FL, VA0343	Address:	
City & ZIP	Miami, FL 33144	City & ZIP	Roanoke, VA 24019	City & ZIP	
Phone #	305-442-4772	Attention:	Lending Payoff	Attention:	
Fax #		Phone #	800-432-3024	Phone #	
		Fax #		Fax #	
		Account #	20-2003-090189	Fed Tax ID	
				Firm Name	

BAC Case Specialist's Signature:	Printed Name:	Sally Kennedy	Ext: 58179	Date: 10/6/00
Authorized GM Signature:	Printed Name:	5-0121-1		Date: 10/11/00

Date: October 3, 2000

To:	Tom Marino	Fax: 306-825-1048
Subject:	Repurchase for: [REDACTED] Phone number: [REDACTED]	
Action Required:	Please ensure completion of the transaction and paperwork	
Contact Person:	Betty Kennedy General Motors RVDC	Fax: 813-835-4061 248-824-5375 Phone: 800-231-1841 x68179 888-587-3234
Make/Model:	1999 Corvette	
VIN:	1G1YY2203X5100544	

Dear [REDACTED]:

Per AVM Carl Cook's instructions, I just wanted to contact you and let you know Chevrolet Division will be sending a check packet to your attention. The packet will contain two check(s). The first check will be in the amount of \$39,838.30 made payable to First Union National Bank and the other check will be in the amount of \$9,802.79 payable to Potomkin Chevrolet and the customer. The packet also includes all the necessary paperwork. Any questions regarding Division paperwork should be directed to General Motors RVDC.

The repurchased vehicle will be sent to auction, the Division will need to have a Final Repair Order faxed to RVDC stating that the vehicle has been repaired and is operating to GM specs. Please advise your Service Manager. The sooner the Division receives the paperwork, the sooner the vehicle will be released from inventory and picked up by GM.

Your cooperation with this Repurchase and paperwork requirement is greatly appreciated.

Sincerely,

Betty Kennedy
Repurchase Specialist

Worksheet filled out by:
Betty Kennedy

Date:
10/25/00

Customer Information			Vehicle Information			Loan Terms: MO MI Lease Usage Mo MI		
1	Accl. 231/237 Vehicle Costs	\$0.00	1	Base Price	\$0.00	1	Dealer Buyout Price	\$33,838.
2	Adjustment to line 1		2	Conversion Price		2	Payments (opt)	\$13,083.
3	Conversion Cost		3	Tax		3	Pre-Payment(s) (Pro-rate)	
4	Tax		4	Reg./Lic./Title (opt)		4	Cap Cost Reduction	\$3,973.5
5	Reg./Lic./Title (opt)		5	Aftermarket Items		5	Tax	
6	Aftermarket Items		6	Finance Charge		6	Reg./Lic./Title (opt)	
7	Other		7	Incentives (deduct)		7	Other	
8			8	Total Purchase Price	\$0.00	8	Total Additions	\$50,805.
9	Total Replacement Price	\$0.00	9			9		
10	Usage/Depreciation		10	Usage/Depreciation		10	Usage/Depreciation	\$6,914.3
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance		12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	
14	Downgrade (deduct)		14			14	Security Deposit	\$550.0
15			15	Total Deductions	\$0.00	15	Incentives	
16	Total Customer Cost	\$0.00	16			16	Total Deductions	\$7,464.3
17			17			17		
18			18	Total Repurchase Amount	\$0.00	18	Total Repurchase Amount	\$43,441.
19			19			19		
20	Trade Repurchase Amount	\$0.00	20	Total Payoff Amount		20	Dealer Buyout Price (From Line 1)	\$33,838.
21			21			21		
22			22	Total Refund to Customer	\$0.00	22	Total Refund to Customer	\$9,602.7
23			23			23		
24			24			24		
25	Estimated Auction Price		25	Estimated Auction Price		25	Estimated Auction Price	\$31,912.
26	Projected Loss	\$0.00	26	Projected Loss	\$0.00	26	Projected Loss	(\$11,620.3)

Payee(s)		Amount	Contract(s)	BAC Code	Dealer Name	
A	Credit to Dealership					
B	Check to Customer					
C	Check to Lienholder & Customer					
D	Check to Lienholder					
E	Check to Attorney (1099 Info)					
F	Check to Other					
revised 9/14/2020						

under 21/2020

BAC Code
Dealer Name

134748

Bestimmung der Cholesterole

ChL Sample

10/3/0
Date

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your division's Business Resource Center (BRC) to initiate the Process

☐ BUICK
☐ CADILLAC
☒ CHEVROLET
☐ OLDSMOBILE
☐ PONTIAC-GMC

800
 248-0178
 X 8664
 AvM

DATE: 9-28-00

DEALER NAME & CITY: Potomac Chevrolet, Prince, FL

DEALER CONTACT: Tom Marino 305-558-1400

CUSTOMER NAME: [REDACTED]

CUSTOMER DAY PHONE NO: [REDACTED]

CAG CASE NO. (if available):

VEHICLE INFORMATION:

OLD VIN: 1G1YY2263X5109544

CURRENT MILEAGE: 19,500

NEW VIN: [REDACTED]

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☐ Lease Repurchase ☒Reason for Repurchase: steering column lock up concern not corrected after final repair attempt.

The DSM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes & Fees • Negative Equity • Over Allowance

- No Rebates/Cash incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: $19,500 \div 120,000 \times 42,550 = \6914.38 Usage charge

Upgrade/Downgrade: N/A

Aftermarket Items: N/A

Lease Termination: Refund: $545.58 \times 24 \text{ pmts} = \$13,093.92$ + capital cost reduction $2,212.28$
+ Sales Tax 144.44 + Title 144.44 + License 388.92 + Road 144.44 + Total 545.58 + Total Fee 200.00 +
Registration fee 12.50 + Doc Fee 599.50 = Usage charge 6914.38 = $\$10,148.37$ Refund Total.
 Damage to Vehicle beyond normal wear and tear: To be determined by dealership upon delivery.

Special Instructions:

Recommended Disposition of Repurchased Vehicle:

Donate ☐ Auction ☒ NAO Recovery ☐ Scrap ☐ Other ☐ Explain:

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST**

_____ COPY OF TITLE OR REGISTRATION	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ WARRANTY HISTORY	_____ ACV ON TRADE-IN DOCUMENTATION (I.A.)
_____ INCENTIVES FROM 2021 IN BARS	_____ BEE/LEMON LAW RULING (I.A.)
_____ DESCRIPTIONS OF INCENTIVES 2021 IN BARS	_____ RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
_____ CHECK REQUEST FORM	_____ SIGNED SETTLEMENT OFFER LETTER
_____ RVDC SPECIAL INSTRUCTIONS FORM (I.A.)	_____ SIGNED RELEASE AGREEMENT
_____ RVDC CALCULATION WORKSHEET	_____ SIGNED DEALER CONFIRMATION LETTER
_____ FRA FORM	_____ GM CARD EARNINGS ON BUYBACK FORM (I.A.)
_____ INVOICE ON ORIGINAL VEHICLE	_____ STATEMENT OF FINANCE CHARGES FROM BANK
_____ INVOICE FOR CONVERSION PACKAGE (I.A.)	_____ INVOICE FOR ATTORNEY FEES (I.A.)
_____ (I.A.) MEANS IF APPLICABLE	_____ REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

700-347-1131
800-832-5024

Name	
VIN#	
Year-Make and Model:	

LIENHOLDER INFORMATION:

24019

Trace Services - 3rd FL
VA 0343
7711 Pleasanton Rd, Roanoke, VA

Lienholder Name:	Dom
Lender Contact Person and Date:	15th Union Natl Bank
Physical Address:	2740 Pleasanton Rd
City/State/Zip	Roanoke, VA 24019
Phone:	800-832-5024
Fax Number:	
Account Number:	20-2003-092189
Dealer Buyout/Payoff Amount:	10/14 + \$33,292.72
Buyout/Payoff Expiration Date:	+ 1 year - 11/25/15
Per Diem:	\$23838.30

Bank will pay
gross to
next
10/14

Additional Information

1999 CORVETTE COUPE
 41U BLACK /V8G
 191 BLACK INTERIOR TRIM
 ORDER NO. 234PR2/TRS STOCK NO.
 VIN 1G1 YY22 G3 X5109544

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1006
 VEHICLE INVOICE 10D37644837

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	38591.00	33767.13	INVOICE 10/19/98
AAB MEMORY PACKAGE	150.00	129.00	SHIPPED 10/19/98
AG2 SIX-WAY PASSENGER POWER SEAT	305.00	262.30	EXP I/T 11/04/98
AQ9 ADJUSTABLE SPORT BUCKET SEATS	625.00	537.50	INT COM 11/04/98
WITH LEATHER SEATING SURFACES			PRC EFF 10/17/98
B34 COLOR-KEYED FRONT FLOOR MATS,	25.00	21.50	KEYS SECURED
CARPETED INSERTS			WFF-S QTR OPT-1
B84 BODY SIDE MOLDINGS	75.00	64.50	BANK: CHRYSLER FI
CJ2 AIR CONDITIONING-ELECTRONIC	365.00	313.90	CHG-TO 26-391
DUAL ZONE			
D42 REAR COMPARTMENT LUGGAGE SHADE	50.00	43.00	SHIP WT: 3181
AND PARCEL NET			HP: 48.7
FK9 FEDERAL EMISSIONS	N/C	N/C	GMS: 35993.97
LS1 5.7L LITER SFI, V8	0.00	0.00	DAN: STICK
MN6 6-SPEED MANUAL TRANSMISSION	815.00	700.90	MEMO 2098.50
N37 STEERING COLUMN - POWER	350.00	301.00	
TELESCOPING & MANUAL TILT			
T82 TWILIGHT SENTINEL	60.00	51.60	
T96 FOG LAMPS	69.00	59.34	
UN0 AM/FM STEREO W/CD PLAYER	100.00	86.00	
UV6 HEADS UP DISPLAY	375.00	322.50	
V49 LICENSE PLATE FRAME	15.00	12.90	
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	

1409

TOTAL MODEL & OPTIONS	41970.00	36673.07	ACT 231	35993.97
DESTINATION CHARGE	580.00	580.00	H/B 261	1259.10
DEALER ADVERTISING		419.71	ADV 65A	419.71

TOTAL	42550.00	37672.78	PAY 310	37672.78
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		35834.81		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

OTAMKIN CHEVROLET, INC.

FLORIDA

Florida

Lease Date:

11/14/98

(Business, Commercial or Agricultural Purpose)

Lessor Name, Business Address, Telephone and Fax Number		Lessee(s) Name(s) and Residence Address(es)	
HILAND CHEVROLET, INC. 16000 NW 57TH AVE MIAMI, FL 33014 305-558-1400		[REDACTED] MIAMI, FL	

You are the Lessee(s) named above. We are the Lessor named above. We intend to assign this Lease Agreement (the "Lease") to the Assignee named below. Prior to the assignment, reference in this Lease to "We," "Us" or "Lessor" shall mean the Lessor named above. However, under the Federal Consumer Leasing Act, both We and the Assignee named below are considered "Lessors." Except for this required disclosure, the Assignee will have no rights or obligations as a Lessor on this Lease until it is assigned. Then, any reference to "We," "Us" or "Lessor" shall mean the Assignee. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below ("the Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. You intend to use the Vehicle primarily for personal, family or household purposes unless the "Business, Commercial or Agricultural Purpose Lease" box above is checked. In this Lease, "e" means an estimate.

Year	Make	Model	M.S.R.P.	Vehicle Identification Number (VIN)	Odometer Mileage
99	CHEVROLET	CORVETTE	42550.00	1CRXY22G3X5109544	0000

Equipped With (include dealer installed items)

Year	Make	Model	VIN	MSRP
99	CHEVROLET	CORVETTE	1CRXY22G3X5109544	42550.00

Gross Amount of Trade-In Allowance \$ 20732.04

Net credit of the Trade-In Vehicle used to reduce Capitalized Cost \$ 20732.04

Net Trade-In Allowance \$ 20732.04

Business, Commercial or Agricultural Purpose Lease

Amount Due at Lease Signing or Delivery (estimated tax) \$ 4518.83	Monthly Payments Year 1st monthly payment of \$ 545.58 is due on 11/15/98 followed by 37 payments of \$ 545.58 due on the 15th of each month. The total of your monthly payments is \$ 20732.04	Other Charges (not part of your monthly payment) Disposition Fee (if you do not purchase the Vehicle) \$ 250.00 Total \$ 250.00	Total of Payments (The amount you will have paid by the end of the Lease) \$ 24405.29
--	--	---	---

Amount due at Lease signing or delivery \$ 2217.85	Capitalized Cost Reduction \$ 1441.60	Sales Tax on Cash Downpayment + \$ 388.92	Sales/Use Tax + \$ 112.78	Options/MSRP + \$ 545.58	First Monthly Payment + \$ 61.75	Prepaid Rental Payment + \$	Total \$ 4518.83
Refundable Security Deposit + \$ 250.00	Title Fee + \$ 200.00	Registration Fee + \$ 72.02	Other Fees + \$ 390.80	Total \$ 4518.83	How the amount due at lease signing or delivery will be paid: Net trade-in allowance \$ 20732.04 Refunds and non-cash credits + \$ 4328.03 Amount to be paid in cash + \$ 4518.83		

Gross capitalized cost. The agreed upon value of the Vehicle is \$ 41250.00 and any items you pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or loan balance) \$ 12051.00	Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost \$ 2217.85	Adjusted capitalized cost. The amount used in calculating your base monthly payment \$ 39033.15	Residual Value. The value of the Vehicle at the end of the lease used in calculating your base monthly payment \$ 23081.00	Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal wear and tear (the amount you will pay over the lease term) \$ 11750.15	First charge. The amount charged in addition to the depreciation and any amortized amounts \$ 7725.49	Total of base monthly payments. The depreciation and any amortized amounts plus the first charge \$ 19486.64	Lease term. The number of months in your lease 30	Base Monthly Payment \$ 512.28	Monthly sales/use tax \$ 33.30	Total \$ 545.58
--	---	---	--	--	---	--	---	--------------------------------	--------------------------------	-----------------

WE PROVE THIS ORDER IS RIGHT TO BE

28023.00

Other Important Terms. See your Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

五、研究结论

Asst'd upon value of the Vehicle 41556.00 \$ _____	Sales Tax (Including Luxury Tax) _____ \$ _____	Mechanical Breakdown Protection 22.25 \$ _____	Prior Credit or Lease Balance 11.25 \$ _____	Other (Specify) _____ \$ 11.25	Other Specialized Fees 455.00 \$ _____
--	---	---	--	--	--

Late Payments. The charge for late payments is 7% of the total monthly payment for a payment not received within 10 days of the date it is due.

Disposition Fee (See "Returning Our Vehicle" on the other side of this Lease):
\$

Early Termination Purchase Option Fee (New "Option to Purchase" which Upon Early Termination" on the other side of this Lease) \$ 250.00

Early Termination Fee (Not "Terms ~~and~~ Early Termination of the Lease" on the other side of this lease): \$

INSURANCE COMPANY _____ POLICY # _____
NAME OF AGENT _____ TELEPHONE # _____ CONFIRMATION # _____

Optional Additional Breakdown Installation ("MSF") LESSOR Initials _____
 Term _____ mile(s), whichever comes first
 Company Name _____
 Optional Service Contract Term or Extended Warranty LESSOR Initials _____
 Term _____ month(s) or _____ mile(s), whichever comes first
 Company Name _____

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN. CAPITALIZED COST \$ 2217.95 (YOUR TOTAL COST OF GOODS, SERVICES & FEES) CAPITALIZED COST REDUCTION \$ 0.00 (YOUR TOTAL CREDITS) ADJUSTED CAPITALIZED COST \$ 2217.95 (YOUR NET COST OF GOODS, SERVICES & FEES)

THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED LEASING DRIVER IS PRIMARY FOR THE LIMITS FOR LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY SECTIONS 324.021(7) AND 627.736, FLORIDA STATUTES.

By signing this Lease you acknowledge that you have read the above notice and agree that the liability and personal injury insurances that you are required to maintain under this Lease will be primary insurance coverages for all purposes.

NOTICE TO THE LESSEE: YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS AND UNTIL YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. DO NOT SIGN THIS LEASE BEFORE YOU READ BOTH SIDES OF IT OR IF IT CONTAINS ANY BLANK SPACE TO BE FILLED IN. YOU ARE ENTITLED TO A COMPLETELY FILLED-IN COPY OF THIS LEASE WHEN YOU SIGN IT. BY SIGNING THE LEASE, YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED AND READ A COMPLETED COPY OF THIS LEASE BEFORE SIGNING IT.

2. LESSEE SHALL MAXIMIZE the extent to which the above-described property is used for the purposes of the Lease and shall not use the property for any other purpose.

TESTING STRATEGIES

Lesson Summary

Type/Print Letter Name

Type/Print Lesson Name

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of the Lease and that the Lessor agrees to the "Lessor's Assignment" provision on the other side of this Lease.

Lessor Name: **FIRST NATIONAL BANK**
 Assignee Name: **8730 HUNTER DR**
CHARLOTTE, NC 28238-0350

Signed By: **FOR LESSOR**
 Type/Print Name:
 Type/Print Title:

LEASE GUARANTEE

I (the Guarantor(s) signing below) understand that the Lessor and Lessee named above have entered into a vehicle lease agreement ("the Lease") dated as of the date herein. I hereby unconditionally guarantee full and timely payment when due of all rentals and other payments and the full performance by Lessee of all promises, terms and conditions of the Lease (collectively the "Obligations"). In an event of default occurs under the Lease, I shall pay immediately any amounts due from the Lessee or take any action required of the Lessee under the Lease. My liability under this Guaranty is primary and will not be affected by any settlement, release, renewal or modification of the Lease or by the discharge or release of the Lessor's obligations, whether or not by operation of law. I waive all damages, prepayments, and demands and notices of every kind and nature. I agree to pay all expenses (including attorneys' fees and legal expenses) you pay or incur in trying to collect all or any part of the Obligations, and in enforcing this Guaranty. This Guaranty is an absolute, continuing and unconditional guaranty. After assignment of the Lease, this Guaranty may be modified or terminated only with the assigned's prior written consent. Any parts of this Guaranty which conflict with any statute, rule or law, shall be deemed null and void to the extent of such conflict, but without affecting the rest of this Guaranty. If more than one party signs this Guaranty, each is jointly and severally obligated. Each signer on behalf of any corporate guarantor warrants that he had authority to sign on behalf of such corporation and by so signing, to bind the corporate guarantor under this Guaranty.

Signed in the presence of:

Signature of Guarantor	Date	(SEAL)	Signature of Guarantor	Date	(SEAL)
------------------------	------	--------	------------------------	------	--------

341277 form 8/91
 P. 10/12

1 BANK COPY 2 BANK COPY 3 BULK COPY 4 LESSEE COPY

OCT 03 2000 15:47 FR

TO 913254419218 P.02/03

Genuine Chevrolet

October 3, 2000

Miami, FL

SETTLEMENT OFFER

Subject: Repurchase of 1GMYV22G003189544

Dear

We regret that you are dissatisfied with your 1999 Corvette and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$42,441.89. This offer is arrived at, by using the following figures:


Payoff to First Union	\$33,838.30
Plus payments	\$13,093.82
Plus capital cost reduction	\$ 3,573.25 -
Less sales	\$ 4,914.38
Less supply deposit	\$ 591.00
TOTAL CHEVROLET REPURCHASE PRICE	\$42,441.89
TOTAL TO CUSTOMER AFTER LEASE PAYOFF	\$ 8,603.79 -

Please return this document to fax number (313) 691-4661 by October 4, 2000. The conditions of the lease repurchase are as follows:

- the vehicle is free from any abnormal damage or alterations which may impair its resale value
- all factory installed equipment are intact and functional
- a lien and clear title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Chevrolet)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)
- actual mileage does not exceed 23,000 miles at the time the transaction is completed
- the customer return agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to Potomac Chevrolet. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1941 extension 38179 if you have any questions or concerns.

Sincerely,


Betty Kallandy
Business Associate Center

General Motors will repurchase the above referenced vehicle in exchange for Mrs. & Mr. Miami's release of liability/indemnification from all damages, claims or related costs/charges this vehicle. File Number: C01768984

10/4/00
DATE

OCT 23 2008 15:48 FR

TO 913854419218 P.03/03

RELEASE AGREEMENT

The undersigned, (owner) **Fatmi Meraed Meraed**, and (co-owner) **Samer Meraed** (Releaser(s)), and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 1993, Corvette, VIN 1G1YY22G3K5189644, owned by the releaser(s). Therefore, in sole consideration of Chevrolet's payment to the lienholder (or releaser(s)) First Union National Bank, of \$43,441.89, and the lienholder paying off the lien and providing a refund of the difference back to the releaser. The Releaser, for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorney's fees or court costs, which Releaser might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releaser(s) agree to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releaser(s) agree that payment of the consideration for this Release Agreement reflects a compromise of disputed claim, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the payment is intended to resolve this matter without litigation.

Releaser(s) also agree that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any promise or representation to Releaser(s) other than those contained in this Release Agreement.

Releaser(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a receipt.

This Release Agreement is executed this 4th Day of October, 2000

Release

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

CASE NUMBER: 01189385 VIN: 1G1YY22G3X5109544
MODEL YEAR: 1999
DATE OPENED: 2000-08-10 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-15 MILEAGE: 19100
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: MAROONE CHEVROLET
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts 3 REPAIR ATTEMPT(S)	Other steering column locks up
C41 Weather Strip 3 REPAIR ATTEMPT(S) leaking	Water Leak driver window,hatch roof,front roof align

FINAL - FL

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

customer sent in defect notification for concerns of steering column locking up and water leaks from roof and windows during rainfall.customer is requesting final repair.crm will contact sm tomorrow for information.louise gentile/legal corres/tampa x58150; 0; 334799850
2000-08-14

crm left message for customer to call back.crm advised need additional information pertaining to filing of defect notification.need last time at dealer's,for what reason and which dealer.customer listed 3 different dealers he has been going to.last update in wins is 5/12.will wait for response from customer.louise gentile/legal corres/tampa x58150; 0; 335114981
2000-08-14

crm spoke to customer earlier and he explained he had gone to 3 different dealers for same concerns of the steering and leaks.customer states he is still having these concerns.crm advised him of doing final repair with potamkin chevrolet and he stated this was fine but he was going out of town on 8/16 wednesday and would not be back till 8/21 but would be able to bring vehicle in on the 24th or 25th.crm contacted tom marino service manager and he stated no problem with doing final repair for customer but that his technician would not be available on the 24th or 25th.crm called back customer and an agreement was met for final repair to be done on thursday 8/31.crm will follow up with sm the week of 9/4 for input.crm will also send final repair letter to customer as conformation of appt.louise gentile/legal corres/tampa x58150; 0; 335130930
2000-08-21

customer called and stated wanted to change date for final repair to friday 9/1.crm conferenced sm and customer to confirm change.sm stated they will be closed on monday and if they would need to order any parts,it would not be in until tuesday leaving customer the weekend and monday without his vehicle.customer decided to leave final repair for thursday 8/31 as agreed.louise gentile/legal corres/tampa x58150; 0; 335729454
2000-09-05

crm contacted tom marino service manager for update of final repair.sm states they could find no water leak nor any concern for the steering locking up as customer indicated.sm states customer was not pleased with findings.sm also stated he has contacted carl cook avm and advised of customer concern.crm attempted to contact customer,left vm.louise gentile/legal corres/tampa x58150; 0; 337014875
2000-09-05

crm spoke to customer and was advised customer is not satisfied with dealer response of cannot duplicate.customer wants out of vehicle or have dealer replace steering column with another.customer states he was advised gm knows there is a concern with steering columns for the corvettes and doesn't understand why they won't just replace it per the tech bulletin.crm advised customer dealer cannot replace a component if concern cannot be duplicate otherwise customer would be responsible for payment.crm advised customer avm will be notified and crm will request a decision by avm if he would like to assist customer.crm left message for carl cook avm for call back.louise gentile/legal corres/tampa x58150; 0; 337036053
2000-09-07

crm received vm from avm stating he is not willing to repurchase vehicle and he has spoken to sm and advised sm how to check for water leaks in vehicle.avm states he also found that steering wheel would show code if there was a concern with the steering and he has noticed no code indicating any concern.sm advised avm they cannot find any water leak in vehicle.avm states if have to, can go to arbitration.crm contacted customer and advised.customer stated he would have to see how he would want to pursue further.file being close out.louise gentile/legal corres/tampa x58150; 0; 337196419
2000-09-15

crm received call from customer stating he believes dealer did something to the error message light for the steering column when they were attempting a final repair.customer states he tried to make the error light come on according to the instructions in the owners manual and it won't come on.customer states they also put 30 miles on the vehicle which he believes is unreasonable.customer stated he was calling to vent his concern and wanted to know what he could do about this.crm advised customer he would need to address these concerns with the dealer,crm would not have anyway of knowing exactly what dealer did to vehicle or how many miles they may have driven it when test driving.customer stated they should not have been driving vehicle because the steering concern was not acting up while driving only when first starting up.when vehicle was having final repair dealer could not duplicate the concern.customer stated he would contact dealer about his concerns.louise gentile/legal corres/tampa x58150; 0; 337893829

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

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

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

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

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

01189385

[REDACTED]
CORAL GABLES, FLORIDA

CERTIFIED

2 284 786 599

MAIL



Fwd

00-00-00P03:45 RCVD

Chevrolet Motor Division
Customer Assistance Center

G M CHEVROLET CAC
P O BOX 33170
DETROIT, MI. 48232-5170

Motor Vehicle Defect Notification

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
☒ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect or condition:

1. The "service steering column lock" warning displays on the instrument panel and the steering column then locks up disabling the vehicle from being driven.
2. Water leaks through roof and windows during rainfall.

(NOTE: This is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect or condition.

Vehicle Make: CHEVROLET Model: CORVETTE Year: 1999
VIN: 1G1YY22G3X3109544 Date of Delivery: November, 14, 1998

Name and city/state of selling dealer or leasing company (if applicable)

Selling dealer: Potankin Chevrolet, Miami, FL
Leasing company: First Union National Bank, Miami, FL

Name and city/state of authorized service agents attempting previous repairs:

1. Potankin Chevrolet
16600 NW 57 Ave.
Miami, FL 33014
2. Maroon Chevrolet
1201 NW 89 Court
Miami, FL 33172
3. Abraham Chevrolet
4181 SW 8 Street
Miami, FL 33134

Consumer:
Address:

Miami, FL

Signature

Date Mailed:

8/4/00

Certified Mail # 2284-786-599

Return Receipt Requested

ORIGINAL

Urgent: Recipient please hand deliver to addressee.

X. Pak

size

6x
er

310.

may
be per-
sonal
or gift

intent

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be per-
sonal
or gift

100

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or gift

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Address/Delivery

Use the U.S. Address for shipment
U.S. Alaska, and Hawaii.

Use the U.S. Address for shipment
U.S. Alaska, and Hawaii.

Use the U.S. Address for shipment
U.S. Alaska, and Hawaii.

FedEx USA Airbill 8215 7981 0880

From: 7-79 8215 7981 0880

To: *CLARE EARLY* 813 635 4052

ON CUST SERV GROUP/TAMPA

5701 E HILLSBOROUGH AVE # 2300

TAMPA FL 33610

2 Your Internal Billing Reference

3 To: MFX

MFX INTERNATIONAL

1426 PACIFIC DRIVE

AUBURN HILL MI 48326

8215 7981 0880

48326 -MI-US

SH MTCA

DTW

22 SEP 89

AA

FedEx EXPRESS SAVER PACKAGE FRI

8215 7981 0880

48326 -MI-US

SH MTCA

DTW

22 SEP 89

AA

Use the U.S. Address for shipment
U.S. Alaska, and Hawaii.

Use the U.S. Address for shipment
U.S. Alaska, and Hawaii.

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U.S. Alaska, and Hawaii.



GMC

August 14, 2000

[REDACTED]
Miami, FL [REDACTED]

Request number: C01189385

VIN: 1G1YY22G3X5109544

Dear [REDACTED]

Thank you for your recent correspondence dated August 4, 2000 regarding your 1999 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a GMC owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Potamkin Chevrolet. As per our conversation on August 14, 2000 this repair opportunity will take place on August 31, 2000.

If you have any further questions, please contact me at 1-800-231-1841 extension 58150 between 8:00 a.m. and 6:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Louise Gentile

Louise Gentile

Customer Relationship Manager

Urgent: Recipient please hand deliver to addressee.

Pak

Address/Delivery

Use the U.S. Address for shipment
U.S. Alaska, and Hawaii.

U.S. International Air Way

FedEx USA Airbill 8215 7981 0880

From: To: (This field is for recipient use only)

7-19 8215 7981 0880

Sender's Name: CLARE EARLY

Phone: 813 633-4032

Company: SH CUST SERV GROUP/TAMPA

Address: 5701 E HILLSBOROUGH AVE # 2300

City: TAMPA

State: FL

Zip: 33610

2 Your Internal Billing Reference

3 To

Recipient's Name: MFX

Company: MFX INTERNATIONAL

Address: 1426 PACIFIC DRIVE

City: AUBURN HILL

State: MI

Zip: 48326

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EXPRESS SAVER PACKAGE-FRI

8215 7981 0880

48326 -MI-US

DTW

SH MTCA

22SEP88

AA

48326 -MI-US

SH MTCA

22SEP88

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48326 -MI-US

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48326 -MI-US

SH MTCA



GMC

August 14, 2000

[REDACTED]
Miami, FL [REDACTED]

Request number: C01189385
VIN: 1G1YY22G3X5109544

Dear [REDACTED]

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Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Louise Gentile
Customer Relationship Manager

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4076695	VIN Number:	1G1YY22G3X5110967
Date Opened:	7/21/2000	Model Year:	1999
Date Closed:	8/1/2000	Series:	Corvette
Dealer Code:	B15052	Mileage:	23110
Address:	BERGEYS CHEVROLET INCOLMAR	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING COLUMN LOCK

RESOLUTION ABSTRACT- INSTRUMENT PANEL RP

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/21/2000 13:29:18 SBD TEMPLATE - BATES

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED:

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

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

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

07/21/2000 13:29:18 HISTORY - BATES

SERV. MGR., MIKE, STS VEH IN FIR 2ND TIME FOR STEERING COLUMN WILL NOT UNLOCK OR SERV. STEERING COLUMN MESSAGE ON.

MIKE REQUEST INFO FROM P/I A000285.

FAXED DIAG. TEST PROCEDURE TO MIKE AT 215-822-4149.

TECH TO UPDATE. JB

08/01/2000 11:42:55 ERMAN

- CASE CLOSED

DEALER REPORTS BY FAX THEY HAD TO REPAIR THE G201 GROUND AND RESET THE BCM.

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

WOODBURY, MN

CASE NUMBER: 05239144 VIN: 1G1YY22G3X5111231
MODEL YEAR: 1999
DATE OPENED: 2001-08-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-22 MILEAGE: 39000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: MERIT CHEVROLET CO
ERC PARENT: DEALER ADDRESS: 194 & CENTURY AVE, MAPLEWOOD, MN, 55119, USA

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

MD1 Steering General Other
0 REPAIR ATTEMPT(S) STEERING LOCK SERVICE LIGHT
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) TOWING CHARGES

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify & Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC [[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm] section on how to make decision,
review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)

- * If necessary follow Darwin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]
 - * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]
- Vehicle reimbursement or Goodwill decision - Repair already done

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

CUST CALLED PER STATED THAT VEH BROKE DOWN AND HAD TOWING COMPANY COME AND UNLOCK STEERING COLUMN AND THAT DROVE VEH TO DLR FOR DIAG AND REPAIR, BUT DLR COULDN'T DUPLICATE CONCERN, CUST STATED THAT TOWING BILL CAME TO \$63.90 AND DIAG @ DLR CST \$ 97, CALLED SRVC ADVISOR MIKE STRALEY, AS I WAS TALKING TO ADVISOR, CRM LOOKED @ VIN PROFILE AND CAMPAIGN 01044 STATING PROBLEM WITH VERY SAME CONCERN (STEERING LOCKING UP) SHOWED FOR HIS VEH, SATED THIS TO ADVISOR, ADVISOR WENT TO TALK TO SRVC MNGR BRUCE MAPLES AND SRVC MNGR APPROVED REIMB FOR THIS REPAIR BUT NOT OF TOWING SBT APPT FOR REPAIR OF THIS CAMPAIGN ON 08/13/01 AND WILL REIMB CUST FOR DIAG COST, WILL RESEARCH IF GM CAN REIMB CUST FOR TOWING COST, SE CAL LBACK W/CUST FOR 08/13/01 BETWEEN 10-12 PM PST
KELLY MCCORD/CAC/PDX; 0; 366160323

2001-08-13

CALLED CUST HOME # RANG LONG TIME N/A CALLED WORK # REACHED A/M LEFT MESSAGE IN REFERENCE
TO CASE # , SET CALL BACK FOR 08/15/01 BETWEEN 10-12PM PST
KELLY MCCORD/CAC/PDX; 0; 366592482
2001-08-15

CALLED CUST HOME # N/A NO A/M TO LEAVE MESSAGE WILL SET CALL BACK FOR 08/20/01 BETWEEN 7-9AM
PST
KELLY MCCORD/CAC/PDX; 0; 366765960
2001-08-15

.....NEXT CRM.....PLEASE ADVISE IF CUST CALLS
.....GET INFO IF REIMB FOR REPAIR COST OF CAMPAIGN WAS DONE BY DLR, ALSO IF CUST
HAS RECEIPTS FOR TOWING TO SEE INTO IF (GM) CAN REIMB FOR THE TOWING DUE TO WAS TOWED PER
CAMPAIGN WORK SET CALL BACK W/CUST FOR 08/20/01 BETWEEN 7-9AM PST
KELLY MCCORD/CAC/PDX; 0; 366766053
2001-08-20

CALLED CUST WORK # TO SEE IF WAS ABLE TO GET REIMB BY DLR FOR CAMPAIGN WORK (ALSO) IF WAS
ABLE TO RETRIEVE RECEIPT FROM TOWING COMPANY FOR TOWING OF THIS CONCERN PER WAS CAMPAIGN ,
AND IF CUST WAS ABLE TO THIS REIMB BY DLR , AND RESEARCH IF CAC AN REIMB CUST FOR THIS TOWING
SET CALL BACK FOR 08/23/01 BETWEEN 7-9 AM PST LEFT MESSAGE WITH CASE 3 FOR CUST AND MESSAGE
OF SET CALL BACK
KELLY MCCORD/CAC/PDX; 0; 367185311
2001-08-20

NOTE DEALER MERIT CHEVROLET #(651)739-4400
KELLY MCCORD/CAC/PDX; 0; 367185369
2001-08-20

CALLED DLR STATED DID REIMB FOR CAMPAIGN REPAIR BUT NOT FOR TOWING PER CUST DIDNT ASK OR
ADDRESS HAT WITH THEM , CRM WILL CONT TO GET IN CONTACT EW/CUST FOR INFO IF CBT WAS ABLE TO
OBTAIN RECEIPTS FROM TOWING COMPANY TO SEE IF (GM) CAN OFFER REIMB FOR THAT EXPENSE SET CAL
LBACK WITH CBT FOR 08/23/01 BETWEEN 7-9AM PST
KELLY MCCORD/CAC/PDX; 0; 367186666
2001-08-22

CUST CALLED SEEKING UPDATE ON CASE AND TO SPEAK W/PREV MGR. CRM ADVISED CUST WE DO NOT HAVE
CALL TRANSF ABILITIES. CRM OFFERED TO ASST CUST. CRM REVIEWED CUST FILE. CRM CONSULTED
WITH TM. CRM ADVISED CUST WE WOULD LIKE TO LOOK INTO POSSIBLE REIM, PLEASE SEND ORIGINAL
RECEIPT, PROOF OWNERSHIP/PAYMENT TO CHEVROLET. CUST STATES HE DID NOT GET AN ORIGINAL
RECEIPT, HE HAS A COPY THAT THEY FAXED TO HIM. CUST STATES HE ALSO PAID IN CASH. CRM
ADVISED COULD VERIFY THE PAYMENT BUT REIM IS BASED ON ORIGINAL RECEIPTS. CRM ADVISED IF HE
CAN OBTAIN IT. CUST STATES HE IS NOT SURE, MAY NOT PERSUE THIS, STATES DLR IS TAKING CARE
OF EVERYTHING ELSE FOR HIM. CRM ADVISED OF CHEV ADDRESS IF CUST CHANGES HIS MIND. CRM WILL
CLOSE FILE PENDING CUST ACTION. MEGAN DUNFORD/PDX/CAC; 0; 367373958

*****FAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

CALIFORNIA

MD

HOME PHONE:

CASE NUMBER: 05353990

VIN: 1G1YY22G3X5111486

MODEL YEAR: 1999

DATE OPENED: 2001-08-17

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-08-17

MILEAGE: 61000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BELL MOTOR COMPANY INC

BRC PARENT:

DEALER ADDRESS: 22675 WASHINGTON ST, LEONARDTOWN, MD, 20650, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCKED

A07 Referred to Dealer

Other

0 REPAIR ATTEMPT(S)

FOR REPAIR

Vehicle operation or design

INSTRUCTIONS TO CRM:

*Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

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

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

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

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

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

STEERING COLUM IS LOCKED

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

STEERING COLUM LOCKED UP AT THE NAVY BASE. CRM CALLED DLR SPOKE TO SVC MANAGER MARK BELL WHO STATED THERE TOW TRUCK IS CURRENTLY OUT BUT THEY CAN SEND IT TONIGHT OR TOMORROW MORNING. SVC MANAGER PREFERRED MORNING. CUST AGREED THAT MORNING WOULD BE FINE AND THAT THE CHARGE THEY ASSES FOR TOWING IS ACCEPTABLE. CUST THANKED CRM FOR THE ASSISTANCE.

AUGUST DEVINE//PDX/CAC; 0; 366937217

*****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:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOFF:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****HRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

HOUSTON , TX

CASE NUMBER: 00792407 VIN: 1G1YY22G3X5112265
MODEL YEAR: 1999
DATE OPENED: 2000-06-30 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-07-28 MILEAGE: 9000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: DEALER NAME: ROBBINS CHEVROLET COMPANY
ERC PARENT: DEALER ADDRESS: 18611 EASTEX FWY, HUMBLE, TX, 77338, USA

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

M41 Steering Column/Lock/Attaching Parts
3 REPAIR ATTEMPT(S)Other
LOCKS UPT04 General Information
3 REPAIR ATTEMPT(S)Customer Satisfaction
REQUESTS REPURCHASESTEERING WHEEL LOCKS, WANTS TO REPLACE VEH
AVM GRANTED GMPP

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

CRM RECEIVED CALL WHEN SYS WAS DOWN, CUST MOTHER STATED: STEERING WHEEL LOCKS, THE AVM HAS GRANTED GMPP, CUST SEEKS REPLACEMENT VEH
CRM ADVISED: WILL RESEARCH; 0; 331248280
2000-06-30

CUST MOTHER CALLED AND STATED THAT TOOK VEH TO BE DETAILED AND WOULD NOT START, HAD TO HAVE IT TOWED, CUST HAS MET WITH AVM, WHO OFFERED GMPP, CUST IS STILL NOT HAPPY WITH VEH, CUST CALLED DLRSHF AGAIN AND STATED THAT CAC HAD RECOMMENDED SHE HAVE DLRSHF SET UP MEETING WITH CUST AGAIN, TOMMY MORTON, SVC MGR, HAS CALLED AVM AND LEFT VOICE MAIL TO SEE WHAT HE WANTS TO DO

SVC MGR STATES THAT HAS BEEN IN CONTACT WITH TAC, SVC MGR WILL HAVE SHOP FOREMAN CALL TAC AGAIN

CRM WILL CALL CUST TO UPDATE ON THIS INFO,
THELMA JOHNS/AUSTIN/CARS; 0; 331248823
2000-07-03

CRM CALLED SVC MGR, WHO STATED HAD SPOKEN WITH CUST LATE FRIDAY, CUST HAS STATED NOT TO REPAIR VEH UNTIL AVM CAN INSPECT, BUT DLRSHF NOT ABLE TO PUT CUST IN RENTAL IF REPAIR IS NOT AUTHORIZED, SVC MGR IS AWAITING TO HEAR FROM AVM TO SETUP MEETING WITH CUST, HE WILL CONTACT ME TO KEEP ME UPDATED

THELMA JOHNS/AUSTIN/CARS; 0; 331483642
2000-07-10

CRM RCVD MSG FROM TOM MORTON, WHO STATED THAT AVM GREG CZUBIK, HAS STATED THAT GM WILL REPURCHASE VEH

TOM MORTON IS CONTACTING THE SELLING DLRSHF FOR A COPY OF THE BILL OF SALE FOR AVM, TOM MORTON STATED THAT CUST IS AWARE OF THIS SITUATION AND IT COULD TAKE ABOUT 3 WEEKS

THELMA JOHNS/AUSTIN/CARS; 0; 332097729
2000-07-27

PRA forwarded to repurchase crm Angela Johnson, ext. 58344. Related requests 00324411 and 00789761. Kristine Ellis/Tampa Workflow; 0; 333571631

*****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:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CASE NUMBER: 1-24760657 VIN: 1G1YY22G3X5113948
DATE 08/14/02 MODEL: 1999
DATE 08/14/02 SERIES: CORVETTE
SOURCE: N/AYES MILEAGE
CUSTOMER:
ADDRESS:
HOME PHONE: STATE: PA
BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
G M R E S T R I C T E D

CUSTOMER:
ADDRESS: Newtown, PA
HOME PHONE:

CASE NUMBER: 1-24760657 VIN: 1G1YY22G3X5113948
MODEL YEAR: 1999
DATE OPENED: 2002-08-14 SERIES: Corvette
DATE CLOSED: 2002-08-14 MILEAGE:
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AYES DEALER NAME:
SRC PARENT: DEALER ADDRESS:

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

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

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

Steering wheel locked; ; 2002-08-14
2002-08-14
Service Request has been Closed Satisfied.; ; 2002-08-14

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

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

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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