

● **EA02-031**

GM

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

● **ATTACHMENT**

4F

BOOK 11 OF 22

PART 1 OF 3

●

GM622C
EA02-031

ATTACHMENT "4F" Cont

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

JACKSONVILLE

FL

HOME PHONE:

CASE NUMBER: 00617888 VIN: 1G1YY22G3X5115439
MODEL YEAR: 1999
DATE OPENED: 2000-06-13 SERIES: CORVETTE COUP
DATE CLOSED: 2000-06-13 MILEAGE: 58
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) safety reply customer satisf
M01 Steering General Other
1 REPAIR ATTEMPT(S) steering colum locked

Svc Satisfaction Survey Auto-Text (Letter Request) Accessed for this Request, with a M/M/Y
CHEVROLET CORVETTE COUPR 1999 .

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

Cust is very satisfied w/overall svc w/dlrship & 1999 Corvette. Cust states: Sterring column
locked. The 1-800 Chev advisor told cust not to worry about it - unlocked the following day.
Wk later - locked again; tow truck driver said this is common-perform a recall! CRM sent ltr
of ack to cust; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

IS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT NAME:
AGENT PHONE NUMBER:

PRE INFORMATION:
ENTRANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

ADR INFORMATION

PURCHASE/LEASE AS:

*HRC CONTACT INFORMATION

CONTACT PHONE:

June 30, 2000

[REDACTED]
Jacksonville, FL [REDACTED]

RE: C00617888

Dear [REDACTED]

Thank you for taking the time to respond to our Service Satisfaction Survey regarding your 1999 Chevrolet Corvette Coupe. Your valuable feedback will assist us in improving our products and services.

Customer satisfaction is extremely important to all of us at Chevrolet. Our objective is for all our customers to be completely satisfied with their dealer's services as well as their Chevrolet vehicle.

If we can be of further assistance, please contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 8:00 p.m., weekdays Eastern Time.

Thank you for selecting Chevrolet.

Sincerely,

Melody Gergen
Customer Relationship Manager

S101B-A,EDF

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

TYLER , TX

CASE NUMBER: 00177785 VIN: 1G1YY22G3X5115814
MODEL YEAR: 1999
DATE OPENED: 2000-04-24 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-10-09 MILEAGE: 2100
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: KING CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 527 W ERWIN, TYLER, TX, 75702, USA

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

J58 Check Engine Light Other
2 REPAIR ATTEMPT(S) CHECK ENGINE LIGHT

M40 Steering Wheel Other
2 REPAIR ATTEMPT(S) STEERING WHEEL LOCKS UP

R44 Tape Player Inoperative
1 REPAIR ATTEMPT(S) C D PLAYER

Repeated part failure after repair

INFORM THE CALLER:

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

CHECK ENGINE LIGHT AND STEERING WHEEL LOCKS UP

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

CUST STATES HE IS HAVING TROUBLE WITH HIS VEH--HIS DLR TOLD HIM TO REGISTER HIS COMPLAINTS WITH CUSTOMER SERVICE. THE CHECK ENGINE LIGHT HAS HAD TO BE FIXED TWICE--HIS STEERING WHEEL LOCKS UP TO WHERE HE CAN'T DRIVE, TWICE. THE C D PLAYER DOESN'T WORK. CRM TOLD CUST TO TAKE HIS VEH INTO THE DLR TO GET IT FIXED AND LET THE DLR KNOW THAT HE HAS CALLED US., 0, 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: 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:
PURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

CONTENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3089227	VIN Number:	1G1YY22G3X5110450
Date Opened:	3/4/1999	Model Year:	1999
Date Closed:	3/30/1999	Series:	Corvette
Dealer Code:	B32681	Mileage:	53
Address:	WALTER EARL CHEVROLEBRIDGEWATER	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN WILL NOT UNLOCK

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/04/1999 12:48:24 SBD TEMPLATE - MOCER

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

03/04/1999 12:48:24 HISTORY - MOCER

RICK STATES COLUMN WILL NOT UNLOCK, RICK WAS ASKING IF THE 98 MANUAL IS THE SAME AND CAN BE USED

ADV RICK TAG WILL FAX THE SCHEMATIC, AND ALSO TO BY-PASS ACTUATOR

ASSEMBLY, IF COLUMN UNLOCKS REPLACE ASSEMBLY, IF NOT ADV RICK TO BACK
TRACE CONCERN

03/30/1999 13:33:59 HALLER

- VM ECLOSING REPL BCM.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3981937	VIN Number:	1G1YY22G3X5116493
Date Opened:	6/7/2000	Model Year:	1999
Date Closed:	6/13/2000	Series:	Corvette
Dealer Code:	B03509	Mileage:	12529
Address:	JOHNNY LONDOFF CHEVRFLORISSANT	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN WILL NOT

RESOLUTION ABSTRACT- IGNITION SYSTEM

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/07/2000 17:27:00 SBD TEMPLATE - SCOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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 17:27:00 HISTORY - SCOTT

CONDITION; STEERING COLUMN LOCK WILL NOT UNLOCK. TECH STATES THAT HE FOUND DTC'S B2605,B2606,B2607 AND B2680. TECH WAS CONFUSED AS TO WHY THERE WERE SO MANY CODES. TECH STATES THAT HE CLEARED THE CODES AND THEY DID NOT RETURN.

ADVISED TECH

1 OF PI A000265 AND IT SAYS THIS.

CONDITION: 97-2000 YB STEERING COLUMN LOCK ACTUATOR ADDITIONAL
DIAGNOSTICS

PROBABLE CAUSE: UNKNOWN

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN
LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN
THE 99 YB SERVICE MANUAL ON PAGE 2-69 (BOOK 1) 'STEERING COLUMN LOCK
DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING
DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS
(WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (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.

08/13/2000 12:59:29 HACKETT - VME CASE CLOSING.

REPAIRED LOOSE TERMINALS AT IGNITION SWITCH.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3244688	VIN Number:	1G1YY22G3X5117336
Date Opened:	5/26/1999	Model Year:	1999
Date Closed:	10/1/1999	Series:	Corvette
Dealer Code:	B14505	Mileage:	3722
Address:	SPORT CHEVROLET COMPSILVER SPRIN	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INOPERATIVE LOCK STEERING COLUMN LOCK

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/26/1999 15:35:38 SBD TEMPLATE - MOCERI

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

Y__ (Y/N) SAM SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

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

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

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

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

05/26/1999 15:35:38 HISTORY - MOCERI

TOM STATES THIS VEHICLES COLUMN LOCK WILL NOT UNLOCK, RANDY CHK'D FOR CODES BUT N OTHING ELSE. TECH SEEKING ASSISTANCE

ADV TOM I WOULD FAX THE PROPER COLUMN SCHAMATIC OVER SO PROPER DIAGNOSIS

COULD BE PERFORMED
10/01/1999 19:06:52 LANGER
REPLACED LOCK ACTUATOR.

- FAX CLOSING

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

MIAMI, FL

CASE NUMBER: 05101875 VIN: 1G1YY22G3X5119295
MODEL YEAR: 1999
DATE OPENED: 2001-07-27 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-27 MILEAGE:
SOURCE: E-Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
COLUMN LOCKEDA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
FUTURE CONCERNST19 Campaign Correction Required
0 REPAIR ATTEMPT(S)Customer Satisfaction
2000093 & 2001044

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\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]
Notification of open campaigns or special policies.

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

CRM received email, KANA Case # 1342464. CRM found open campaigns (2000034 - LAP BELT
TWISTED and 2001044 CORVETTE ELECTRONIC COLUMN LOCK). No prev requests found. Cust states:
"Hi there,
The steering wheel is locked and i am getting a "Service column lock" message, so if you can
help me with any quick solutions, i will be more than glad." ...cont'd...; 0; 365133439
2001-07-27...CRM responded...Thank you for contacting Chevrolet Internet Response Center regarding
your "Service Column Lock" message. We appreciate the opportunity to be of assistance.
We processed your Vehicle Identification Number through our computer file. Based on our
information, your 1999Corvette is currently involved in two Open Recall Campaigns: # 2000034 relating to LAP BELT
WEBBING TWISTED and 2001044 relating to the ELECTRONIC COLUMN LOCK. Please contact your
local Chevrolet Dealership to have this recall taken care of as soon as possible.; 0;
365133842

01-07-27

...cont'd...If you have any further questions, comments or concerns, please feel free to
contact us by internet correspondence or at our Chevrolet Customer Assistance Center, (800)
222-1020, between 9:00 a.m. and 11:00 p.m. EST, Monday through Friday and refer to your
Request File # 05101875.

Thanks again for your inquiry and for making Chevrolet your vehicle of choice! NO FURTHER ACTION TAKEN. Tracy O'Quinn ATX/IRC; 0; 365133869

*****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: ,

ONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 SRC WARRANTY DATE:
MSRP: NADA: 0

SALES TAX:

DEPRECIATION:

GRADE:

REMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

REAR:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TV: CHEVROLET CASE 990499810 TYPE: G-GENERAL
 NAME: JACK CAULEY CHEVROLET, INC.
 YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
 ADDRESS: [REDACTED]

CITY: OAK PARK
 VIN: 1G1YY22G3X5120186
 RESP DEALER: 00000
 MILEAGE: 20000
 YEAR/MODEL: 1999/CORVETTE

STATE: MI ZIP: [REDACTED]
 DELIVERY DATE: 02/18/1999
 CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
 OPEN DATE : 10/12/1999 ORIG OPEN DATE: 09/09/1999
 REOPENED: Y
 LAST ACTIVITY DATE: 10/15/1999 BY: DONNA FERGUSON
 CLOSE DATE: 10/15/1999 SCRAP DATE: 12/31/9999
 LITIGATION/RETENTION REQUIREMENT HOLDS:
 LETTER 99-07, SUPPLEMENTAL, INFLATABLE RESTRAINT
 LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
 CONTACT METHOD: T-TELEPHONE
 ORIGIN CODE:
 TARGET AREA: SERV-SERVICE
 SOURCE CODE:
 LOCATION: ADV
 WARRANTY: 0 (IN/OUT)
 REPAIR ORDER:
 SAFETY CASE: N
 LEGAL FILE: (Y/N)
 REIMBURSED OWNER:
 WARRANTY CODE: 0

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N
 CONTACTED DATE: 09/09/1999
 DEALER CLOSED : 09/09/1999

DEALER NUMBER: 44052
 NAME: JACK CAULEY CHEVROLET, INC.
 CITY: WEST BLOOMFIELD ST: MI

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
D20	0		NO AIR VENT
J16	0		NEEDS NEW VALVES
M41	0		COLUMN LOCKING

Certificates

o Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/09/1999 09:21:33
CUSTOMER STATES LAST NIGHT HE WAS LEAVING WORK WHEN HE DISCOVERED
THE VEHICLE STEERING COLUMN WAS LOCKED. DISPLAY READ SERVICE COLUMN
LOCK. CUSTOMER STATES HE CALLED ROADSIDE BUT THEY COULD NOT DO
ANYTHING BECAUSE THE WHEELS WERE TURNED. CUSTOMER STATES HE SPENT THE
NIGHT IN HIS VEHICLE. CUSTOMER STATES THIS MORNING HE CALLED ROADSIDE
AGAIN, AS WE SPEAK HE IS WAITING ON THEM. CUSTOMER SEEKS TO COMPLAIN
ABOUT THIS BECAUSE THE DEALER AND ROADSIDE BOTH TOLD HIM THEY EACH
HAVE HAD ABOUT 5 NEW CORVETTES WITH THIS SAME PROBLEM. CRM ADVISED
OF BEING VERY SORRY FOR THE INCONVENIENCE.
CUSTOMER STATES WHEN HE FIRST RECEIVED CAR HE TOLD DEALER THERE WAS
NO PASSENGER SIDE VENT. CUSTOMER STATES THERE IS A HOLE IN THE CARPET
BUT NO VENT. CUSTOMER SEEKS THIS FIXED ALSO. CRM ADVISED OF BEING VERY
SORRY FOR ALL THIS INCONVENIENCE AND IS TRANSFERRING TO TIER II/
PETE QUINTERO*****AMBER MURRAY/TAMPA FL*****
CRM PETE QUINTERO CALLED DEALER LISTED NO SPOKE WITH LARRY IN THE SERV
ICE DEPARTMENT. LARRY STATED THAT THE VEHICLE WAS PARKED IN SUCH A MA
NNER THAT IT WAS UNREACHABLE BY MOST TOW TRUCKS. LARRY STATED THAT T
HEY WOULD TRY TO JACK THE VEH UP AND PULL IT OUT OF THE SPOT THAT ITS
IN. CRM EXPLAINED THAT CUST SPENT THE NIGHT IN THE VEH, LARRY RESPONDE
D THAT CUST CHOSE TO SLEEP IN THE CAR. LARRY STATED THAT HE WAS WORKI
NG ON GETTING THE CAR TOWED INTO THE DEALERSHIP. *****DO NOT TELL THE
CUST THE FOLLOWING, FYI-ONLY: LARRY STATED THAT HE MIGHT POSSIBLY SEND
OUT A MECHANIC TO REPAIR THE VEH ON THE SCENE***
CRM NOT ABLE TO REACH CUST ON CALL BACK-NEXT CRM INFORM CUST THAT DEAL
ER IS WORKING TO GET THE VEH TOWED.
PETE QUINTERO/ AUSTIN, TX

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/12/1999 10:25:50
CUSTOMER STATED THAT HE HAS NEVER CALLED HERE BEFORE, HOWEVER WHEN CRM
STARTED TO CREATE A CASE A FILE # POPPED UP, CUSTOMER STATES THAT THE
DEALERSHIP TOLD HIM TO CALL US TO RUSH THEM THE PARTS TO FIX THE CAR
CRM WILL CALL DEALERSHIP TO VERIFY

DONNA FERGUSON /AUSTIN

CRM SPOKE W/TED, SERVICE MGR, HE DID SAY THEY ARE HAVING PROBLEMS WITH
THE PARTS, AND THEY REALLY DONT KNOW WHAT THEYRE GONNA DO ABOUT THE CA
R, TED DID SAY THEY ARE GONNA MAKE SOME TYPE OF DECISION TODAY, AND HE
WILL GET BACK W/THE CUSTOMER.

DONNA FERGUSON/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/15/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

No GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: 23020 OAK CREST

CITY: OAK PARK

AGE: 000

BUSINESS PHONE: (313) 780-2213

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: MI

HOME PHONE: [REDACTED]

EXTENTION:

DATE:

DATE:

ZIP: [REDACTED]

Injured Parties

● No Injured Party Data available for this case.
purchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6691772	VTN Number:	1G1YY22G3X6121225
Date Opened:	8/11/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B07218	Mileage:	48123
Address:	MIDWAY CHEVROLET EL PASO	T	State: TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCKED U

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/11/2003 12:21:24 SBD TEMPLATE - STRETLIEN

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) GUILLERMO RICE TECH

CUSTOMER CONCERN - STEERING COLUMN LOCKED UP.

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

TECH STATES, HAS PERFORMED CAMPAIGN 01044A, VEHICLE HAS STEERING COLUMN LOCK MESSAGE ON DIC, HAS PULLED BCM FUSE, VEHICLE STALLS OUT ABOVE 3 MPH.

TAC RECOMMENDATION - TAC ADVISED TECH PER PI A000285, ALSO SUGGESTED TECH DISCONNECT BATTERY CABLES AND TOUCH TOGETHER PER LIKE CASES.

08/11/2003 12:21:24 HISTORY - STRETLIEN

GM RESTRICTED

360796

CASE NUMBER: 00622970 VIN: 1G1YY22G3X5121600
 DATE OPENED: 06/14/00 MODEL YEAR: 99
 DATE CLOSED: 01/17/01 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NY
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] BROOKLYN, NY [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 00622970 VIN: 1G1YY22G3X5121600
 MODEL YEAR: 1999
 DATE OPENED: 2000-06-14 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-01-17 MILEAGE:
 SOURCE: E-Mail DELIVERY DATE:
 SRC TYPE: DEALER NAME: B K CHEVROLET INC
 SRC PARENT: DEALER ADDRESS: 1575 86TH ST, BROOKLYN, NY, 11228, USA

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

N23 Temperature Gauge System	Inoperative
1 REPAIR ATTEMPT(S)	temperature indicator not working
N22 Fuel Gauge	Unusual Gauge Reading
1 REPAIR ATTEMPT(S)	FLUCTUATING
N91 Fog Lamps	Inoperative
1 REPAIR ATTEMPT(S)	ON RT SIDE
N19 Cornering Lamps Wiring/Switch	Inoperative
1 REPAIR ATTEMPT(S)	ON RT SIDE
N15 Headlamp Wiring/Switch	Inoperative
1 REPAIR ATTEMPT(S)	DAYTIME RUNNING LAMP ON RT SIDE

cust sts numerous vehicle repairs

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

cust sent the following e-mail:

DEAR CHEVY, I LEASE A 1999 CORVETTE COUPE, AND UNFORTUNATLY EVER SINCE THE FIRST 2 HOURS I OWNED THE CAR I HAVE HAD NOTHING BUT HEADACHES AND PROBLEMS. I SERIOUSLY FEEL LIKE IM STUCK WITH A LEMON! THE CAR IS IN THE REPAIRSHOP CONSTANTLY FOR ALL DIFFERENT PROBLEMS, AS

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

360796

MATTER OF FACT THE CAR IS IN THE SHOP AT B.K. CHEVROLET IN BROOKLYN NY AS WE SPEAK. IN THE PROCESS OF SHOPPING FOR A VEHICLE, I DIDNT CONSIDER BUYING AN AMERICAN VEHICLE BECAUSE OF THE TERRIBLE TRACK RECORD OF RELIABILITY. BUT IN RESEARCHING THE CORVETTE FOR OVER A YEAR I WAS CONFIDENT THE CAR WOULD PERFORM TO MY LIKING. I CHOSE THE CORVETTE OVER THE BMW M3 AND THE BENZ CLK430, BUT AS YOU CAN SEE I AM NOTHING BUT DISSAPPOINTED WITH MY DECISION. HERE IS A LIST OF THE PROBLEMS THAT I HAVE INCURED WITH THE CORVETTE, #1 FIRST DAY OF OWNERSHIP COMPUTER TRIPPED OUT AND CAR WOULDNT START, #2 STARTER WENT BAD #3 PASSANGER SIDE WINDOW MECHINISM WENT BAD #4 HUD DID NOT WORK #5 A/C STOPPED WORKING #6 STEERING COULMN LOCKED UP!

#7 ABS AND TRACTION CONTROL FAILED TO WORK #8 OUTSIDE TEMP INDICATOR STOPPED WORKING. ALL THESE PROBLEMS OCCURED WITH IN 1 YEAR OF MY OWNING THE CAR. I THINK HAVING TO DEAL WITH THIS IS NOT ONLY AGGRIVATING BUT INCOVINIENT. PLEASE INFORM ME AS TO WHAT CAN BE DONE ABOUT THIS PROBLEM. I HAVE THE VEHICLE ANOTHER 2YRS WHATELSE IS GOING TO GO WRONG?

THANK YOU [REDACTED]

crm advises e-mail is handled as tier 1. crm advises sent the following response:

"Thank you for your E-mail regarding your 1999 Corvette. We are certainly sorry to learn of your dissatisfaction with your vehicle. We have documented your concerns in a computer request. We would like to refer you to contact our Customer Assistance Center at 1-800-222-1020 where a specialist will be able to further discuss this matter with you. They are in the best position to address your concerns. Please reference your request, number C00622970, when calling. Their hours are 8am to 11pm, (EST) weekdays."

Lisa Ehl/Kana/Tampa; 0; 99999

2000-06-22

CUST SEEKS EITHER A WAY OUT OF HIS VEH WHICH HE STATES HAS HAD TROUBLE FROM THE FIRST DAY OF PURCHASE. OR CUST WOULD TAKE ANOTHER VEH FOR REMAINDER OF HIS LEASE OR CUST WOULD LIKE SOME KIND OF ADJUSTMENT ON THE PAYMENTS MADE FOR VEH THAT HAS BEEN IN SRVCSHOP MORE THAN [REDACTED] CUST ALSO STATES THAT VEH HAD MAINT WORK PERFORMED OIL CHANGE AND WAS TOLD THAT HIS DIFFERENTIAL WAS LEAKING, CUST IS NOW AFRAID HIS TRANSMISSION IS GOING. INFORMED CUST I WOULD NEED TO DO SOME RESEARCH AND WOULD BE BACK WITH HIM OR WOULD LEAVE NOTES FOR ANOTHER CRM TO ANSWER HIS QUESTIONS. DAWNGOLBY/PDX; 0; 330573468

2000-06-23

SPOKE WITH SRVC MNGR JOHN DANIELS HE SAID HE WOULD COMPILR ALL INFORMATION FOR US AND TO CALL BACK ON MONDAY 6/26 BETWEEN 10 & 11 AM AND HE WOULD BE ABLE TO GIVE US A COMPLETE HISTORY OF VEH. DAWNGOLBY/PDX; 0; 330633735

2000-06-26

UNABLE TO REACH SRVC MNGR, IF CUST CALLS WITH INQUIRY LET HIM KNOW WE HAVE BEEN UNABLE TO TALK WITH DEALER YET. TRY AND CONTACT SRVC MNGR TO GET FULL DETAILS ON VEH.

DAWNGOLBY/PDX; 0; 330895345

2000-06-28

STILL BEEN UNABLE TO REACH DEALER, WILL TRY AGAIN THURSDAY 6/29. DAWNGOLBY/PDX; 0;

331082044

2000-06-30

CUST CALLED FOR UPDATE, STATES FUEL GUAGE IS NOW FLUCTUATING, VEH IS NOT @DLR, VEH HAS CONCERNS ALSO W/ FOG LAMP, DAYTIME RUNNING LAMP, & RT TURN SIGNAL, (ALL 3 ON RT SIDE INOP) DLR IS AWARE OF THIS, ADV CUST TO BRING IN VEH TO HAVE IT LOOKED @ (CUST STATES DLR REWIRED TEMP SENSOR, THIS CAUSED LAST 3 CONCERNS TO OCCUR). CUST IS CONCERNED W/ DLR NOT GETTING A LOANER VEH, CUST DOES NOT WANT TO HAVE TO BE RESPONSIBLE FOR GETTING A RENTAL RATHER THAN A LOANER VEH WHEN VEH IS IN FOR REPR. CUST FEELS THIS IS A MAJOR

CONVIENANCE.

CRM NOTES PREV CRM IS ACTIVELY INVOLVED IN THIS FILE, ATTEMPTING TO CONTACT DLR, CRM ADV CUST I WILL SEND NOTIFICATION TO DAWN GOLBY & FWD FILE TO HER AS WELL.

CUST NOTES HE CAN BE CONTACTED @# ON BASE SCREEN OR [REDACTED]. CUST REQUESTS A C/B

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OM PREV CRM W/ STATUS UPDATE.
BLAKE HURST/ATX; 0; 331243852
2000-06-30

SPOKE WITH CUST, I DID LET HIM KNOW THAT I HAVE BEEN TRYING EVERY DAY TO CONTACT DEALER, BUT WITH NO LUCK. WILL TRY AGAIN LATER, THEN WILL HAVE TO TRY ON MONDAY 7/3/2000.
DAWNGOLBY/PDX; 0; 331253981
2000-07-03

REACHED DEALERSHIP, SPOKE WITH SRVC ADVISOR KENNY AND HE STATED THAT BOTH SRVC MGR AND HIS SRVC ADVISOR NELSON WERE NOT AVAIL UNTIL WED, I ASKED IF HE COULD ASST AND HE STATED THAT I WOULD NEED TO SPEAK WITH SRVC MGR. I INFOR KENNY THAT I WOULD CALL BACK WED 7/5/2000 DAWNGOLBY/PDX; 0; 331507838
2000-07-05

CALLED DEALER BUT WAS UNABLE TO REACH JOHN, THEY INFORMED ME HE WAS NOT IN TODAY. WILL TRY AND CONTACT THURS 7/6/2000. DAWNGOLBY/PDX; 0; 331673533
2000-07-06

STILL HAVE BEEN UNABLE TO REACH EITHER SRVC MGR OR ADVISOR, AND WHEN I ASK IF THERE IS ANYONE THERE THAT I COULD TALK TO I AM TOLD I NEED TO TALK TO EITHER JOHN OR NELSON. WILL TRY AGAIN MON 7/10 DAWNGOLBY/PDX; 0; 331776871
2000-07-10

TRIED TO REACH SRVC MGR AT DEALER, HE WAS NOT IN TODAY WILL TRY BACK TUESDAY 7/11/2000.
DAWNGOLBY/PDX; 0; 332103549
2000-07-11

CALLED CUST TO LET HIM KNOW THAT WE WOULD BE UNABLE TO ASST HIM AT THIS TIME, INFORMED HIM THAT THE DLR WAS MORE THAN HAPPY TO RESOLVE HIS CONCERNS ABOUT WARRANTY WORK, BUT AS FAR AS OTHER PROBLEMS STATED I INFORMED HIM THAT THE VEH HAD BEEN INVOLVED INA ACCIDENT AND THAT WAS NOT A ISSUE FOR GM AS IT DID NOT INVOLVE FACTORY DEFECTS OR WORKMANSHIP, IN FACT THE ACCIDENT COULD HAVE CAUSED SOME OF THE PROBLEMS THE VEH IS HAVING NOW. CUST STATED THE ACCIDENT HAD NOTHING TO DO WITH THE PROBLEMS AND I INFORMED HIM THAT SOME OF HIS CONCERNS ABOUT VEH WERE PROBLEMS HE WAS HAVING WITH THE FRONT END. DAWNGOLBY/PDX; 0; 332193728
2000-09-08

CUST STATES HE WISHES TO SPEAK TO THE AVM IN BROOKLYN NY FOR B K CHEV..CRM STATES HE DOES NOT HAVE A NUMBER FOR AVM'S BUT WILL BE HAPPY TO HANDLE HIS CONCERN...CUST STTAEES HE HAS A ONGOING FILE ABOUT THE HISTORY OF THE NUMEROUS PROB WITH CORVETTE..CRM STATES WILL RESEARCH THE INFO EVEN CALL AVM AND GET HIS INV IF NECESSARY...CRM WILL CALL CUST 2-3 DAYS TO UPDATE HIM..CUST LEFT HIS CELL PHONE NUMBER #917-309-8776 ON 24/7 ...CRM CALLED B K CHEV TALKED TO JOHN SVC MGR HE WAS VERY SHORT WITH THE CRM RELUCTANT TO GIVE INFO TO GIVE ...WHEN CRM ASKED IF THE CUST CONCERN WAS FIXED MGR SAID THE VEH WAS REP AND LAST WEEKEND CUST LEFT DLR AND HAS NOT CONTACTED DLRSP...CRM ASKED ABOUT AVM..SVC MGR STATES THE AVM HAD A HEART ATTACK AND COULD BE IN DLRSP TWO WEEKS FROM NOW THEN SVC MGR CAN GET HIM TO START TAKING CALLS...SVC MGR DISCONNECTED CALL
BENNY WASHINGTON/CARS ATX; 0; 337296947
2000-09-08

CUST STATES HE WISHES TO SPEAK TO THE AVM IN BROOKLYN NY FOR B K CHEV..CRM STATES HE DOES NOT HAVE A NUMBER FOR AVM'S BUT WILL BE HAPPY TO HANDLE HIS CONCERN...CUST STTAEES HE HAS ONGOING FILE ABOUT THE HISTORY OF THE NUMEROUS PROB WITH CORVETTE..CRM STATES WILL RESEARCH THE INFO EVEN CALL AVM AND GET HIS INV IF NECESSARY...CRM WILL CALL CUST 2-3 DAYS TO UPDATE HIM..CUST LEFT HIS CELL PHONE NUMBER [REDACTED] ON 24/7 ...CRM CALLED B K CHEV TALKED TO JOHN SVC MGR HE WAS VERY SHORT WITH THE CRM RELUCTANT TO GIVE INFO TO

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VE ...WHEN CRM ASKED IF THE CUST CONCERN WAS FIXED MGR SAID THE VEH WAS REP AND LAST WEEKEND CUST LEFT DLR AND HAS NOT CONTACTED DLRSV...CRM ASKED ABOUT AVM...SVC MGR STATES THE AVM HAD A HEART ATTACK AND COULD BE IN DLRSV TWO WEEKS FROM NOW THEN SVC MGR CAN GET HIM TO START TAKING CALLS...SVC MGR DISCONNECTED CALL
 BENNY WASHINGTON/CARS ATX; 0; 337297052
 2000-09-08

NOTES ADDED** I DID SPEAK WITH ACTING SRVC MGR ON JULY 11, 2000 HE HAD INFORMED ME THAT JOHN THE SRVC MGR HAD BEEN OUT FOR SOMETIME WITH A INJURY AND THATS WHY I COULD NOT REACH HIM. I BELIEVE I HAD SPOKEN WITH NELSON THE SRVC ADVISOR. HE DID BRING UP CUST VEH HISTORY AND HAD STATED THAT THE CUST HAD BEEN IN A ACCIDENT. THIS WAS INFO THAQT CUST DID NOT INFORM CAC ABOUT. SRVC ADVISOR THEN INFORMED ME THAT CUST DID NOT START HAVING PROBLEMS UNTIL AFTER ACCIDENT HAD OCCURED. SRVC ADVISOR DID SAY THAT THEY WERE MORE THAN WILLING TO ASST CUST WITH HIS CONCERNS, BUT CUST WAS UNWILLING TO BRING VEH IN. IM SORRY ABOUT THE NOTES, I DON'T KNOW WHERE THEY WENT TO. BUT I DO REMEMBER THIS CUST WELL. IF YOU NEED ANY ASST PLEASE LET ME KNOW. DAWNGOLBY/PDX; 0; 337298286
 2001-01-17

RECEIVED MANDATORY REPURCHASE CASE IN WORKFLOW AND FORWARDED TO CRYSTAL BELL X58752.
 LEOARD BETHEA/TAMPA; 0; 340586661

*****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:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
INTERMARKET:
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:
CREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

INTERNAL 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:

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

CASE NUMBER: 06753677 VIN: 1G1YY22G3X5121807
MODEL YEAR: 1999
DATE OPENED: 2002-04-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-07-02 MILEAGE: 62080
SOURCE: Phone DELIVERY DATE:
HRC TYPE: No DEALER NAME: ROGER DEAN CHEVROLET
HRC PARENT: DEALER ADDRESS: 1000 US HWY 1, VERO BEACH, FL 32960, USA

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

N30 Instrument Cluster 1 REPAIR ATTEMPT(S)	Unusual Gauge Reading GAS GAUGE
M01 Steering General 1 REPAIR ATTEMPT(S)	Other REPAIRED
C33 Dash Trim Pad 1 REPAIR ATTEMPT(S)	Loose COMING OFF
B12 Roof 1 REPAIR ATTEMPT(S)	Cracked roof panel cracked, water leak
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwill 1 oil change cert
T44 Maintenance Certificate (Oil Change) 0 REPAIR ATTEMPT(S)	Customer Satisfaction 1 oil change cert

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

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

reviewing open req and will f/up with cust and dealer to inquire wether concerns w/leak in veh have been resolved. and verify with dealer repair history on veh. crm sched f/up 5/2/02 between 12-2 pm. goosbyp/atx; 0; 389187510
2002-05-15

cust sent in e-mail, kana case# 2110398, sent in 5/13/02, e-mail reads: Dear MR. Elkinton: As I have been advised due to the age/mileage of my car that you are refusing to settle my

case. I am submitting to you the problems I am having with your product. I want you to see for yourself if these issues are related to the mileage on the car or Engineering defaults . Gas gauge drop to empty level. this has been fixed twice \$815.14 each pair

- 2- Steering wheel locked twice. Both times the car has to be TOWED.
 - 3-Glass roof top changed twice. STILL LEEKS
 - 4- Seat Belts changed twice .
 - 5- Front tire pressure sensor changed twice.
 - 6- Command tires sensor. CHANGED
 - 7- Strip weather seal for hatch door. Still not right .
 - 8- Keyless entry. changed \$125
 - 9- Transmitter and Programmed receiver module \$374
 - 10- Right front power seat switch assembly. changed
 - 11- Left temp. control Actuator. changed \$328.84
 - 12- Right window motor
 - ...cont...; 0; 390334291
- 2002-05-15

- ...cont...13- Break disc changed three times and sanded twice (car shakes during braking)
- 14- Traction control changed \$806.1
 - 15- Windshield cowl screen falling off (NOT FIXED)
 - 16- Instrument panel plate upper dash pad and a/c in car temp. GrilleLOOSE. (NOT FIXED)
 - 17- Belts has been changed and still makes noise
 - 18- fog light bulbs burns continuously
 - 19- Spring for ash tray door fall off and trim piece to right side of steering broken.
 - 20- door plugs broken. changed
 - change tires every 20,000 miles (3 times already - COSTLY)

MR. Elkinton do you see the frustration and the anger I developed driving your beautiful GM car where I am paying top dollars to enjoy the satisfaction of the product I purchased from your giant company which..cont.. I; 0; 390334337

2002-05-15

...cont...I believed and supported all my life. The trips to the dealer fixing your problems speaks to itself. I suffered and sacrificed enough. MR. Elkinton your company owe me a new car and that is the least you could do for me .You ignored the facts by pointing to the other direction. You do have problems your Corvettes and the company knows about it, when you are going to acknowledge them and work towards a NEW approach fixing the problems because you are still on the same level of thinking when you created them. thank you

...rafat jimoh/e-mail cac/tpa; 0; 390334350

2002-05-15

CRM REPLIED: Thank you for your e-mail to the Chevrolet Customer Assistance Center. We appreciate the opportunity to review your concerns with your 1999 Chevrolet Corvette. We have examined request number C06753677 in which your concern is documented with the Chevrolet Customer Assistance Center and with our central office and we are in agreement with the position previously provided to you. We will unable to provide any assistance in the repair of your Corvette. We apologize, as we understand this decision is not in accordance with your wishes. If you have any further questions or comments please feel free to contact the Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Eastern Standard Time or by e-mail at cac@Chevrolet.com.....RAFIAT JIMOH/E-MAIL CAC/TPA; 0; 390334392

2002-05-15

CRM RECLOSING FILE DISSATISFIED AS CUST DENIED OLC OFFER AND NO COST ASST WILL BE PROVIDED...RAFIAT JIMOH/E-MAIL CAC/TPA; 0; 390334421

2002-04-22

EMAIL RECEIVED....KAMA CASE #2036928....I owned 1999 corvette, too many problems which engineering's fault i have to pay to fix. check my records at ROGER DEAN I spent most of my

days off at the dealer, I lost a lot of time away from work, I bought a lemon car, I love corvettes and I'm not a happy customer, I am not asking for more than I deserve, make me happy!!!!!!!!!!!!!!!!!!!!!!; 0; 388347386
2002-04-22

CRM REPLIED....Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. We sincerely apologize for the concerns you are experiencing with your 1999 Chevrolet Corvette.

We have created a computer request with the information you have provided. Your request number is C-06753677. Please contact the Customer Assistance Center at the number provided below for the most timely resolution. Providing your request number in all correspondence will be greatly appreciated.

If you would prefer to continue to work through e-mail, we certainly understand. We will attempt to resolve your concern in the shortest period possible. Address your mail to the URL listed below or simply reply to this message.

Whether you choose to call or e-mail us, please provide the following additional information. This information is required to properly investigate your concern.

....CON'T; 0; 388347411

2002-04-22

CON'T....Vehicle Owner's Full Name
Vehicle Identification Number
Current Mileage
Current Dealer with which you are working
Purchased new or used (if used, mileage at purchase)

We look forward to serving you.

If you have any further questions or comments please feel free to contact the Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Eastern Standard Time or by e-mail at cac@Chevrolet.com.

Thank you for making Chevrolet your vehicle of choice!

Sincerely,

John Elkinton
Customer Relationship Manager
Chevrolet Customer Assistance Center
EMAIL/POX; 0; 388347477
2002-04-22

CUST STATES HE HAD TO PAY FOR NUMEROUS REPAIRS DONE ON VEH SINCE OWNING VEH, NOW IT HAS TO GET THE LEAKS FIXED IN THE ROOF, BUT THE VEH IS DEFECTIVE...CUST WANTS TO GET SOMETHING FOR TAKING VEH BACK SO MANY TIMES ON REPEAT FAILURE OF FUEL GAUGE, STEERING COLUMN LEVER...CRM STATES WILL CALL DLR FOR INFO, AND RESEARCH GOODWILL OPPORTUNITIES...CRM SPOKE TO JOHN HERRICK, ASST SVC MGR, HE STATES VEH HAS BEEN IN A NUMBER OF TIME AND IS THEN NOW BEING REPAIRED FOR ROOF LEAKS, JOHN WILL GIVE INFO TO SVC MGR BILL DE LAURA TO CALL CRM WITH UPDATE...CRM WILL CALL CUST BACK IN 24-48 HRS, BTWN 11-1..CUST SATIS..BENNY
WASHINGTON/CARS/ATX; 0; 388353823
2002-04-30

Benny Washington is no longer in CAC. If cust calls in, please assist as necessary
HisaStambaugh/atx/TS; 0; 389029449
2002-05-02

crm f/up with dealer crm spoke w/svc adv jack williams who adv cust last visit was 4/15/02 for leak above window,
4/8/02 engine noise, body seal 3/11/02 for roof panel cracked, leak. svc adv advs crm that

has been in 4xs for the same related concerns leaks in window. and appx 5-6 times for unrelated concerns on veh these are most recent. Crm thanked svc adv for their assistance. Crm called cust to inquire wether concerns with veh resolved, cust not avail crm lft msg on mach w/req and cac number. goosbyp/atx; 0; 389191542
2002-05-02

***Next Crm if cust calls back please confirm if concern with water leak been resolved. If so please offer cust complementary oil change for the inconvenience and multiple visits to dealer for this concern. Please document cust acceptance and verify custmailing address. Please forward to crm GOOSBYP/ATX when done. Thanks!!! GOOSBYP/ATX; 0; 389191642
2002-05-02

CUST STATES HE HAS BEEN IN THE DLR FOR EVERY WEEKEND.. GAS GUAGE CHANGED 2 TIMES,, 700 800 DOLLARS EACH TIME, CUST STATES HAS AN EXTENDED WARRANTY THROUGH CHRYSLER, STATES HIS STERING WHEEL LOCKED TWICE, HAS HAD SEAT BELT CHANGED 2 TIMES.. WHEEL SENSORS WENT OUT TWICE, REMOTE FOR VEH WENT OUT, AND THE RECEIVER HAD TO BE REPLACED AS WELL, A/C , WINDOW MOTOR OUT, SO MANY TIMES HE HAS BEEN IN AND OUT OF DLRSHIP HE SPENDS SO MUCH TIME OUT OF THE VEH. AND ALSO HE HAS CHANGED THE ROTORS 3 TIMES ALREADY,, NOW THE FRONT WINDSHIELD ALL OF THE RUBBER IS COMING OUT, DASHBOARD, IS BUCKLING UP, CUST STATES TO FULL THE RECORD FROM THE DAY HE PURCHASED VEH., PURCHASED @ 9000 MILES, PURCHASED AT CLEAR WATER DODGE, TAKES FOR REPAIR AT ROGER DEAN CHEVROLET, CUST STATES WANT TO STAY IN A CORVETT JUST NOT THIS ONE DUE TO ALL THE CONCERNS THAT HE HAS GONE THROUGH W/VEH. SINCE CUST EXPRESSED INTREST IN STAYING W/ CORVETTE AND HAS BEEN UNDULY INCONVENIENCED BY REPEAT REPAIRS AND TRIPS TO DLRSHIP CRM SEEKING TM APPROVAL TO OFFER CUST; 0; 389202623
2002-05-02

AM OLC....MSRP 36,200, AUTOWORLD.COM; 0; 389202972
2002-05-02

ISSUES REASONS FOR OLC.
1. CUST IS DISSATISFIED WITH THE AMOUNT OF OUT OF POCKET EXPENSE INCURRED
2. CUST HAS BEEN UNDULY INCONVENIENCED BY 4 REPEAT TRIPS AND REPAIRS TO THE DLRSHIP FOR WINDOW LEAKS, 6 TIMES FOR DIFFERENT UNRELATED REPAIRS
3. CUST HAS EXPRESSED INTREST IN STAYING WITH THE GM FAMILY, AN OLC WOULD BE BENEFICIAL GETTING THE CUSTOMER INTO A NEW VEHICLE.
4. TO ENHANCE RELATIONSHIPS WITH CUSTOMERS THAT WILL DRIVE LIFETIME CUSTOMER ENTHUSIASM.; 0; 389203321
2002-05-02

CRM REC'D TM APPROVAL FROM TM MARCIA ALAJOKI TO OFFER CUST OLC 5% MAXIMUM.. CRM OFFERED 1200 THEN 1500 CUST STATES HE IS NOT LOOKIN FOR CHARITY FROM GM HE IS SEEKING FOR GM TO REPAIR THE VEH.. CRM ADVISED THAT DUE TO AGE AND MILEAGE, USED VEH. NO PREVIOUS CONCERNS/ TRIM ITEMS THERE WOULD BE NO ASSISTANCE.. CUST REFUSED OLC OFFER RESCENDED REQUEST CLOSED DISSATISFIED..RIVER WESCOTTJ PD KCAC; 0; 389204264
2002-05-02

EMAIL RECEIVED....KAMA CASE #2064848....Dear Mr. Elkinton:
I spoke with a representative from your department last Monday about my case which he suggested that he will take the matter to a higher management for a decision
it has been a week and I have not heard from you. Thank you.

CRM NOTED CUST HAS SINCE CALLED CAC AND SPOKE TO WESCOTTJ.....; 0; 389217092
2002-05-02

RESPONDED.....Dear [REDACTED]
We see as of May 2, 2002, that you contacted our Chevrolet Customer Assistance Center and spoke with River Wescott. We appreciate this opportunity to re-address your concerns.
As you may have been advised, due to the age/mileage of the vehicle, we are unable to provide any cost assistance for repairs. We do however see that you have had many concerns and

trips to your dealership and therefore will extend our earlier offer of a \$1,500 Owner Loyalty Certificate (OLC) for a period of 5 days.

Should you decide to accept our offer of the OLC, please contact us at the phone number below or reply back by email and state that you wish to accept our offer. Please refer to your request number, C06753677.

If you have any further questions or comments please feel free to contact the Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Eastern Standard Time or by e-mail at cac@Chevrolet.com.

....CON'T; 0; 389217127
2002-05-02

CON'T.....Thank you again for the opportunity to address your concerns.

Sincerely,

John Elkinton
Customer Relationship Manager
Chevrolet Customer Assistance Center
CRM WILL CHECK FILE ON 5/8/02 FOR FURTHER CUST CONTACT...CRM WILL CLOSE FILE ON 5/8/02 IF NO CONTACT....
JOHNATHAN ELKINTON EMAIL/PDX; 0; 389217203
2002-05-03

Customer sent e-mail, kana case # 2077735, dated 05-02-02 as follows: Dear MR. Elkinton:

Thank you for your patient with my case. I spoke with MR. Wescott today after I was put on hold twice for sometime, he mentioned his feelings towards the agony and the continuous trips to the dealer then he proposed \$1500 OLC. I told MR. WESCOTT even if he paid it in cash it will not do any good because I will be at the dealer by next week fixing the windshield or the dashboard which they are default in the first place, MR. Wescott suggested \$2000 OLC. (Talking to a salesman!)

MR. Elkinton my issues may be have not heard clearer. ALL my problems has nothing to do with the mileage on the car. All the work has been done on the car relates to Engineering Defaults, please pull all the records and see for your self.

Your offer was marketing rather than customer satisfaction, I will not accept that.

con; 0; 389206638
2002-05-03

MR. Elkinton the car I have is a lemon, I do not want the car anymore.

TAKE THE CAR BACK AND PAY THE BANK THEIR MONEY,

MR. Elkinton I hope you have a nice weekend you and your family because I will be spending my days off at your dealership. I work 6 days a week as an Executive Chef for a resort in Naples where my day off is on Monday. I am in a customer satisfaction business and we do have our guest comment cards and we rate high
Thank you.

0; 389206657
2002-05-03

CRM relied: Dear [REDACTED]

Thank you for your e-mail to the Chevrolet Customer Assistance Center. We sincerely apologize for the concerns you are experiencing with your 1999 Corvette. We observed that you have open file number C-06753677 being worked by John Elkinton. Please continue to work with him as he is in the best position to provide you with a timely resolution to your concern. We have placed your comments and our response into your file and sent notification to Mr. Elkinton.

If you have any further questions or comments please feel free to contact the Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Eastern Standard Time or by e-mail at cacc@Chevrolet.com.

Sincerely,

Michael Highlands; 0; 389286685
2002-05-03

forwarding file to attending CRM. Michael Highlands/Tampa e-mail.; 0; 389286699
2002-07-01

*****Attention***this is a legal file do not speak with customer he has obtained an attorney*****refer to hrc/legal ext 5022 attn:Debbie Rowland; 0; 394390410

*****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:
PRE 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
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT 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:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOKERT:

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:

REDLANDS, CA

CASE NUMBER: 04751494 VIN: 1G1YY22G3X5122035
MODEL YEAR: 1999
DATE OPENED: 2001-06-29 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-02 MILEAGE: 22006
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: OCEAN CHEVROLET HONDA
BRC PARENT: DEALER ADDRESS: 4400 AUTO PLAZA DR., CAPITOLA, CA, 95010, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
1 REPAIR ATTEMPT(S) STEERING WHEEL LOCKED UP

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) DLR NEEDS TO REPAIR THE VEH

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES STEERING COLUMN IN 1999 CHEVY CORVETTE IS INOPERATIVE. CUST STATES STEERING WHEEL LOCKED AS HE WAS BEGINNING TO DRIVE. CUST SEEKS COST ASST. WITH HOTEL COST. CRM ADVISED CUST THAT REIM. MAY BE POSS. BUT ONLY AFTER HOTEL BILL HAS BEEN PAID. CRM STATES CUST IS STRANDED 500 MI. FROM HOME. CRM ADVISED CUST THAT AFTER HOTEL STAY IS COMPLETE TO CALL CAC FOR POSS. HOTEL COST REIM. CUST STATED HOTEL IS A LITTLE COSTLY AND IF THAT WOULD HAVE ANY BEARING ON ASST. CRM ADVISED CUST THAT WE DO TAKE INTO CONSIDERATION THE LOCATION OF HOTEL WHICH IS IN SANTA CRUZ, CA. CRM ADVISED CUST THAT NEXT CRM WILL ASST. IN POSS. REIM. PROCESS FOR HOTEL STAY. CUST SATIS.

KYLA CALDWELL ATX/CARB; 0; 362701636
2001-06-29

ST STS VEH IS IN SHOP FOR REPAIR AND HAS A RENTAL VEH STS WAS TOLD BY PREVIOUS CRM THAT HOTEL BILL WILL BE PAID FOR AND HE'S ASSUMING THAT FOOD EXPENSE IS INCLUDED. CRM ADVSD AS PER WARRANTY THAT TRIP INTERRUPTION IS NOT COVERED AND THAT WE COULD REVIEW FOR POSSIBLE PARTIAL REIM FOR HOTEL IF HE SENDS IN THE PAPERWORK. ADVSD THAT FOOD EXPENSES ARE NOT COVERED. CUST STS WENT TO REDWOODS AND THERE WAS SAP ON THE VEH BUT VEH STEERING BROKE DOWN BEFORE HE COULD GET TO A CAR WASH. CUST STS DLR WOULD NOT WASH VEH DUE TO RULES BY THE COUNTY. CRM VERIFIED INFO WITH GARY IN SVC DEPT. CUST STS HE WILL NEVER FEEL SAFE IN VEH

EVEN IF IT IS REPAIRED. STS HE MAY HAVE TO GET A LAWYER TO RESOLVE ISSUE. CUST STS THIS VEH WAS BOUGHT BACK BY GM BEFORE AND CUST SEEKS REPURCHASE. CRM ADVSD NEED TO DO RESEARCH AND CALL BACK TO CUST FOR 7-5-01 BETWEEN 12PM AND 2PM PACIFIC TIME.; 0; 362718786
01-06-29

CRM WILL CONTACT SVC MGR TO SEE WHAT WE CAN DO TO GET VEH REPAIRED. BETH
GILLILAND/CAC/CRM/PDX; 0; 362718810
2001-07-02

CUST STATES THAT HE WANTS THE VEH REPURCHASED. AND GM IS REQUIRED BY THE P AND P TO REPAIR THE VEHICLE. CUST STATES THAT IT WILL NEVER BE FIXED TO HIS SATISFACTION. CUST WANTS GM TO BUY BACK THE VEH. CRM RESEARCHED AND ACCORDING TO THE P AND P GM ISTO FIX THE VEH UNDER WARRANTY. THE DLR IS DOING THAT. CRM ASKED ABOUT A HOME DEALERSHIP SINCE HE TRAVELED. CUST STATED HE HAD NONE. TAKES IT WHEREVER HE IS. DOES NOT GET MAIL AT ADDRESS LISTED, IT IS JUST A HOUSE HE HAS. HE HAS NO HOME. CUST WAS VERY UPSET AND DEMANDING. CRM CONFERRED WITH GL J STATON ABOUT THE FACT THAT THE CUST DOES NOT HAVE A HOME SO NO BBB LETTER CAN BE SENT. CRM IS DOING AS REQUESTED FROM GL. TO ADVISE THE CUST THAT GM HAS AN OBLIGATION TO REPAIR THE VEHICLE. THE CUST IS NOT SATISFIED WITH THAT. CRM EXPLAINED TO THE CUST AGAIN THE POLICY., CUST STATED HE WOULD TAKE IT HIGHER. CRM CANNOT SEND A BBB LETTER SINCE NO ADDRESS THAT HE RECIEVES MAIL PER GL JOAN STATON CRM MARY LOU HENNIS CAC.PDX; 0; 362945311

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
DRIVER 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 RAC:

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:

COUNT BALANCE:

EQUAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAME:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3428781	VIN Number:	1G1YY22G3X5123783
Date Opened:	9/1/1999	Model Year:	1999
Date Closed:	9/21/1999	Series:	Corvette
Dealer Code:	B09200	Mileage:	9620
Address:	TERRY LEE CHEVROLET, CINCINNATI	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN COLUMN LOCK WOULD NOT UNLOCK.

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/01/1999 09:53:06 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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.) COLUMN LOCK WOULD NOT UNLOCK.

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

09/01/1999 09:53:06 HISTORY - MILLER SERVICE COLUMN LOCK WOULD NOT UNLOCK. TECHNICIAN HAS NOT DUPLICATE.

TAC ADVISE BULLETIN 99-08-49-008.

TECHNICIAN TO CALL BACK.

09/21/1999 09:14:10 ERMAN - DLR REPORTS THEY HAD TO
REPLACED THE IGNITION LOCK CYLINDER.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LEXINGTON

KY

HOME PHONE:

CASE NUMBER: 05538536 VIN: 1G1YY22G3X5131642
MODEL YEAR: 1999
DATE OPENED: 2001-09-18 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-10-19 MILEAGE: 23500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: THOROUGHBRED CHEV INC
BRC PARENT: DEALER ADDRESS: 2800 RICHMOND RD, LEXINGTON, KY, 40509, USA

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

M41 Steering Column/Lock/Attaching Parts
3 REPAIR ATTEMPT(S)
STOP LIGHT

Other
STEERING COLUMN LOCKED UP ON CUST WHILE AT

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*****

01. CUST STATES THAT HAS BEEN IN 3 TIMES FOR CONCERNS WITH STEERING COLUMN LOCK UP CONCERNS. CUST STATES TWICE VEH HAS LOCKED UP WHILE IN PARKING LOTS (FROM STOP). AND ONCE RECENTLY CUST WAS IN TRAFFIC, STOPPED AT LIGHT AND COLUMN LOCKED UP. CUST STATES HEARD RUMOR THAT ONE PERSON WAS DRIVING AND COLUMN LOCKED UP AT THAT POINT. CRM ADVISED CUST HAVE INVESTIGATED ALL AVENUES OF THAT AND FOUND NO TRUTHFUL EVIDENCE THAT HAS HAPPENED. CUST STATES HAS HAD A FEW OTHER CONCERNS WITH A LEAK IN THE A/C, BUT MAIN PROBLEM IS THIS. CUST STATES IS SAFETY CONCERN SHOULD HIS VEH LOCK UP WHILE DRIVING. CUST SEEKS BUYBACK. CRM ADVISED CUST WILL NEED TO RESEARCH. CRM ADVISED WHAT DLRSHP VEH BEEN TO CUST STATES BACH AND THOROUGHBRED. CUST STATES BACH IS FIRST ONE TO DO CAMPAIGN WORK, AND THOROUGHBRED HAS VEH NOW. CRM ADVISED WILL RESEARCH AND GET BACK TO CUST 09/19/01 BETWEEN 7 AND 8:30 PM EST AT LISTED #. IF CUST NOT AVAIL. CRM WILL LEAVE PAGE ON PAGER @ 859 244 1298. CRM WILL CONTACT BOTH DLRSHP AND DISCUSS CUST CONCERN.; 0; 369711105

2001-09-18

02. KRISTOPHER EITZWITZ/CAC/PDX; 0; 369711115
2001-09-19

03. CRM CONTACTED DLRSHP AND SPOKE TO SVC ADVISOR BRIAN PECK AS SVC MGR NOT AVAIL. BRIAN STATES THAT ACCORDING TO WARRANTY HISTORY ON VEH. CUST HAS NOT HAD CAMPAIGN WORK DONE, AND IF HE HAS, WAS NOT AT THIS DLRSHP AND NOT SHOWING UP UNDER VISS EITHER. BRIAN STATES IF

CAMPAIGN PERFORMED WILL HAVE TO DO THAT AND SEE IF CUST HAVING ANY OTHER CONCERNS, IF IS PERFORMED AS NOT LOOKED AT IT, WILL HAVE TO DISCUSS WITH SVC MGR. CRM THANKED BRIAN FOR INFO. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 369792472

2001-09-20

04. CRM CONTACTED DLRSHP BACHMAN AND SPOKE TO ASSISTANT SVC MGR DENNIS POWELL. DENNIS STATES CUST IN DAYS OF 09/12 TO 09/14. DENNIS STATES WORK DONE THEN WAS WITH AQ FUEL SENDER REPLACED, BLOWER MOTOR R&R/REPLACE, AIR FILTER REPLACE AND CAMPAIGN 01044 WORK DONE. CRM THANKED DENNIS FOR INFO. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 369859647

2001-09-20

05. CRM CONTACTED THOROUGHBRID AND SPOKE TO SVC MGR CHRIS SCHLOSSER. CHRIS STATES THAT CONCERN WAS NOT WITH THE STEERING COLUMN LOCKING UP AND THAT IT WAS A BODY CONTROL MODULE. CHRIS STATES THAT CUST VEH IS READY AND WHEN CUST COMES IN SVC MGR WILL DISCUSS CONCERNS FURTHER. CHRIS STATES ALL CONCERNS CUST HAD WERE RELATED TO THAT, BUT THE FUEL GAUGE. CHRIS SAYS THAT THAT IS RELATED TO A FAULTY FUEL SENDER THAT PART IS ON NATIONAL BACK ORDER AND THEY WILL GET THAT PART SHORTLY. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 369864260

2001-09-20

06. CRM ATTEMPTED TO CONTACT CUST AT HOME. CUST NOT AVAIL. CRM LEFT MSG STATING HAS RESEARCHED CONCERN. CRM ALSO ADVISED WILL ATTEMPT AT HOME 09/21/01 BETWEEN 7 AND 8:30 PM EST. CRM WILL ATTEMPT PAGER AND LEAVE NEXT CRM NOTES. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 369882995

2001-09-20

07. *** NEXT CRM *** IF CUST CALLS BACK ADVISE IF THERE IS ANOTHER TIME THAT AGENT CAN CONTACT HIM BACK BETWEEN 12 AND 8:30 PM EST 09/21/01 OR 09/24/01. PLEASE MAKE 2 HOUR WINDOW, AND GET # CUST CAN BE REACHED AT. IF CUST SEEKS INFO FROM STATUS OF CONCERN, ADVISE COLUMN DID NOT LOCK UP ON VEH, AND THAT BODY CONTROL MODULE IN VEH IS WHAT CAUSED CONCERN. ADVISE THAT ONLY CONCERN NOT CAUSED BY THAT WAS THE FUEL GAUGE IN WHICH DLRSHP HAS PART COMING FOR VEH. ADVISE VEH IS FIXED AND DLRSHP IS WILLING TO DISCUSS WITH CUST CONCERNS, AND NO BUYBACK AT THIS TIME. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 369883277

2001-09-21

08. CRM ATTEMPTED TO CONTACT CUST AT LISTED #. CRM LEFT MSG STATING WILL ATTEMPT TO CONTACT BACK 09/25/01 BETWEEN 5 AND 7 PM EST. CRM ADVISED IN MSG THAT HAVE DONE RESEARCH AND NEXT PERSON CUST SPEAKS TO WILL BE ABLE TO MAKE NEW APPOINTMENT. CRM LEAVING NEXT CRM NOTES. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 369969598

2001-09-21

*** NEXT CRM *** IF CUST CONTACTS BACK, ADVISE TO MAKE NEW CALLBACK FOR ME ON 09/25/01 BETWEEN 12 AND 7:30 CST. GET # I CAN BE REACH CUST IN A 2 HOUR WINDOW. DOC AND FORWARD BACK TO ME. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 369969658

2001-09-25

10. CRM CONTACTED CUST. CRM ADVISED CUST WHAT STATUS OF VEH IS. CUST STATES THAT THE VEH IS STILL HAVING PROBLEMS WITH THE LOCKS AND KEY FOBBS AND FEELS THE VEH WILL STILL HAS A PROBLEM. CUST STATES THAT HE NEEDS TO HAVE A RELIABLE CAR FOR HIS WORK AND WILL HAVE TO GET A NEW ONE IF THIS CONCERN IS NOT FIXED. CUST SEEKS A BUYBACK. CRM ADVISED CUST THAT WE NEED TO HAVE VEH DIAGNOSED FROM DLRSHP TO SEE WHAT IS HAPPENING. CRM ADVISED ONCE THAT HAS OCCURED WILL TAKE ACTIONS WE HAVE AVAIL OF ASSIST BUT THE VEH CANNOT BE DIAGNOSED OVER THE PHONE SO I AM NOT ABLE TO SAY WHAT PROBLEMS ARE. CUST STATES HE IS VERY FRUSTRATED WITH CONCERN AND STATES NEEDS A NEW VEH. CUST STATES WILL TAKE VEH TO DLRSHP. CRM ADVISED CUST WILL FOLLOW UP 09/28/01 BETWEEN 5 AND 7 PM EST. KRISTOPHER ZITZWITZ/CAC/PDX; 0; 370309224

2001-09-28

11. CRM ATTEMPTED TO CONTACT CUST. CUST NOT AVAIL. CRM LEFT VME STATING JUST CHECKING ON STATUS AND WILL ATTEMPT TO CALLBACK LATER. CRM LEAVING NEXT AGENT NOTE. CRM WILL ATTEMPT TO CONTACT CUST 10/02/01 BETWEEN 5 AND 7 PM EST AT LISTED # KRISTOPHER ZITZWITZ/CAC/PDX; 0; 370569360

2001-09-28

12. *** NEXT AGENT *** FIND OUT IF CUST HAS TAKEN VEH TO DLRSHP AND WHAT THEY DIAGNOSED VEH AS, IF CONCERN IS BCM OR STEERING COLUMN FORWARD CASE BACK TO ME. MAKE A CALLBACK THE NEXT

BUSINESS DAY WITH A BEST TIME I CAN REACH CUST AND BEST #. ADVISED THIS AGENT WILL SEE WHAT OPTIONS WE CAN HELP CUST OUT WITH. IF DIFFERENT CONCERN DOC AND LOOSE IF NECESSARY. KRISTOPHER ZITZENWITZ/CAC/PDX; 0; 370569455
2001-10-02

13. CRM ATTEMPTED TO CONTACT CUST. CUST NOT AVAIL. CRM LEFT VME STATING WILL ATTEMPT BACK AND TO HAVE CUST CALL US BACK, AGENT NOTES ON HISTORY ENTRY 12 STILL ACTIVE. CRM WILL ATTEMPT VOST BACK BETWEEN 3 MAD 5 PM MST 10/05/01. KRISTOPHER ZITZENWITZ/CAC/CPDX; 0; 370916388
2001-10-05

CRM ATTEMPTED TO CONTACT CUST. CUST NOT AVAIL. CRM WILL WAIT 2 BUSINESS DAYS, IF NO CUST CONTACT ON 10/09/01 CRM WILL SEND CALL CAC LETTER. NEXT CRM NOTES STILL STAND. KRISTOPHER ZITZENWITZ/CAC/PDX; 0; 371169891
2001-10-09

NO CUST CONTACT IN 2 DAYS. AGENT SENDING CALL CAC LETTER. KRISTOPHER ZITZENWITZ/CAC/[PDX; 0; 371512679
2001-10-09

GL REVIEWED FILE/ATTACHMENTS...LETTER RS0006 APPROVED, NICOLE REW/GL/PORTLAND CAC; 0; 371535806
2001-10-16

CUST CALLED BACK IN. CUST STATES THAT HE IS STILL HAVING CONCERNS WITH THE VEH. CUST STATES THAT THE VEH IS AT THE DLR NOW THAT HE IS CONTINUING TO HAVE CONCERNS WITH THE VEH THAT THERE HAS BEEN INTERMITTENT CONCERNS WITH THE STEERING LOCKING UP AND THAT HE HAS NOT BEEN ABLE TO FEEL CONFIDENT IN DRIVING THE VEH BECAUSE HE DOES NOT FEEL THAT IT IS RELIABLE. CUST STATES THAT THE VEH HAS BEEN TO THE DLR 5 TIMES IN 5 MONTHS. CUST STATES THAT HE DOES NOT DRIVE VEH BECAUSE HE IS NOT CONFIDENT IN DRIVING VEH. CUST STATES THAT HE WANTS TO HAVE RELIABLE VEH CUST STATES THAT HE WANTS TO HAVE THE VEH REPAIRED AND LIABLE AND THAT HE WANTS OUT OF THE LEASE. CRM ADVISED CUST THAT CHEV FIRST PRIORITY IS TO REPAIR THE VEH. CRM ADVISED CUST THAT SHE WOULD NEED TO CONTACT THE DLR AND SPEAK WITH THE SVC MGR AND RESEARCH WHAT CAN BE DONE. CRM CONTACTED DLR THOROUGHBRID SVC MGR IS IN A MEETING FOR 30 MINUTES. CRM ADVISED CUST THAT SHE WOULD CALL HIM BACK BETWEEN 4-6 CT ON HIS CELL PHONE 859-608-9016 MARCIE MEAD/PDX.CAC; 0; 372107086
2001-10-16

CRM CONTACTED DLR SPOKE WITH THE SVC MGR CHRIS HE STATES THAT THEY CONTACTED TAC AND THAT THEY HAVE PUT IN A NEWLY UPDATE SWITCH IN THE STEERING COLUMN TODAY. HE STATES THAT THEY ARE KEEPING THE VEH FOR THE WEEKEND AND THAT THEY ARE GOING TO MAKE SURE THAT THERE ARE NO OTHER CONCERNS. HE STATES THAT HE HAS NOT CONTACTED THE AVM. CRM ADVISED THAT SHE WILL CONTACT THE AVM TO LET THEM KNOW WHAT IS GOING ON AS THE DLR IS STILL NOT ONE HUNDRED PERCENT SURE THAT THE VEH IS FIXED. CRM CONTACTED CUST HE WAS NOT AVAILABLE. CRM WILL TRY AGAIN TODAY BETWEEN 4-6 CT. MARCIE MEAD/PDX/CAC; 0; 372117293
2001-10-16

CRM LEFT MESSAGE FOR AVM FOR JOHN SEMIEN 404082-8163. AT 2:30 PT ON 10-16-01. MARCIE MEAD/PDX/CAC; 0; 372121974
2001-10-16

CRM CONTACTED CUST ADVISED THAT SHE IS DOING ADDITIONAL RESEARCH THAT SHE WOULD CALL HIM AGAIN ON THURSDAY 10-18 BETWEEN 3-5 ET. CUST STATES THAT HE WILL BE OUT OF TOWN TILL SATURDAY. CRM WILL CALL HIM BACK AGAIN MONDAY IF NOT REACHED ON THURSDAY. MARCIE MEAD/PDX/CAC; 0; 372122318
2001-10-17

4 JOHN SEMIEN STATES HE IS CALLING IN RESPOND TO MESSAGE LEFT BY PREV. CRM MEAD. AVM ASKS TO DOCUMENT THAT HE HAS CALLED THE DLRSHIP TO CONTACT TAC AND OPEN UP A CASE WITH THEM. AVM STATES HE WILL HAVE ONE OF THE TAC MANAGERS ASSIST WITH THE STEERING WHEEL CONCERN. FORWARD TO PREV. CRM TO VIEW AVM RESPONSE. JAYNE WOODBURY/AVM TRAM/TAMPA; 0; 372194786
2001-10-18

CRM CONTACTED CUST AT HOME HE WAS NOT HOME CRM LEFT A MESSAGE FOR CUST THAT THE INFO IS NOW AVAILABLE FOR HIM TO CALL AND EITHER LEAVE NUMBER AND TIME HE CAN BE REACHED. MARCIE

AD/PDX/CAC; 0; 372292231

01-10-18

*****NEXT CRM***** CUST HAS STATED THAT HE WILL BE HARD TO REACH SO IF CUST CALLS IN AND CAN LEAVE A TIME AND NUMBER TO REACH HIM NOW- THUR BETWEEN 7-5 PT PLEASE GET INFO FOR ME IF CUST IS NOT WILLING TO WAIT PLEASE ADVISE HIM OF THE INFO LEFT BY THE AVM. THANK YOU; 0; 372292327

2001-10-19

CUST STATES REC'D MESSAGE. CUST SEEKS UPDATE. CRM ADVISED CUST PREVIOUS MGR NEEDED TIME AND NUMBER TO RETURN CALL BUT CUST STATES IS ON THE RD NOW AND PROBABLY WONT BE AVAILABLE. CRM REVIEWED NOTES PROVIDED AND ADVISED CUST OF AVM RESPONSE TO HAVE TAC MGR ASSIST W/ STEERING WHEEL CONCERN. CUST IS SATISFIED W/ AVM INVOLVEMENT BUT INQUIRES HOW MANY TIMES THE VEH HAD TO BEEN IN THE DLRSHP TILL GM WILL RPL IT. CUST STATES HAS BEEN INCONVENIENCED AND VEH HAS BEEN INTO THE DLRSHP 5 TIMES. CRM ADVISED CUST SINCE TAC INVOLVED THEY WILL ASSIST THE DLRSHP IN REPAIRS AND IF NOT THE AVM WILL BE NOTIFIED AND WILL GO AFT ASSISTING FURTHER. CUST STATES HE WILL CONTACT THE DLRSHP FOR AN UPDATE. CRM CLOSING REQUEST SATISFIED. N OFFOR ATX CAC; 0; 372361270

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

VEHICLE 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:

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:

COUNT 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:

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*****

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

NAME:
COMPANY:
ADDRESS:

October 9, 2001

[REDACTED]
Lexington, KY [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

We would like to discuss concerns regarding your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Kristopher Zitzewitz
Customer Relationship Manager

RS0006-P/nlr

CHEVROLET MOTOR DIVISION
 *** GM RESTRICTED ***

OTR1542 PAGE #: 1
 M01-015

CASE NO: 99-0513142
 DATE OPENED: 09/20/1999
 DATE CLOSED: 09/21/1999
 SOURCE: PHONE
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

VIN: 1G1YY22G3K5132337
 MODEL YR: 99
 SERIES: YB CORVETTE
 MILEAGE: 005000
 STATE: MD
 SEVERN MD [REDACTED]
 BUS. PHONE: [REDACTED] EXT:

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

09-20-99*****

OWNER CALLED REQUESTING TRADE ASST...OWNER STATES HAS SPOKEN W/HIS
 ATTY & B/C CONCERN IS SAFETY RELATED, VEH CAN BE REPLACED...OWNER
 STATES STEERING COLUMN LOCKS UP & VEH IS INOP...OWNER STATES THIS IS
 3RD X CONCERN HAS OCCURRED...OWNER STATES VEH IS CURRENTLY AT J.B.A.
 CHEV...OWNER STATES LOVES VEH BUT WANTS ANOTHER CORVETTE...OWNER STATES
 ORIGINAL OWNER, PURCHASED EXTENDED SERVICE CONTRACT, & OWNS '99 CANARD
 ...CRM ACKNOWLEDGED & APOLOGIZED...CRM CALLED J.B.A CHEV & SPOKE W/
 JOHN IN SERVICE TO REQUEST R.O. INFO...JOHN ACKNOWLEDGED & ADVISED
 CRM OF REQUESTED INFO...JOHN ADVISED CRM UNABLE TO PROVIDE CRM W/#
 OF DAYS OUT AS UNABLE TO OBTAIN INFO FROM SYSTEM...CRM ACKNOWLEDGED &
 THANKED [REDACTED]...CRM ADVISED OWNER OF FILE # & PURPOSE...CRM ADVISED
 OWNER OF NO RECALLS OR SPECIAL POLICIES...CRM ADVISED OWNER OF 3/36
 WARRANTY...CRM ADVISED OWNER BASED ON INFO CRM & OWNER REV'D, FILE
 WILL BE FORWARDED TO ANOTHER DEPT. W/CMD TO REVIEW OWNER'S REQUEST

IN GREATER DETAIL...CRM ADVISED OWNER SHOULD REC CALL BACK FROM MYSELF
 OR ANOTHER CMD REPRESENTATIVE W/IN NEXT 5 BUSINESS DAYS TO REVIEW
 MERITS OF OWNER'S REQUEST FURTHER...OWNER ACKNOWLEDGED & THANKED CRM...
 CRM THANKED OWNER FOR CALL...CRM NOTES FOLLOWING R.O. INFO:

***DATE	R.O. #	MILEAGE
***9/20/99	272733	6,092

CONCERN: STEERING COLUMN LOCKED, DISPLAY CAME ON DASH & STEERING WOULD
 NOT TURN

***9/13/99	272308	5,912
------------	--------	-------

CONCERN: STEERING COLUMN LOCKED, DISPLAY ON & STEERING WOULDN'T TURN
 DLR RFR: REPL STEERING COLUMN

***DATE R.O. # MILEAGE
***9/3/99 271748 5,309

CONCERN: TOWED TO DEALER AS STEERING LOCKED, LOCK ON DISPLAY ON DASH
DLR RFR: REPROGRAMMED PCM
DUBBIN STOKES, TROY SITE

09-21-99*****

I CALLED DLR & SPOKE TO SHOP FOREMAN RAY WHO ADVISED STEERING COLUMN
IS LOCKING WHEN OWNER GOES OUT TO START VEH NOT WHILE VEH IS DRIVING D
OWN THE ROAD...

MICHELLE BURDEN CAG/K1601

**

UPON FURTHER REVIEW OF ALL RELEVANT AND AVAILABLE DOCUMENTS, CASE
COMMENTS, DEALERSHIP REPAIR HISTORY, SALES, OWNERSHIP AND OTHER
APPLICABLE INFORMATION AVAILABLE AT THE TIME OF THIS REVIEW, CHEVROLET
WILL CONTINUE TO WORK WITHIN THE TERMS OF ANY AVAILABLE CHEVROLET
WARRANTIES

*

*

MICHELLE BURDEN CAG/K1601

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

CODE # DESC

CODE COMMENTS

M01 0

STEERING LOCKS UP & VEH INOP
CMD TO CONTINUE TO WORK WITHIN WARRANTY

S41 0

GMPP, 7, 100K MILES, ?
OWNER HAS EXTENDED WARRANTY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3458481	VIN Number:	1G1YY22G3X5132337
Date Opened:	9/13/1999	Model Year:	1999
Date Closed:	9/30/1999	Series:	Corvette
Dealer Code:	B14185	Mileage:	5012
Address:	J B A CHEVROLET GLEN BURNIE	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING COLUMN LOCK INTERMITTENT

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

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/13/1999 16:31:28 SBD TEMPLATE - RICHMOND

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

09/13/1999 16:31:28 HISTORY - RICHMOND CUSTOMER REPORTS

THAT THE STEERING COLUMN LOCK WOULD N'T UNLOCK THE OTHER DAY AND MESSAGE WAS ON DASH.

DLR STATES CONCERN IS INTERMITTENT AND CANNOT BE DUPLICATED AND SEEKS CASE INFO.

TAC ADVISED DLR OF CASES AND RECOMMENDED DLR DUPLICATE AND CONCERN
PERSISTS, DLR MIGHT TRY SWAPPING MOTOR DUE TO CASES IN SYSTEM.
08/20/1999 15:17:58 LEIBENGOOD - SERVICE DIRECTOR MATT CALLED
BACK.

STEERING COLUMN LOCK ACTUATOR INT WON'T UNLOCK. SERVICE STEERING
COLUMN LOCK MESSAGE PRESENT ON DIC. TECH REPLACED STEERING COLUMN
LOCK ACTUATOR. VEHICLE RETURNED WITH SAME CONDITION.

TAC:

REC: TECH INSPECT WIRING & ENSURE GOOD CONNECTION @ C207. IF OK REC:
TECH REPLACE STEERING COLUMN LOCK ACTUATOR 2X.

TECH TO ADVISE.

GM RESTRICTED

380572

CASE NUMBER: 05410956 VIN: 1G1YY22G3Y5100733
 DATE OPENED: 08/28/01 MODEL YEAR: 00
 DATE CLOSED: 09/18/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 14000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] ELIZABETH
 HOME PHONE: [REDACTED] NJ [REDACTED]

CASE NUMBER: 05410956 VIN: 1G1YY22G3Y5100733
 MODEL YEAR: 2000
 DATE OPENED: 2001-08-28 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-09-18 MILEAGE: 14000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: SANSONE CHEVROLET
 SRC PARENT: DEALER ADDRESS: 680 PFELFFER BLVD, , PERTH AMBOY, NJ, 08861, USA

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

N01 Electrical General	Other
3 REPAIR ATTEMPT(S)	LITES BLINKING ON/OFF BY ITSELF
N41 Steering Column/Lock/Attaching Parts	Inoperative
5 REPAIR ATTEMPT(S)	STEERING LOCKS & UNABLE TO STEER
INTERMITTENTLY	
A04 Possible Safety Concern	Other
5 REPAIR ATTEMPT(S)	STEERING LOCKS UP & KEEPS RUNNING & CUST
UNABLE TO STEER	
T28 Possible Lemon Law	Customer Satisfaction
5 REPAIR ATTEMPT(S)	ELECTRICAL CONCERNS
T10 Complimentary Call	Customer Satisfaction
5 REPAIR ATTEMPT(S)	CUST STS SVCMR HAS BEEN REALLY GREAT

Vehicle operation or design

INSTRUCTIONS TO CRM:
 *Pinpoint / understand concern
 * Determine Customers expectation

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

380572

Validate feature is on vehicle

Review owners manual with owner - [[Owners Manuals RUN

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

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

* Review specific solutions [[SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus!\Micros-1\Iexplora.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

DLRSHF 732/826-5980

CUST NAME [REDACTED]

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

CUST STS INTERMITTENTLY ELECTRIC CONCERNS CAUSING STEERING TO LOCK & VEH CONTINUES TO RUN. CUST STS CAMPAIGN #1044 CORRECTION LEAVES VEH UNABLE TO BE LOCKED. CUST CONCERNED ABOUT THEFT/SECURITY. CUST STS INTERMITTENTLY SEAT WILL NOT MOVE & STEERING RETRACTS ON ITS OWN & DASH LITES, INCLUDING WARNING INDICATORS ILLUMINATE ON THEIR OWN. CUST STS THAT HE CAN BE OUTSIDE OF VEH AND THE HEAD LITES OPEN/CLOSE ON THEIR OWN. CUST STS THE VEH ACTS LIKE IT IS POSSESSED. CUST SEEKS LEMON LAW INFO AS HE HAS HAD VEH IN NUMEROUS TIMES W/O CONCERN BEING CORRECTD. CUST STS SVCGR HAS BEEN GREAT, BUT HE WANTS HIS VEH REPAIRED. CRM CALMED CUST DOWN & ADVISED WILL CLL SVCGR 8/29. CRM TO SEE IF TAC HAS BEEN INVOLVD & THE AVM. CRM TO SEE IF DLRSHF HAS A CORVETTE SPECIALIST. CRM TO CLL CUST BACK SOMETIME 8/29 AFTER SPEAKING W/SVCGR. CUST THANKD CRM FOR ASSIST. LYNDIA JAMES/CAC/PDX; 0;

367894296

2001-08-29

SVCGR WAS UNAVAILABLE, CRM TO CLL AGAIN 8/30 & CLL CUST AFTERWORDS. LYNDIA JAMES/CAC/PDX; 0; 367981008

2001-08-30

SVCGR RON STS THEY ARE WORKING ON SEAT & RESETTNG COMPUTER TO CORRECT STEERING COLUMN SELF-ADJUSTING ON ITS OWN. RON STS THE CAMPAIGN COMPLIANCE ON LOCKING STEERING COLUMN DOES LEAVE VEH UNABLE TO LOCK STEERING AS A THEFT DETERRENT. CUST STS HE PURCHASEDA \$42,000 VEH W/LOCKING STEERING. CUST STS NOT BEING ABLE TO LOCK STEERING IS UNACCEPTABLE TO HIM & WOULD BE TO ANY POTENTIAL BUYER. CUST STS THIS DECREASES THE VALUE OF HIS VEH. CUST STS VEH HAS AN ONGOING ELECTRICAL CONCERN THAT STILL IS NOT BEING RESLOVD. SVCGR RON STS TAC HAS BEEN INVOLVE & THE DO HAV CORVETTE MECH SPNC AT DLRSHF. CUST IS DISSATISFIED W/VEH PERFORMANCE & STS IT IS A MAJOR SAFETY HAZARD. CRM REVIEWD CASE W/TM ANN BURTON & WILL CLL AVM FOR ASSIST. CUST SEEKS BUY BACK DUE TO ALL OF THESE ISSUES. CRM TO CLL CUST BACK 9/5. LYNDIA JAMES/CAC/PDX; 0; 368048565

2001-08-30

CUST STS WILLING TO ACCEPT VEH ----IF----ELECTRICAL CONCERNS ARE REPAIRED & HE CAN LOCK STEERING COLUMN WITHOUT ENDANGERING HIMSELF. LYNDIA JAMES/CAC/PDX; 0; 368048618

2001-09-05

SVCGR STS VEH OPERATING FINE & NO ELECTRICAL PROBLEMS AT THIS TIME. SVCGR STS CUST TAKES VEH & THEN CLLS WITH ALL THESE ELECTRICAL ISSUES. VEH IS THEN TOWED TO DLRSHF & NO ELECTRICAL CONCERNS ARE PRESENT OR ABLE TO DUPLICATE. SVCGR STS THEY DID REPAIR THE SEAT TRACK & THE STEERING ADJUSTING MODULE. CUST IS DISSATISFIED W/CAMPAIGN REPAIR OF NON-LOCKING COLUMN. CUST IS DISSATISFIED W/VEH PERFORMANCE & CONCERNED ABOUT FUTURE CONCERNS.

CUST HAS STATED VEH IS A LEMON & ACTS LIKE IT IS "POSSESSED". CRM TO CLL CUST 9/6 AS

FOLLOWUP. LYNDIA JAMES/CAC/PDX; 0; 368571670

2001-09-06

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

360572

HAS OVER THE SHOULDER APPRVL FROM TM ANN BURTON TO CLL AVN W/COURTESY THAT CUST WILL
DISSATISFIED. LYNDA JAMES/CAC/PDX; 0; 368650385

2001-09-06

CRM ATTEMPTD TO CLL CUST & RECVD VERIZON RECORDING THAT # IS NO LONGER IN SERVICE. CRM
HAS TM ANN BURTON APPRVL TO SEND CLL CAC LTR. LYNDA JAMES/CAC/PDX; 0; 368650523

2001-09-06

---NEXT CRM---SHOULD CUST CLL CAC PLEASE GET TIME& PHONE# FOR CRM TO CLL TO ADVISE CUST
THERE IS NOTHING WE CAN DO TO ASSIST CUST W/ELECT CONCERN AS SVCGR STS UNABLE TO DUP
CONCERNS. CRM ASKED SVCGR IF HE HAD ANTHR PHONE# FOR CUST & HE DOES NOT.

LYNDAJAMES/CAC/PDX; 0; 368650713

2001-09-06

CRM CLLD CUST BUS # & CAN ONLY REACH CUST 8AM NJ TIME. CRM ON PST TIME & UNABLE TO CLL AT
THAT TIME. CRM SENDING CLL CAC LTR. LYNDA JAMES/CAC/PDX; 0; 368651099

2001-09-06

GL REVIEWED FILE AND LETTER AND SENT TO MBX, ZACH ZACHARIAS-GL-PDX; 0; 368650346

2001-09-18

MULTI CHEVROLET IN UNION, NJ...PH# ...908-686-2800

MARY HAMILTON/CAC/PDX; 0; 369692501

2001-09-18

crm contacted multi chevrolet and spoke to the srv mgr. the srv mgr sts that the cust
stated that he has contacted attorney, and he is not picking his veh back up. srv mgr
stated that he cannot give a rental veh to the cust until a diagnosis has been done, and he
is going to see if he can have the veh towed to the cust servicing dlr b/c they know the
history, and he does not want to be involved in a legal battle. crm contacted cust and
advised that a rental veh cannot be provided b/c there has not been a diagnosis done, and
the cust is pursuing legal action and has stated that he will not pick up his veh. cust
sts thta he has contacted an attorney, but will not do anything illegal....cust sts that
if his attorney tells him to pick up the veh, he will. cust also sts that he has filed
with bbb. crm advised that i can no longer asst if the cust has pursued legal action.
cust understood, but stated that he is very disgusted with how chev is treating him. cust
seeks for crm to doc that statment....cont....; 0; 369704360

2001-09-18

CRM ADVISED THAT I WILL DOC THIS. CRM CLOSING FILE DISGATE PER TM, BILLEN ABOIT'S
APPROVAL.

MARY HAMILTON/CAC/PDX; 0; 369707380

2001-09-19

Reviewed file and returned letter MN0001 to crm pending further attention. Please see
feedback form prior to resubmitting. GNL/JEANNE OLSON/PDX; 0; 369779635

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

OWNER NAME:

DRIVER AGE:

OWNER DISABILITY:

OWNER DESCRIPTION:

GM RESTRICTED

380572

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:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: , ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ERC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

TERMINAL:

LEASE TERM:

DAMAGE:

OTHER:

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

380572

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*****

INTERNAL 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:

RALEIGH , NC

CASE NUMBER: 06796689 VIN: 1G1YY22G3Y5100781
MODEL YEAR: 2000
DATE OPENED: 2002-04-30 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-30 MILEAGE: 14000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DARRYL BURKE CHEVROLET PONTIAC BUICK
BRC PARENT: DEALER ADDRESS: 3100 N MAIN ST., FUQUAY-VARINA, NC, 27526, USA

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

**CUST STATES SHE IS THE ORIGINAL LEASER OF THIS VEHICLE LEASED IN AUGUST OF 1999 FROM LOU
BACHRODT CHEVROLET AND THE CUST STATES THE STEERING IS LOCKED. **CUST SEEKS TO HAVE THIS
DOCUMENTED AND STATES SHE HAS ALREADY CONTACTED SOMEONE TO ARRANGE TO HAVE THE VEHICLE
TOWED. **CRM ADVISED THE CUST OF THE RECALL ON THE STEERING COLUMN AND ALSO ADVISED OF THE
REQUEST NUMBER FOR REFERENCE. THE CUST THANKED THE CRM. REQUEST CLOSED SATISFIED.
MICHAEL S. DELUCA/CARS/TAMPA; 0; 389026281

*****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:
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:

COUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
ACCIDENTS:

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:

Dorchester

MA

HOME PHONE:

CASE NUMBER: 1-14611134

VIN: 1G1YY22G3Y5101025

DATE OPENED: 2002-07-09

MODEL YEAR: 2000

DATE CLOSED: 2002-07-09

SERIES: Corvette

SOURCE: Phone

MILEAGE: 40000.0000000

ERC TYPE: N/A

DELIVERY DATE:

ERC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

M02 Linkage

0 REPAIR ATTEMPT(S)

Inoperative

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

Cust states his veh steering wheel is locked. Cust states he is aware of a campaign for this
concern; ; 2002-07-09

2002-07-09

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
IDENTIFY 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:

LEASE @ BUY-BACK: 0
ERP:

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:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

INTERNAL CASE NUMBER: DATE:
FILE NAME: * BUSINESS: 0
BUSINESS: DATE OF ACCIDENT:
ACCIDENT: DATE OF PURCHASE/LEASE:
DESCRIPTION OF DAMAGE: PURCHASE/LEASE AS:
PURCHASE/LEASE: 0
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:

Fayetteville

NC

HOME PHONE:

CASE NUMBER: 1-109259802

VIN:

1G1YY22G3Y5101445

MODEL YEAR:

2000

DATE OPENED: 2003-06-13

SERIES:

Corvette

DATE CLOSED: 2003-06-13

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Anc

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering column locked; ; 2003-06-13

03-06-13

Service Request has been Closed Satisfied.; ; 2003-06-13

*****FAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

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:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
RP:

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:

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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4982273	VIN Number:	1G1YY22G3Y5101607
Date Opened:	7/25/2000	Model Year:	2000
Date Closed:	8/17/2000	Series:	Corvette
Dealer Code:	B07348	Mileage:	9304
Address:	HUFFINES CHEVROLET CLEWISVILLE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN WONT UNL

RESOLUTION ABSTRACT- SPLICE PACKS/GROUNDS

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/25/2000 11:52:04 SBD TEMPLATE - HACKETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

07/25/2000 11:52:04 HISTORY - HACKETT

DEALER TECH STATES THAT THE VEHICLE WAS TOWED IN BECAUSE THE STEERING COLUMN

WOULD NOT UNLOCK. DEALER STATES THAT THE CONDITION IS NOT PRESENT NOW WHEN TRYING

TO DUPLICATE THE CONCERN. DEALER STATES THAT THERE ARE NO CODES PRESENT.

ADVISED DEALER ON BASIC SYSTEM OPERATION AND DIAGNOSTIC PROCEDURES PER
PI#A000265.

DEALER TO ADVISE.

08/17/2000 13:23:44 CRUMB

- VME CLOSING

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

NORTH MIAMI

FL

HOME PHONE:

CASE NUMBER: 00637218

VIN: 1G1YY22G3Y5102224

MODEL YEAR: 2000

DATE OPENED: 2000-06-15

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-06-26

MILEAGE: 18000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE:

DEALER NAME: KELLEY CHEVROLET INC

ERC PARENT:

DEALER ADDRESS: 500 E STATE BLVD, FORT WAYNE, IN, 46805, USA

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

M40 Steering Wheel
2 REPAIR ATTEMPT(S)Other
replacedD01 A/C
3 REPAIR ATTEMPT(S)Other
leaked on carpet need replacing

elect

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

cust states he has had to much trouble with this veh after paying 58000 for the ve. cust states 2 different dealer has worked on same problem and this morning the steering column locked up again. cust wants the veh fixed and fixed right or he wants out of veh. cust states the veh is dangerous because when it locks up you can only go in the direction that the wheel is locked up in. crm will contact avm to see if veh can be looked at by him or a tech team. claudette huggins/austin, texas; 0; 329939064
2000-06-26

AVM Carl Cook called and left message: complaint not usual for steering lock problem, must work with dealer. Michael A. Flores/TM/Austin; 0; 330904407

*****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:

VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

PROVIDENCE

RI

HOME PHONE:

CASE NUMBER: 04592627

VIN: 1G1YY22G3Y5104362

DATE OPENED: 2001-06-18

MODEL YEAR: 2000

DATE CLOSED: 2001-06-25

SERIES: CORVETTE COUPE

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: No

DEALER NAME: PAUL MASSE CHEVROLET-GEO INC

ERC PARENT:

DEALER ADDRESS: 1111 TAUNTON AVE RTE 44,, EAST

PROVIDENCE, RI, 02914, USA

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

M01 Steering General

Interference

0 REPAIR ATTEMPT(S)

LOCKED

A12 Miscellaneous - Not Classified

Other

3 REPAIR ATTEMPT(S)

CAN NOT BE TOWED

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT HIS VEH STEERING HAS AN ELECTRONIC SAFETY LOCK. CUST STATES THAT THE VEH STEERING IS LOCKED AND THAT HE HAS NO WAY OF GETTING IT UNLOCKED. CUST STATES HE HAS CONTACTED ROADSIDE TO TOW THE VEH AND THAT THEY CAN NOT TOW HIS VEH SAFELY. CUST STATES THAT THE VEH IS DOWN 3 STORIES IN A PARKING GARAGE AND THAT THE TOW TRUCK DOES NOT BELIEVE THAT THEY CAN TOW THE VEH WITHOUT DAMAGE. CUST STATES THAT HE HAS CALLED HIS DLR AND THAT NO ONE CAN SEND SOMEONE OUT TO LOOK AT THE VEH. HE STATES THAT HE WAS ADVISED THAT THEY ARE NOT INSURED OFF THE PREMISES. CUST SEEKS TO GET HIS VEH FIXED. CRM ADVISED CUST THAT SHE WOULD CONTACT HIS DLR AND LOOK INTO RESOLVING HIS CONCERNS. CRM WILL CALL DLR AFTER 1:00 PM AND SEE IF ANYTHING CAN BE DONE. CRM SET UP CALL BACK WITH CUST FOR 7-8 EST TODAY TO ADVISE FURTHER. MARCIE MEAD; 0; 361746263

01-06-18

CRM CONTACTED PAUL MASSE CHEVROLET SVC MGR WAS NOT AVAILBLE CRM WILL TRY BACK LATER TODAY.
MARCIE MEAD/PDX/CAC; 0; 361750110
2001-06-18

CRM ATTEMPTED TO CONTACT DLR SVC IS CLOSED., CRM WILL CALL THEM AGAIN TOMORROW AND THEN CALL THE CUST BACK BETWEEN 3-6 EST. MARCIE MEAD/PDX/CAC; 0; 361754372

2001-06-19

CRM CONTACTED DLR (PAUL MASSE) SPOKE WITH THE SVC MGR MIKE. HE STATES THAT THEY DO NOT HAVE A MOBILE SERVICE UNIT AND DO NOT HAVE ANY WAY OF SENDING A TECH OUT TO FIX THE VEH. HE STATES THAT THE CUST WOULD NEED TO A FULL AFUSE IN THE VEH TO UNLOCK THE STEERING ENOUGH TO GET IT TO THE DLR AND THAT HE HAD A TECH EXPLAIN THE PROCEDURE TO THE CUST. MARCIE MEAD/PDX/CAC; 0; 361819857

2001-06-19

CRM CONTACTED HURD BUICK CHEV (401-751-6000) THE SVC MGR WAS ON ANOTHER CALL CRM WILL TRY AGAIN LATER MARCIE MEAD/PDX/CAC; 0; 361819980

2001-06-19

CRM CONTACTED HURD CHEV SPOKE WITH THE ASSISTANT SVC MGR HE STATES THAT THEY DO NOT HAVE A MOBILE UNIT EITHER. CRM SPOKE WITH CUST ADVISED THAT AM DOING FURTHER RESEARCH WILL CONTACT CUST BETWEEN 5-7 ET. MARCIE MEAD/PDX/CAC; 0; 361825429

2001-06-19

CRM LEFT FIRST MESSAGE FOR AVN PAUL FERRINI 914055-8366 AT 10:00 AM PT. MARCIE MEAD/PDX/CAC; 0; 361825480

2001-06-19

CRM ADVISED CUST OF HER DIRECT EXTENSION 1-866-932-4368 EXT 38828 IF HE NEEDS TO CALL BACK SOONER. MARCIE MEAD/PDX/CAC; 0; 361825556

2001-06-19

CRM CALLED CUST BACK ADVISED THAT SHE IS REVIEWING CONCERN WITH UPPER MANAGEMENT IN HIS AREA SO THAT SHE WILL CALL BACK TOMORROW WITH FURTHER UPDATE BETWEEN 3-5 EST. MARCIE MEAD/PDX/CAC; 0; 361848466

2001-06-25

CRM MADE SECOND ATTEMPT TO THE AVN ON 06/.25 AT 2:15 PM. MARCIE MEAD/PDX/CAC; 0; 362358957

2001-06-25

CRM CONTACTED CUST HE ADVISED THAT HE GOT HIS VEH OUT OF THE GARAGE ON SATURDAY AND THAT THE VEH IS AT THE DLR NOW. CRM CONTACTED AVN ADVISED TO DISREGARD PREVIOUS MESSAGE. MARCIE MEAD/PDX/CAC; 0; 362359206

2001-06-27

AVN PAUL FERRINI STATES CUST. VEHICLE STEERING GEAR STUCK AND CUST. COULD NOT GET IT OUT OF PARKING GARAGE. CUST. DECIDED TO NOT HAVE ROADSIDE ASSIST DUE TO POSSIBILITY OF DAMAGE TO VEHICLE. CUST. WAS ABLE TO GET VEHICLE OUT OF GARAGE AND IT WAS TAKEN TO DLRSHP. RO# IS 183067. CUST. IS ALL SET. JAYNE WOODHURY/AVN TEAM/TAMPA; 0; 362516667

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

INJURIES:

IS 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:
QUEST TYPE:
PURCHASE 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 RESTRICTED

CUSTOMER:

ADDRESS:

New Roads

LA

HOME PHONE:

CASE NUMBER: 1-113258530

VIN: 1G1YY22G3Y5105155

DATE OPENED: 2003-06-25

MODEL YEAR: 2000

DATE CLOSED: 2003-07-02

SERIES: Corvette

SOURCE: Phone

MILEAGE: 77243.0000000

BRC TYPE: N/Aw

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Quality Chevrolet-Buick-Pontiac, Inc.

DEALER ADDRESS: 1222 Hospital Rd, New Roads, LA, 70760-2639, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

steering column locked; ; 2003-06-25

2003-06-25

service manager, Mike Simonsen; ; 2003-06-25

2003-06-25

AVM, Tina Carter; ; 2003-06-25

2003-07-01

service request update; ; 2003-07-01

2003-07-01

Please see Inbound; ; 2003-07-01

2003-07-01

o/b; ; 2003-07-01

2003-07-01

recall not fixed...; ; 2003-07-01

2003-07-01

this is CRMs 2nd attempt to reach AVM; ; 2003-07-02

2003-07-02

received July 2nd at 12:41pm; ; 2003-07-02

2003-07-02

received from AVM, Tina Marie Carter July 2nd at 10:56am; ; 2003-07-02

2003-07-02

update...; ; 2003-07-02

2003-07-02

service manager, Mike Simonsen; ; 2003-07-02

2003-07-02

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED: 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:

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

SALES TAX:

DEPRECIATION:

GRADE:

TERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

DATED:

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:

0 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:	4117121	VIN Number:	1G1YY22G3Y6105754
Date Opened:	8/9/2000	Model Year:	2000
Date Closed:	10/4/2000	Series:	Corvette
Dealer Code:	B02127	Mileage:	23911
Address:	HAWTHORNE CHEVROLET HAWTHORNE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING ALLEGED STEERING STILL L
RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/09/2000 09:38:00 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

08/09/2000 09:38:00 HISTORY -D KOPAH

CONCERN; STEERING COLUMN STILL LOCKED AFTER STARTING VEHICLE

COMMENTS; DLR STS CANNOT DUPLICATE AND NO CODES. DLR LOOKING FOR PI INFO

RECOMMENDATION; ADVISED DLR ON PI A000285 WHICH STS

**CONDITION: 97-2000 YB STEERING COLUMN LOCK ACTUATOR ADDITIONAL
DIAGNOSTICS**

PROBABLE CAUSE: UNKNOWN

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

MODELS:

97 98 99 00 CHEVROLET CORVETTE

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: 0000000000CASE NUMBER: 05370784 VIN: 1G1YY22G3Y5106418
MODEL YEAR: 2000
DATE OPENED: 2001-09-21 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-09-26 MILEAGE: 26157
SOURCE: BBB Import DELIVERY DATE:
BRC TYPE: ADR No DEALER NAME: MAROONE CHEVROLET OF DELRAY
BRC PARENT: DEALER ADDRESS: 2200 S FEDERAL HWY, DELRAY BEACH, FL, 33483, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
5 REPAIR ATTEMPT(S) INTERMITTENT LOCK-UP

H70 Antilock Brake System (ABS) Other
2 REPAIR ATTEMPT(S) GROUND WIRE-ABS LITE ON

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

CUSTOMER IS REPRESENTED BY ATTORNEY FRANK LUCERI. ATTY. STATES VEHICLE IS CURRENTLY AT MAROONE CHEV., BUT IS UNSURE WHETHER FOR BRAKES ONLY OR IF STEERING LOCKUP IS CURRENT COMPLAINT. CEM ASKED IF VEHICLE IS USED 100% FOR BUSINESS AND ATTORNEY STATES HE WILL ASK CUSTOMER. ATTY. STATES CUSTOMER IS SEEKING REPLACEMENT VEHICLE. MVDN WAS FILED BY ATTY. AND FINAL REPAIR ATTEMPT HAS BEEN MADE. ATTY. STATES HE WILL FAX COPY OF LEASE AGREEMENT. SHERI COOLEY/TAMPA/ADR 58462; 0; 367283839
2001-08-21SERVICE MANAGER STEVE JIANUZZI STATES VEHICLE CAME IN LAST WEEK FOR ABS LITE AND FOUND A BAD GROUND WIRE. SM STATES VEHICLE CAME BACK A FEW DAYS LATER WITH SAME CONCERN AND IS NOW REPAIRED AND READY TO BE PICKED UP. SM STATES LAST 3 TIMES IN THE CUSTOMER COMPLAINED OF NOISE IN STEERING, BUT HE HAS NEVER BEEN ABLE TO DUPLICATE IT. SM STATES VEHICLE OUT OF SERVICE OVER 30 DAYS. SM STATES HE WILL FAX REPAIR ORDERS TOMORROW. SHERI COOLEY/TAMPA/ADR 58462; 0; 367283987
2001-08-21CRM LEFT DETAILED VOICE MESSAGE FOR AVM CARL COOK, STATING FACTS OF CASE. SHERI COOLEY/TAMPA/ADR 58462; 0; 367284016
2001-08-30SERVICE MANAGER WAS NOT AT DEALERSHIP AND CRM SPOKE WITH DAVID, THE SERVICE WRITER, WHO STATES VEHICLE IS THERE NOW FOR REPAIR, BUT HE CANNOT DISCUSS WITH ME. SW STATES HE WILL HAVE SERVICE MANAGER CALL BACK TOMORROW. CEM REQUESTED REPAIR ORDERS AND SW STATES HE WILL FAX TODAY. SHERI COOLEY/TAMPA/ADR 58462; 0; 368061680
2001-08-30CARL COOK STATES NEGOTIATE WITH ATTORNEY ON POSSIBLE GOODWILL OF SMARTCARE AND 2 LEASE PAYMENTS. AVM STATES DO STRAIGHT REPURCHASE IF NECESSARY; NO TRADE. AVM STATES STEERING SHOULD NOT BE AN ISSUE DUE TO RECALL FOR THIS CONCERN. SHERI COOLEY/TAMPA/ADR 58462; 0; 368061791
2001-09-07

CRM ASKED ATTY. LUCERI TO FIND OUT EXACTLY WHAT SETTLEMENT CUSTOMER IS SEEKING BECAUSE HE WAS NOT SURE. CRM PRESENTED OPTION OF CASH SETTLEMENT AND GMPP TO KEEP VEHICLE, OR PARTIAL REIMBURSEMENT OF LEASE PAYMENTS ON REPURCHASE. CRM ADVISED WE CANNOT DO A TRADE REPURCHASE CORVETTE DUE TO AVAILABILITY. SHERI COOLEY/TAMPA/ADR 58462; 0; 368750137
2001-09-07

CRM LEFT VME FOR AVM CARL COOK, STATING I HAVE REQUESTED REPAIR ORDERS 3 TIMES FROM SM STEVE JAINUZZI, AND ASKED FOR ASSISTANCE IN OBTAINING REPAIR ORDERS. CRM ADVISED I NEED TO DETERMINE PRESUMPTION OF LEMON LAW BY DAYS OUT OF SERVICE BEFORE NEGOTIATING SETTLEMENT. SHERI COOLEY/TAMPA/ADR 58462; 0; 368750271
2001-09-17

CUSTOMER'S ATTORNEY STATES CUSTOMER IS CANCELLING ARB. FOR 9/18/01 BECAUSE IT IS A RELIGIOUS HOLIDAY AND HE WILL NOT BE ATTENDING EITHER. CRM ADVISED ARBITRATION IS POINTLESS BECAUSE WE ARE WILLING TO SETTLE OUTSIDE OF ARBITRATION. ATTORNEY STATES HE HAS NOT BEEN ABLE TO GET CUSTOMER TO TALK TO HIM ABOUT THE SETTLEMENT AND IT WAS HER FRIEND THAT CALLED TODAY TO CANCEL ARBITRATION. CRM ADVISED BBB CASEWORKER AMANDA GOON THAT WE ARE AUTHORIZING LEMON LAW REPURCHASE, IF NECESSARY, TO SETTLE CASE. BBB CASEWORKER STATES SHE TOLD ATTORNEY TO HAVE CUSTOMER SETTLE WITH GM BECAUSE IF ARB. IS CANCELLED, SHE IS CLOSING CASE. ATTORNEY STATES IT HAS BEEN DIFFICULT TO GET CONCRETE ANSWER FROM CUSTOMER. SHERI COOLEY/TAMPA/ADR 58462; 0; 369622074
2001-09-18

ATTY STATES CUSTOMER WILL SETTLE FOR \$5000 AND LEASE BUYOUT, WHICH IS LESS THAN FULL LEMON LAW LEASE REPURCHASE. CRM ADVISED AVM AND BBB OF SETTLEMENT. CRM REQUESTED FAX OF CURRENT REGISTRATION OF VEHICLE. SHERI COOLEY/TAMPA/ADR 58462; 0; 369703576
2001-09-18

*****EXECUTIVE SUMMARY*****
DECISION-VOLUNTARY LEASE REPURCHASE
JUSTIFICATION-60 DAYS OUT OF SERVICE; CURRENT DEFECTS EXIST
DECISION MAKER-AVM, CRM AND CUSTOMER
FOLLOW-UP-CRM WILL SUBMIT E-PRA
SHERI COOLEY/TAMPA/ADR 58462; 0; 369703657
2001-09-25

FILE REVIEWED AND FORWARDED TO REPURCHASE WORK FLOW FOR PROCESSING ON 9/25/01 BY BILLI GRIFFIN TEAM MANAGER ADR/REC; 0; 370287229
2001-09-25

ADR Voluntary Repurchase, (PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Marcus Logan, ext. 57142. AVM: Carl Cook. Robyn Starks/Tampa workflow.; 0; 370293328
FRANK LUCERI

*****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:
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:
LEASE:

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: CHV0175413 DATE:

TITLE NAMES: BARBARA ENGEL/BJE TECH SERVICE

BUSINESS: Y % BUSINESS: C

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER:

1

CONTACT TYPE:

Customer's Attorney

CONTACT PHONE:

Boca Raton, FL

100-100000000

[Redacted]
Boca Raton, FL [Redacted]

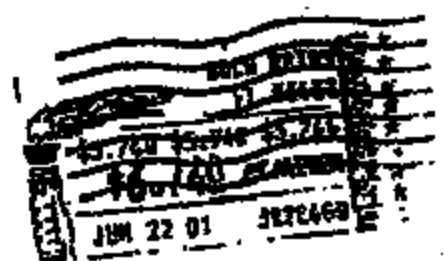
06-26-01PC2:56 RCVD

48232-5170

CERTIFIED

2 490 173 3

MAIL



Chevrolet
Motor Vehicle Defect Notification
P.O. Box 33170
Detroit, Michigan 48232



ORIGINAL

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- Both ☒ 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. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) The car has had many problems, but specifically the Steering System has been repaired three times and still is not satisfactory

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Model Corvette Year 2000
VIN 1G611Y1Y121216131Y15111016141118 Date of Delivery 10/11/99
Name and City/State of selling dealer or leasing company (if applicable) Steve Moore Chevrolet,
Delray Beach, FL

Name and City/State of authorized service agent(s) attempting previous repairs Steve Moore Chevrolet, Delray
Beach, now known as Marbone Chevrolet

Consumer [REDACTED] Home phone ()
Address 46 Frank A. Luceri, P.A. (attorney) Work phone [REDACTED]
[REDACTED] Signature [REDACTED]
Boys Raton, FL Date Mailed 6/22/01

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/98)

FRANK A. LUCERI, P.A.

225 NE MINER BOULEVARD
SUITE 300
BOCA RATON, FL 33432

TELEPHONE: (561) 820-3250
FACSIMILE: (561) 820-3251
EMAIL: FLUCERI@LUCERILAW.COM

June 22, 2001

Chevrolet
P.O. Box 33170
Detroit, Michigan 48232

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

RE: "Lemon Law" Motor Vehicle Defect Notification
Consumer: [REDACTED]
Automobile: 2000 Chevrolet Corvette Coupe

To Whom it may concern:

Please be advised that my firm has been retained to represent [REDACTED] in preparing a claim under Florida's "Lemon Law".

I have enclosed the Motor Vehicle Defect Notification form required by statute.

Please contact the undersigned at your earliest convenience so that we may attempt to resolve this matter as soon as possible. Thank you.

Very truly yours,



Frank A. Luceri, Esq.

Enclosure

cc: Florida Attorney General
Lemon Law Research Unit

TO: Sherry Cooley COMPANY:

To: Sherry Cooley
Fax#: 13132035001
From: Amanda Goon
Sep 25, 2001

Re: /CHV0175413
TotalPages: 3

Sep-24-01 03:35P 561 347 9810

561 3470 9810

P.01

FACSIMILE TRANSMISSION

FRANK A. LUCERI, P.A.

1877 SOUTH FEDERAL HIGHWAY

SUITE 300

BOCA RATON, FLORIDA 33432

TEL: (561) 347-4337

FAX: (561) 347-9810

☐ Sent _____

To: Amanda Goon
Fax Number: 703-247-9700
Date: September 24, 2001
Time: 3:31 PM
From: Frank A. Luceri, Esq.
Pages, including this cover sheet: 2
Subject: [REDACTED]
Comments:

Dear Ms. Goon:

Attached please find a copy of [REDACTED] registration. I have also found none in Sherry Cooley. Please call me if you need any additional information from me. Thank you for your assistance in this matter.

Frank Luceri

This message is confidential and is intended solely for the use of the person to whom it is addressed. If you receive this message in error, please return it to our office via US mail or call the telephone number listed above. Thank you.

SEP-24-01 03:38P 601 347 9810

FROM:

Fax NO. :

881 3470 9210

Apr. 30 2001 10:07:41 PM

P.02

FLORIDA VEHICLE REGISTRATION

DATE: 08/15/91
TIME: 08:00
BY: [REDACTED]
OFFICE: [REDACTED]

[REDACTED]

L# 47602E TR 87W044400 SN 884000 FC 280044400

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

HIGH POINT

NC

HOME PHONE:

CASE NUMBER: 02433296

VIN:

1G1YY22G3Y5114017

DATE OPENED: 2000-12-04

MODEL YEAR:

2000

DATE CLOSED: 2000-12-21

SERIES:

CORVETTE COUPE

SOURCE: Mail

DELIVERY DATE:

BRC TYPE:

DEALER NAME: NORTH STATE CHEVROLET COMPANY, INC.

BRC PARENT:

DEALER ADDRESS: 451 N EUGENE ST., GREENSBORO, NC, 27401, USA

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

T22 CSI Reply

Other

0 REPAIR ATTEMPT(S)

REC'D 12/4/00

M41 Steering Column/Lock/Attaching Parts

Inoperative

1 REPAIR ATTEMPT(S)

STEERING LOCKING UP

T10 Complimentary Call

Other

0 REPAIR ATTEMPT(S)

DLRSHIP IS GREAT

STEERING

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

CSI SURVEY REC'D 12/4/00. CUST STATES HE IS COMPLETELY SATISFIED W/THE DLRSHIP & THE VEN. CUST STATES HE BELIEVES THERE SHOULD BE A RECALL ASAP FOR THE STEERING LOCK MODULES IN THE 1997-2000 CORVETTES. KRIS LUCERO/CORR/PDX, 12/4--4:22PM; 0; 344827269
2000-12-05

CRM CALLED TO SVC MGR @ NORTH STATE BUT HE IS OUT UNTIL THIS AFTERNOON SO CRM WILL TRY BACK LATER BETWEEN 11AM-1PM PST. KRIS LUCERO/CORR/PDX; 0; 344890808
2000-12-05

CRM CALLED TO SVC MGR @ NORTH STATE BUT HE IS IN A MEETING SO CRM L/M THAT WILL BE CALLING BACK LATER TO SPEAK W/HIM ABOUT THIS CUST. KRIS LUCERO/CORR/PDX, 12/5--12:03PM; 0; 344898143
2000-12-07

CRM CALLED TO SPEAK W/SVC MGR, BUT HE WAS N/A SO CRM WILL TRY BACK LATER. KRIS LUCERO/CORR/PDX, 12/7--11:02AM; 0; 345067137
2000-12-07

CRM CALLED TO SVC MGR, BUT HE IS N/A SO CRM L/M STATING THAT CRM WILL CHECK BACK LATER. KRIS LUCERO/CORR/PDX, 12/7--11:40AM; 0; 345069453
2000-12-08

CRM CALLED TO SVC MGR BUT HE HAS ALREADY LEFT FOR THE DAY & WILL BE GONE ALL NEXT WEEK SO CRM WILL CHECK BACK THE FOLLOWING WEEK ON 12/18 1ST THING IN THE AM TO GET SOME INFO. KRIS LUCERO/CORR/PDX; 0; 345156504
2000-12-18

CRM TRIED TO CONTACT THE SVC MGR, NATHAN HUGHES BUT HE IS A MEETING SO CRM ASKED WHEN THE BEST TIME WOULD BE TO CONTACT HIM BACK & THEY STATE TO TRY BACK IN A HALF AN HOUR. KRIS

LUCERO/CORR/PDX; 0; 346019533

2000-12-20

CRM TRIED TO CONTACT SVC MGR, NATHAN BUT HE WAS IN A MEETING SO CRM WILL TRY BACK LATER.

KRIS LUCERO/CORR/PDX; 0; 346200154

2000-12-21

CRM CALLED TO SVC MGR, NATHAN WHO STATES THAT THEY HAVE REPLACED THE LOCK SENSORS ON THE CUST VEH. NATHAN STATES HE WAS NOT AWARE IF CUST WAS HAVING ANY MORE CONCERNS. CRM THANKED NATHAN FOR HIS HELP. KRIS LUCERO/CORR/PDX; 0; 346269341

2000-12-21

CRM CALLED TO CUST TO THANK HIM FOR HIS FEEDBACK & TO LET HIM KNOW WE HAVE REC'D HIS SURVEY. CRM ASKED IF THERE WAS ANYTHING SHE COULD ASSIST WITH & CUST STATES THAT HE BELIEVES CHEV SHOULD COME OUT W/A RECALL ON THE STEERING LOCK MODULES IN THE 1997-2000 CORVETTES. CUST STATES ESPECIALLY THE C-5. HE STATES THAT WHEN YOU GO TO START THE VEH IT STARTS BUT THE STEERING WHEEL LOCKS UP & SO YOU CANNOT TURN THE WHEEL. CUST STATES HE IS IN A CORVETTE CLUB W/OVER 300 VEH'S IN IT & @ LEAST HALF OF THE VEH'S HAVE THIS CONCERN. CUST STATES WE SHOULD DO SOMETHING ABOUT THIS. CUST STATES THAT THEY HAVE TO KEEP REPLACING THIS PART OVER & OVER AGAIN. CUST BELIEVES IT IS A MANUFACTURING DEFECT. CUST ALSO WANTED IT DOCUMENTED THAT HE HAS BEEN WAITING FOR THE HEADLIGHT MOTOR FOR HIS VEH FOR ABOUT 4 WEEKS NOW & HE BELIEVES THAT IS TOO LONG TO WAIT. CRM ADVISED CUST THAT SHE WOULD DOCUMENT HIS CONCERN. CUST THANKED CRM FOR DOING SO. KRIS LUCERO/CORR/PDX; 0; 346269657

*****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:
MP 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:
MER:
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:
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

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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



Service Satisfaction Survey

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

High Point NC

Home telephone: (336) 454-5638

Change to: ()

Date:

Our records indicate that you had your 2000 Corvette serviced at North State Chevrolet on October 8, 2000. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at North State Chevrolet.

Sincerely,

Dawn L. Wright
Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 2000 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON OCTOBER 8, 2000, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

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

About Your Service Consultant/Advisor

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

16177220076114017 16536

21041362544 05000114036 173508

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with North State Chevrolet? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Yes ☐ Probably Yes ☐ Maybe/Probably Not ☐ Definitely No
18. Overall, how satisfied are you with your 2008 Corvette? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your:
- Dealership: NORTH STATE CHEV. APPROX 2000 OUR COMMENTS
ONE OF BEST MANAGERS I 300+ YEARS
 Vehicle: THE STRAIGHT, BACK DRIVING IN CAR/AC ON
1997-2000 VEHICLES ARE FAIRLY GOOD. LOCAL NEEDS
ADAPT, THINK IN
TOO! TR
20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☒ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1620

THIS IS A CONFIDENTIAL SURVEY. YOUR INFORMATION IS KEPT PRIVATE.

Please return this questionnaire in the self-addressed, postage-paid envelope provided.
 CHEVROLET MOTOR DIVISION, P.O. BOX 10883, TOLEDO, OH 43686-0883

101W220370114017 14836
 21041302844 2719703336 178230

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5648818	VIN Number:	1G1YY22G3Y5114700
Date Opened:	5/31/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B16435	Mileage:	35951
Address:	COASTAL CAROLINA CHENEW BERN	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— DISPLAY LOCK MIL STEERING WHEEL STEERING WHEEL

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/31/2002 15:31:17 SBD TEMPLATE - GARBARINO

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)

JOSH TRITT TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE STEERING WHEEL WILL NOT UNLOCK.

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

DLR. HAS PERFORMED CAMPAIGN AND NOW THE DIC DISPLAYS SERVICE COLUMN LOCK.

DLR. IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

ADVISED DLR. TO DISCONNECT BATT. TO UNLOGIC LOCK BCM.

05/31/2002 15:31:17 HISTORY - GARBARINO

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] FARMINGDALE NY [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 02613128 VIN: 1G1YY22G3Y5115314
MODEL YEAR: 2000
DATE OPENED: 2000-12-20 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-12-26 MILEAGE: 4000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: DEALER NAME: RAMP CHEVROLET INC
SRC PARENT: DEALER ADDRESS: 1395 RTE 112, PORT JEFFERSON
STATION, NY, 11776, USA

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

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKUP
M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKUP

WHEN RE STEERING COLUMN LOCKUP.

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

CUST STATES CONCERN ABT STEERING COLUMN LOCK-UP. CONDITION HAPPENED TWICE, LOCK RESET BY PULLING A SPECIFIC FUSE. CUST STATES THIS TEMP SOLUTION WAS FOUND ON INTERNET FORUM SITE FOR CORVETTE OWNERS. CUST SEEKS REASSURANCE THAT THIS CONDITION CAN BE PERMANENTLY RESOLVED BEFORE HE MAKES A CROSS-COUNTRY TRIP. CRM ADVISED CUST TO CHECK W/DLR IF CONDITION PRESENT DLR MAY REPLACE LOCK W/ ENHANCED RELIABILITY COMPONENT. (CAC, HOT NEWS) CUST STATES HE HAS APPT TO HAVE OIL CHNG & WILL HAVE DLR CHECK. CRM JUDY VAN FOSSAN, PDX, CAC; 0; 346186716
2000-12-26

CRM ADDED PRIMARY UCC. WILL FOLLOW UP W/CUST FOR SATISFACTION. CB FRI 12/29 CRM JUDY VAN FOSSAN, PDX, CAC; 0; 346730821

*****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
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6636962	VIN Number:	1G1YY22G3Y6118729
Date Opened:	7/21/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B09075	Mileage:	32601
Address:	BOWMAN CHEVROLET INCHEBRON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN DOES NOT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/21/2003 13:49:56 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JOHN CLARK-TECH

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN WILL NOT UNLOCK

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

HAS VERIFIED THE CONCERN AND IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

REFERRED TECH TO BULLETIN 01-02-35-008.

07/21/2003 13:49:58 HISTORY - COLEMAN

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN DOES NOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/21/2003 13:49:58 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

EA02-031 / GM22C

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JOHN CLARK-TECH

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN WILL NOT UNLOCK.

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

HAS VERIFIED THE CONCERN AND IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

REFERRED TECH TO BULLETIN 01-02-35-008.

07/21/2003 13:49:56 HISTORY - COLEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6715918	VIN Number:	1G1YY22G3Y5118858
Date Opened:	8/20/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B15466	Mileage:	35439
Address:	TOM OATES CHEVROLET CHESTER SPRI	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/20/2003 13:23:47 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) MARK REGETTA, TECHNICIAN.

CUSTOMER CONCERN - SERVICE COLUMN LOCK MESSAGE ON.

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

DLR STS HE FOUND NO CODES STORED WHEN MESSAGE WAS ON, COLUMN WAS LOCKED
AND ENGINE WOULD STALL WHEN TRYING TO DRIVE THE VEHICLE IN THE SHOP, HE
PERFORMED BULLETIN 01-02-36-00B, NOW COLUMN IS NOT LOCKED BUT THE MESSAGE
IS STILL ON AND ENGINE STILL STALLS.

TAC RECOMMENDATION -

- 1)REFER TO DOC ID 805716 FOR WIRING SCHEMATIC.
- 2)TEST FOR CORRECT KEY-IN AND KEY-OUT OF IGN INPUTS TO BCM.
- 3)IF OK, REMOVE FUSE 23 FOR 10 SECONDS, INSTALL FUSE AND SEE IF SYSTEM
WORKS. R.K.

08/20/2003 13:23:47 HISTORY - KOPAH

08/20/2003 14:14:43 ERMAN -

CALLER'S NAME (FIRST, LAST, AND POSITION) BILL HETTRICK

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

BILL SAID THE PREVIOUS TECH DID FOLLOW BULLETIN 01-02-35-008. BILL SAID
THE STEERING COLUMN WILL LOCK AND UNLOCK NOW, BUT THE SERVICE COLUMN LOCK
MESSAGE IS STILL ON.

NEW RECOMMENDATIONS

ADVISED TO PULL THE BCM25 FUSE AND SEE IF THE MESSAGE IS GONE.

BILL SIDE HE STILL HAS THE SAME CONCERN.

1 USE YOUR FLUKE METER AND MONITOR CIRCUIT 1801. WHEN THE COLUMN IS
UNLOCKED THIS CIRCUIT SHOULD BE PULLED LOW 0 VOLTS. WHEN THE COLUMN IS
LOCKED IT SHOULD READ BATTERY VOLTAGE.

2 CHECK ALL THE PIN CONNECTIONS AT THE RELAY AND THE BCM.

3 CHECK THE GROUND FOR THE RELAY.

08/21/2003 09:33:44 ROSSOW

CALLER'S NAME (FIRST, LAST, AND POSITION) TIM COLL TECH

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

4__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TIM CALLED BACK AND STATES HE REPLACED THE COLUMN LOCK MOTOR 2 TIMES AND
THE RELAY 2 TIMES ALSO WITH NO CHANGE. TIM WANTED TO KNOW WHAT WE HAVE
SEEN.

NEW RECOMMENDATIONS TOLD TIM TO USE THE SCANNER TO CHECK THE COLUMN A
AND B STATUES WHEN THE KEY IS IN THE RUN POSITION. TOLD TIM TO LOOK AT
SI2000 DOC NUMBER 583796 FOR THE BCM LOGIC. TOLD TIM IF THIS IS
INCORRECT IN THE BCM TO LOOK AT THE KEY IN IGNITION AND POWER MODE
STATUS. TOLD TIM IF THIS IS GOOD TO CHECK THE VOLTS AT THE BCM AND IF
CORRECT TO REPLACE THE BCM. DEALER TO CALL BACK WITH UPDATES.

08/22/2003 13:35:35 ZAJECHOWSKI -

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

TIM COLL TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

**RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)**

**TECH STATES HE REPLACED THE BCM AND PROGRAMMED IT NOW VEHICLE WILL NOT
CRANK. TECH STATES IF HE GROUNDS CKT 526 IT WILL CRANK. TECH STATES NO
CODES ARE SET IN THE BCM**

NEW RECOMMENDATIONS

ADVISED TECH TO INSPECT G201 AND G202 IF OK TECH IS TO REPLACE THE BCM.

SYMPTOM ABSTRACT— INOPERATIVE STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/20/2009 13:23:47 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) MARK REGETTA, TECHNICIAN.

CUSTOMER CONCERN - SERVICE COLUMN LOCK MESSAGE ON.

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

**DLR STS HE FOUND NO CODES STORED WHEN MESSAGE WAS ON, COLUMN WAS LOCKED
AND ENGINE WOULD STALL WHEN TRYING TO DRIVE THE VEHICLE IN THE SHOP, HE
PERFORMED BULLETIN 01-02-35-008, NOW COLUMN IS NOT LOCKED BUT THE MESSAGE
IS STILL ON AND ENGINE STILL STALLS.**

TAC RECOMMENDATION -

1)REFER TO DOC ID 806716 FOR WIRING SCHEMATIC.

2)TEST FOR CORRECT KEY-IN AND KEY-OUT OF IGN INPUTS TO BCM.

EA02-031 / GM22C

2)TEST FOR CORRECT KEY-IN AND KEY-OUT OF IGN INPUTS TO BCM.

3)IF OK, REMOVE FUSE 23 FOR 10 SECONDS, INSTALL FUSE AND SEE IF SYSTEM

WORKS. R.K.

08/20/2003 13:23:47 HISTORY - KOPAH

08/20/2003 14:14:43 ERMAN -

CALLER'S NAME (FIRST, LAST, AND POSITION) BILL HETTRICK

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

BILL SAID THE PREVIOUS TECH DID FOLLOW BULLETIN 01-02-35-008. BILL SAID

THE STEERING COLUMN WILL LOCK AND UNLOCK NOW, BUT THE SERVICE COLUMN LOCK
MESSAGE IS STILL ON.

NEW RECOMMENDATIONS

ADVISED TO PULL THE BCM25 FUSE AND SEE IF THE MESSAGE IS GONE.

BILL SAID HE STILL HAS THE SAME CONCERN.

1 USE YOUR FLUKE METER AND MONITOR CIRCUIT 1801. WHEN THE COLUMN IS
UNLOCKED THIS CIRCUIT SHOULD BE PULLED LOW 0 VOLTS. WHEN THE COLUMN IS
LOCKED IT SHOULD READ BATTERY VOLTAGE.

2 CHECK ALL THE PIN CONNECTIONS AT THE RELAY AND THE BCM.

3 CHECK THE GROUND FOR THE RELAY.

08/21/2003 09:33:44 ROSSOW -

CALLER'S NAME (FIRST, LAST, AND POSITION) TIM COLL TECH

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

4__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TIM CALLED BACK AND STATES HE REPLACED THE COLUMN LOCK MOTOR 2 TIMES AND
THE RELAY 2 TIMES ALSO WITH NO CHANGE. TIM WANTED TO KNOW WHAT WE HAVE
SEEN.

NEW RECOMMENDATIONS TOLD TIM TO USE THE SCANNER TO CHECK THE COLUMN A
AND B STATUSES WHEN THE KEY IS IN THE RUN POSITION. TOLD TIM TO LOOK AT
S12000 DOC NUMBER 583796 FOR THE BCM LOGIC. TOLD TIM IF THIS IS
INCORRECT IN THE BCM TO LOOK AT THE KEY IN IGNITION AND POWER MODE
STATUS. TOLD TIM IF THIS IS GOOD TO CHECK THE VOLTS AT THE BCM AND IF

STATUS. TOLD TIM IF THIS IS GOOD TO CHECK THE VOLTS AT THE BCM AND IF
CORRECT TO REPLACE THE BCM. DEALER TO CALL BACK WITH UPDATES.

08/22/2003 13:35:35 ZAJECHOWSKI

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

TIM COLL TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TECH STATES HE REPLACED THE BCM AND PROGRAMMED IT NOW VEHICLE WILL NOT
CRANK. TECH STATES IF HE GROUNDS CKT 625 IT WILL CRANK. TECH STATES NO
CODES ARE SET IN THE BCM

NEW RECOMMENDATIONS

ADVISED TECH TO INSPECT G201 AND G202 IF OK TECH IS TO REPLACE THE BCM.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Houston , TX

CASE NUMBER: 1-23350810 VIN: 1G1YY22G3Y5118939
DATE OPENED: 2002-08-09 MODEL YEAR: 2000
DATE CLOSED: 2002-08-09 SERIES: Corvette
SOURCE: Phone MILEAGE: 53000.0000000
SRC TYPE: N/ANo DELIVERY DATE:
SRC PARENT: DEALER NAME: Landmark Chevrolet Corp
DEALER ADDRESS: Post Office Box 38935, Houston, TX, 77238-8935, USA

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

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

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

Steering column lock; ; 2002-08-09
2002-08-09

Steering column lock; ; 2002-08-09
2002-08-09

Service Request has been Closed Dissatisfied.; ; 2002-08-09

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
 MAINTENANCE LOCATION:
 CURRENT LOCATION OF VEHICLE:
 TIFY 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*****

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6577949	VIN Number:	1G1YY22G3Y5119217
Date Opened:	6/26/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	P40802	Mileage:	8207
Address:	LOSADA AUTO TRUCK, IBAYAMON	State:	PR
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING WILL NOT UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/26/2003 10:33:13 SBD TEMPLATE - ESCAMILLA

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)

JUAN RIVERA TECH

CUSTOMER CONCERN -

STEERING WHEEL LOCK

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

JUAN RIVERA REPORTS THE STEERING WHEEL WILL UNLOCK.

TAC RECOMMENDATION -

JUAN RIVERA TO CHECK KEY INPUT TO THE BCM.

CHECK FOR DTCs.

CHECK FEED BACK CRT 1601 FOR OPEN.

VAL ESCAMILLA

06/26/2003 10:33:13 HISTORY - ESCAMILLA

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HOUSTON , TX

CASE NUMBER: 05813912 VIN: 1G1YY22G3Y5119590
MODEL YEAR: 2000
DATE OPENED: 2001-11-05 SERIES: UNKNOWN
DATE CLOSED: 2001-11-05 MILEAGE: 17000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CHARLIE THOMAS CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 13800 GULF FWY, HOUSTON, TX, 77034, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT STEERING COLUMN IS LOCKED, BUT CANNOT UNDER DIRECTIONS TO UNLOCK . CUST SEEKS HELP STARTING VEN. CRM ADVISED CUST CALL ROADSIDE ASSISTANCE AND WRAM TRANSFERRED CALL TO ROADSIDE ASSISTANCE. DOROTHY BOYEA/CAC/PDX; 0; 373861937

*****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:
PURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Houston , TX

CASE NUMBER: 1-126072022 VIN: 1G1YY22G3Y5120237
MODEL YEAR: 2000
DATE OPENED: 2003-08-02 SERIES: Corvette
DATE CLOSED: 2003-08-13 MILEAGE: 41000.00000000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: N/A No DEALER NAME: Knapp Chevrolet, Inc.
ERC PARENT: DEALER ADDRESS: 815 Houston Ave, Houston, TX, 77007-7709, USA

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

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

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

Chevrolet Corvette Owner Assistance; ; 2003-08-02

: Chevrolet Corvette Owner Assistance; ; 2003-08-02

Re: Chevrolet Corvette Owner Assistance; ; 2003-08-06

RE: Chevrolet Cavalier Owner Assistance; ; 2003-08-06
2003-08-06

1-126072022--Cust sent reply e-mail; ; 2003-08-13
2003-08-13

Service Request Ownership has changed FROM: GOSSME TO: JENATH; ; 2003-08-12
2003-08-13

call cust; ; 2003-08-13
2003-08-13

Service Request has been Closed Dissatisfied.; ; 2003-08-13

*****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:
 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:

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:

*****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:

HUDSON, FL

CASE NUMBER: 06833284 VIN: 1G1YY22G3Y5121405
MODEL YEAR: 2000
DATE OPENED: 2002-05-07 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-30 MILEAGE: 14500
SOURCE: E-Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: CASTRIOTA CHEVROLET
BRC PARENT: DEALER ADDRESS: 12930 US HWY 19, HUDSON, FL, 34667, USA

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

L01 Fuel System Broken
2 REPAIR ATTEMPT(S) loss of pressure in fuel system

S86 CAC Resolved With Goodwill CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S) 2/24 component letter

T57 Component Service Letter Customer Satisfaction
0 REPAIR ATTEMPT(S) 2/24 component letter

M41 Steering Column/Lock/Attaching Parts Broken
REPAIR ATTEMPT(S) steering column locked

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

crm reced electronic contact kana#2085209. Cust states I have had my car at Castriota Chevrolet in Hudson fla twice for the same problem and have found the problem to still be a problem. I do not trust this dealership enough to bring it in a third time to try and have it fixed. I am very frustrated and need help to procede.; 0; 389663331
2002-05-07

advised Dear

Thank you for contacting Chevrolet. We sincerely apologize for the various repair concern you are experiencing with your 2000 Chevrolet Corvette.

We have created a computer request with the information you have provided. Your request number is C-06833284. Please contact the Customer Assistance Center at the number provided

below for the most timely resolution. Providing your request number in all correspondence will be greatly appreciated.

you would prefer to continue to work through internet communications, we certainly understand. We will attempt to resolve your concern in the shortest period possible. Address your mail to the URL listed below or simply reply to this message.

Whether you choose to call or to write us, please provide the following additional information. This information is required to properly investigate your concern.

Current Dealer with which you are working
Purchased new or used (if used, mileage at purchase)
Type of concern y; 0; 389663758
2002-05-07

Type of concern you are experiencing

If you have further questions, concerns or comments, please feel free to write us back at cac@chevrolet.com or contact the Chevrolet Customer Assistance Center at 1-800-222-1020 between the hours of 8:00 am and 11:00 pm EST, Monday through Friday.

We look forward to serving you. Thank you for making Chevrolet your vehicle of choice!

Sincerely, Niran Subedi/irc/atx (crm awaiting for info from the cust.); 0; 389663810
2002-05-08

cust stated that she has taken the vehicle into the dealership twice for the same problem concerning the fuel gauge. cust stated that the dealer has attempted to repair the vehicle as per a technical service bulletin. cust stated that the gauge still goes to half a tank and then drops to empty. cust stated that she is never sure how much gas she has in the vehicle.

cust seeks to know how to proceed with the vehicle.

crm advised the cust that the dealership will be contacted. crm contacted the service manager but he was not in. crm request information from the service manger...what bulletin was the vehicle repaired under? was tech. assistance contacted? what was done to repair the vehicle exactly? crm requested that the service manager contact cac and update the file. crm also advised the cust that it would be best if she contacted the service dept. and made an appt. and let them know that she is having the same problem. crm is awaiting the service manager.

d hernandez/cars/atx/48870; 0; 389729167
2002-05-15

crm contacted the dealership service dept. to when the last visit made by the cust was. crm was advised that the last visit was on 5-9-02. crm was advised that the vehicle had the fuel sending unit / pump replaced. crm was advised that there was technical service bulletin on the vehicle. crm also advised that the left fuel unit was replaced on 4-29-02 and the right replaced on 5-09-02. crm also attempted to gather some info. from information station to find the bulletin.

d hernandez/cars/atx; 0; 390336261
2002-05-15

crm is going to offer the cust a component letter for 24 months or 24,000 miles whichever comes first. crm is going to offer the component letter to rebuild the cust's confidence in the vehicle and in general motors. crm is also going to offer the component letter for inconvenience of having to take the vehicle back to the dealership for the fuel sending unit (both right and left sides).

crm will get tm approval.

d hernandez/cars/atx; 0; 390337969
2002-05-15

crm contacted the dealership to verify that the cust had taken in the vehicle for a fuel system concern. crm spoke to Donna (service dept.) who stated that the cust did have the fuel system repaired under a technical service bulletin. Donna stated that the fuel system was repaired on 4-29-02 (left side tank). Donna stated that the cust was losing pressure in the tank causing the fuel gauge not to have a proper reading. Donna stated that the cust then had the fuel system repaired on 5-09-02 (right side). Donna stated that they found a tech service bulletin that aided in the repair.

Daniel Hernandez/cars/atx; 0; 390339170
2002-05-30

Crn has already transfered the request into siebel (sl-3612803).

Daniel Hernandez/cac/atx; 0; 391617827

*****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:
QUEST TYPE:
PURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
LEASE 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:

BIRMINGHAM

AL

HOME PHONE:

CASE NUMBER: 01558201

VIN:

1G1YY22G3YS122263

DATE OPENED: 2000-09-13

MODEL YEAR:

2000

DATE CLOSED: 2000-09-13

SERIES:

CORVETTE COUPE

SOURCE: Phone

MILEAGE:

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

LOCKED STEERING COLUM

B16 Trunk/Tailgate

Chip/Chipped

2 REPAIR ATTEMPT(S)

DLR CHIPPED PAINT

B02 Hood

Chip/Chipped

2 REPAIR ATTEMPT(S)

DLR CHIPPED PAINT

Comaback Workmanship

Customer Satisfaction

REPAIR ATTEMPT(S)

VEH DID NOT COME BACK IN SAME SHAPE AS IT

WENT IN

T28 Possible Lemon Law

Customer Satisfaction

0 REPAIR ATTEMPT(S)

INFORM THE CALLER:

* "The problem is resolved"

* "Is there anything else I can help you with?"

MISC. PROBLEMS

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

CUST STATES THAT VEH HAS BEEN IN SHOP TWICE FOR A/C CONCERNS, THE WEATHER STRIPPING AROUND BACK HATCH HAS BEEN REPLACED, AND NOW THE HATCH DOES NOT FIT PROPERLY. THE VEH IS IN THE SHOP NOW DUE TO THE STEERING COLUM LOCKED UP AND CUST COULN'T GET IT TO UNLOCK, CUST ALSO STATES THAT THE DLR HAS CHIPPED THE PAINT IN TWO PLACES ON THE VEH. (ON THE HOOD AND AROUND THE HATCH) CRM CALLED SRV MGR (THERESA) SHE STATES THAT STEERING COLUM HAS BEEN REPAIRED AND THE VEH IS IN THE BODY SHOP TO HAVE HATCH ADJUSTED AND THE PAINT TOUCHED UP. CRM RELAYED INFO TO CUST, HE STATES THAT BECAUSE THEY (DLR) CHIPPED THE PAINT IT WILL NEVER BE THE SAME HE WANTS TO TRADE HIS VEH FOR ONE OF EQUAL VALUE THAT WILL NOT REQUIRE BEING IN THE SHOP AND THAT THE PAINT HAS NOT BEEN CHIPPED. CUST SEEKS REPURCHASE OR TRADE OF HIS VEH. CRM ADV... TO LOOK IN THE BACK OF HIS OWNERS MANUAL FOR THE NEXT STEP THAT HE NEEDS TO TAKE. CUST WAS NOT SATISFIED BUT WAS HAPPY FOR THE GUIDANCE. CHANDRA BLOCK/PDX; 0; 337734900

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
VEHICLE DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5602441	VIN Number:	1G1YY22G3Y5123512
Date Opened:	5/14/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B08039	Mileage:	26301
Address:	MCGRAW-WEBB CHEVROLECAMDEN	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING WONT UNLOCK WITH KEY ON

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/14/2002 10:42:49 SBD TEMPLATE - WROBEL

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)

LARRY PURIFOY TECH

CUSTOMER CONCERN -

STEERING WONT UNLOCK WITH KEY ON

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

DLR STATES:

THE COLUMN LOCK MESSAGE IS DISPLAYED ON THE CLUSTER.

TAC RECOMMENDATION -

ADVISED DLR TO PERFORM BULLETIN 01-02-36-008

06/14/2002 10:42:49 HISTORY - WROBEL

SYMPTOM ABSTRACT— COLUMN LOCK STEERING WONT UNLOCK WITH KEY ON

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

05/14/2002 10:42:49 SBD TEMPLATE - WROBEL

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)

LARRY PURIFOY TECH

CUSTOMER CONCERN -

STEERING WONT UNLOCK WITH KEY ON

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

DLR STATES:

THE COLUMN LOCK MESSAGE IS DISPLAYED ON THE CLUSTER.

TAC RECOMMENDATION -

ADVISED DLR TO PERFORM BULLETIN 01-02-35-008

05/14/2002 10:42:49 HISTORY - WROBEL

GM RESTRICTED

CASE NUMBER: 1-47487056 VIN: 1G1YY22G3Y5123641
 DATE 11/07/02 MODEL 2000
 DATE 11/12/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 17840.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Fort Worth TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-47487056 VIN: 1G1YY22G3Y5123641
 MODEL YEAR: 2000
 DATE OPENED: 2002-11-07 SERIES: Corvette
 DATE CLOSED: 2002-11-12 MILEAGE: 17840.0000000
 SOURCE: Phone DELIVERY DATE:
 BASIC TYPE: N/AYES DEALER NAME: AutoNation Fort Worth Motors, Ltd.
 BRC PARENT: DEALER ADDRESS: 7769 Grapevine Hwy, North Richland
 Hills, TX, 76180-7199, USA

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

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

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

Steering locking; ; 2002-11-07
 2002-11-07

Contacting the dealer; ; 2002-11-07
 2002-11-08

Steering locking concern; ; 2002-11-11
 2002-11-11

Contacting the dealer; ; 2002-11-11
 2002-11-11

Contacting the cust; ; 2002-11-11
 2002-11-12

GM RESTRICTED

Locking steering column; ; 2002-11-12
2002-11-11

Contacting the svc mgr; ; 2002-11-11
2002-11-11

Svc mgr contacted CRM; ; 2002-11-11
2002-11-12

Steering column; ; 2002-11-12
2002-11-12

Contacting the dealer; ; 2002-11-12
2002-11-12

Contacting the cust; ; 2002-11-12
2002-11-12

Service Request has been Closed Satisfied.; ; 2002-11-12

*****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:

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

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 EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

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*****

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6739394	VIN Number:	1G1YY22G3Y5123896
Date Opened:	8/28/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B15257	Mileage:	19594
Address:	JAYS VILLAGE CHEVROL	State:	NY
Dealer Phone:	FAYETTEVILLE		

SYMPTOM ABSTRACT— COLUMN STEERING LOCKED B2587 B2592

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/28/2003 14:25:28 SBD TEMPLATE - GLEDHILL

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) BOB STRATTON S/F

CUSTOMER CONCERN - STEERING WHEEL LOCKED

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) DTCS B2587 B2592. NO PARTS/REPAIRS. TECH HAS VERIFIED THE CONCERN. TECH IS LOOKING AT BULLETIN 01-02-35-008 BUT IS UNSURE IF IT APPLIES OR NOT BECAUSE IT DOES NOT COME UP ON VIS AS ELIGIBLE FOR THIS CAMPAIGN.

TAC RECOMMENDATION - REVIEWED BULLETIN, ADVISED TECH THE BULLETIN STATES THAT THE PURPOSE OF THE BULLETIN IS FOR VEHICLES/CUSTOMERS NOT NOTIFIED UNDER CAMPAIGN 00104A CORVETTE ELECTRONIC COLUMN LOCK. VEHICLE IS ELIGIBLE BY VIN PER THE BULLETIN INFO. ADVISED TECH TO RUN A LOADED VOLT DROP ON CKT 2540 ORG, CAV A4/C3 AT THE BCM.

08/28/2003 14:25:26 HISTORY - GLEDHILL

SYMPTOM ABSTRACT— COLUMN STEERING LOCKED B2587 B2592

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

EA02-031 / GM22C

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/28/2003 14:25:26 SBD TEMPLATE - GLEDHILL

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) BOB STRATTON S/F

CUSTOMER CONCERN - STEERING WHEEL LOCKED

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DTCS B2587 B2592. NO PARTS/REPAIRS. TECH HAS
VERIFIED THE CONCERN. TECH IS LOOKING AT BULLETIN 01-02-35-008 BUT IS
UNSURE IF IT APPLIES OR NOT BECAUSE IT DOES NOT COME UP ON VIS AS
ELIGIBLE FOR THIS CAMPAIGN.

TAC RECOMMENDATION - REVIEWED BULLETIN, ADVISED TECH THE BULLETIN STATES
THAT THE PURPOSE OF THE BULLETIN IS FOR VEHICLES/CUSTOMERS NOT NOTIFIED

UNDER CAMPAIGN 00104A CORVETTE ELECTRONIC COLUMN LOCK. VEHICLE IS

ELIGIBLE BY VIN PER THE BULLETIN INFO. ADVISED TECH TO RUN A LOADED VOLT

DROP ON CKT 2540 ORG, CAV A4/C3 AT THE BCM.

08/28/2003 14:25:28 HISTORY - GLEDHILL

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Paradise Valley
AZ

HOME PHONE:

CASE NUMBER: 1-124165922

VIN: 1G1YY22G415102013

DATE OPENED: 2003-07-28

MODEL YEAR: 2001

DATE CLOSED: 2003-07-28

SERIES: Corvette

SOURCE: Phone

MILEAGE: 10000.00000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Lou Grubb Chevrolet, I.L.C.

DEALER ADDRESS: 2646 W Camelback, Phoenix, AZ, 85017-3294, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering Column Issue; ; 2003-07-28

03-07-28

Service Request has been Closed Dissatisfied.; ; 2003-07-28

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

RP:

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:

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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6448356	VIN Number:	1G1YY22G415103758
Date Opened:	5/6/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B28524	Mileage:	43212
Address:	ED SCHMIDT CHEVROLETMAUMEE	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING STRG COLUMN LOCK MOTOR

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/06/2003 11:51:15 SBD TEMPLATE - ST.DENIS

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)BRETT MILLER (TECH)

CUSTOMER CONCERN -STRG COLUMN LOCK

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

DLR SATTES STRG COLUMN LOCKED

TAC RECOMMENDATION -

TAC SUGG DLR FOLLOW ADDITIONAL DIAG PER A000285.

DLR TO ADVISE .

05/06/2003 11:51:15 HISTORY - ST.DENIS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6447238	VIN Number:	1G1YY22G415105963
Date Opened:	5/6/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	D37701	Mileage:	20413
Address:	PATRICK PONTIAC-BUICASHLAND	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING STAYS LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/06/2003 09:13:24 SBD TEMPLATE - WILSON

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)DAVID SMITH TECH

CUSTOMER CONCERN -STEERING WHEEL STAYS LOCKED

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

DLR CAN DUP THIS CONCERN AND IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -DLR TO JIMPER CONNECTOR C207 AND IT SHOULD LET STEERING WHEEL TURN. THEN DO NORMAL DIAG AS NEEDED. DLR TO ADV WW

05/06/2003 09:13:24 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5755895	VIN Number:	1G1YY22G416114114
Date Opened:	7/23/2002	Model Year:	2001
Date Closed:	7/24/2002	Series:	Corvette
Dealer Code:	B16200	Mileage:	30771
Address:	CHRIS WILSON CHEVROLLITTLE RIVER	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCKED A000265

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

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/23/2002 09:36:26 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME DAVE MONTORIO TECH

CUSTOMER CONCERN - STEERING WHEEL WON'T UNLOCK

DEALER COMMENTS/DIAGNOSIS - TECH STATES HE HAS DUPLICATED THE CONCERN, BUT HAS NOT DONE ANY TESTING.

TAC RECOMMENDATION - ADVISED TECH PER PI A000265

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.

2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.

3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN

EA02-031 / GM22C

RETENTION.

4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO COSMETIC DIFFERENCE BTWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST.

07/23/2002 09:36:26 HISTORY - RADZIOCH

07/24/2002 14:01:50 RAUCH - VME CASE CLOSING

REPLACED THE LOCK MOTOR.

08/07/2002 15:29:09 MEYERS - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4763378	VIN Number:	1G1YY22G416129731
Date Opened:	5/24/2001	Model Year:	2001
Date Closed:	5/25/2001	Series:	Corvette
Dealer Code:	B16468	Mileage:	17
Address:	REED-LALLIER CHEVROLET FAYETTEVILLE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING SERVICE COLUMN LOCK

RESOLUTION ABSTRACT- POWER & GROUNDS DISTRIBUTION

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/24/2001 14:08:04 SBD TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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:

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

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

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

05/24/2001 14:08:04 HISTORY - NICOLETTI

STOCK UNIT

TECH STATES STEERING WHEEL LOCKED , TECH PRIOR TO CALLING HAS REPLACED STEERING COLUMN LOCK MOTOR . TECH STATES NOW STEERING WHEEL WILL NOT LOCK AND CAR WILL STALL ONCE MOVING. TECH STATES NO CODES SET AND LOOKING FOR INFO.

TAC REP SUGGEST CHECKING IF BCM WILL LOCK/UNLOCK ACTUATOR IN SPECIAL FUNCTIONS. IF BCM WILL NOT ALLOW LOCK/UNLOCK , TECH TO CHECK FOR POSSIBLE BCM CONCERN , CIRCUIT 2629, OR RELAY CONCERN. TECH TO CALL BACK WITH RESULTS.

05/25/2001 16:59:53 LESZCYNski

- CALLED IN CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5894978	VIN Number:	1G1YY22G425107150
Date Opened:	9/17/2002	Model Year:	2002
Date Closed:	9/27/2002	Series:	Corvette
Dealer Code:	B03272	Mileage:	15643
Address:	ELCO CHEVROLET INC BALLWIN	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING STAYED LOCKED STS CUSTOMER

RESOLUTION ABSTRACT- CUST COMPLAINT NOT DUPLICATED

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/17/2002 16:46:00 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) DOUG PICHEE TECH

CUSTOMER CONCERN -STEERING COLUMN LOCKED

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

DLR STS NO CODES SET AND CANT DUP THIS CONCERN. DLR LOOKING FOR ANY INFO.

TAC RECOMMENDATION -DLR NO PI OR TSB FOR THIS CONCERN. DLR TO TRY AND DUP THIS CONCERN AS NEEDED. DLR TO ADV WW

09/17/2002 16:46:00 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6781684	VIN Number:	1G1YY22G435105514
Date Opened:	9/16/2003	Model Year:	2003
Date Closed:	9/19/2003	Series:	Corvette
Dealer Code:	B24017	Mileage:	7875
Address:	U-J CHEVROLET CO INCMOBILE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCK MESSAGE ON D

RESOLUTION ABSTRACT- STEER LOCK PLATE RP

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/16/2003 12:30:28 SBD TEMPLATE - DORLAND

STRATEGY BASED DIAGNOSTICS

3 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)

STEVE MC MILLEN S/F

CUSTOMER CONCERN -COLUMN LOCK WILL NOT RELEASE

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

TECH STATES THAT HE HAS U1016 IN MANY MODULES AND P0486. SERVICE ELECTRONIC COLUMN LOCK ON DASH. TECH STATES THAT HE REPLACED THE KEY ON PREVIOUS VISIT. TECH STATES THAT HE HAS NO GROUND AT C3 A6 OF BCM. TECH STATES THAT BCM IS SEEING KEY INTO AND OUT OF IGNITION EACH TIME. TECH STATES THAT THE STEERING COLUMN WILL NOT UNLOCK. TECH IS LOOKING FOR FURTHER ASSISTANCE.

TAC RECOMMENDATION -ADVISED TECH THAT HE NEEDS TO HAVE A GROUND AT C3 A6 IN ORDER FOR THE STEERING COLUMN TO UNLOCK. ADVISED TECH TO RUN A GROUND

EA02-031 / GM22C

TO THAT CIRCUIT AND SEE IF COLUMN UNLOCKS. IF IT DOES ADVISED TECH TO REPLACE THE BCM AND REEVALUATE FOR CONCERN. IF NOT ADVISED TECH TO CALL BACK FOR FURTHER ASSISTANCE.

09/16/2003 12:30:28 HISTORY - DORLAND

09/17/2003 13:17:56 HAWKINS -

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

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

DLR STS IF HE GNDS CKT1604 THE BCM FUSE BLOWS.

DLR STS HE HAS REPL THE BCM TO NO AVAIL.

DLR STS HE DOES NOT HAVE CONTINUITY BETWEEN A2 AND B2 ON RELAY.

NEW RECOMMENDATIONS

TAC ADV DLR TO VERIFY NO STG ON CKTS 2629 AND 1601.

TAC ADV DLR TO VERIFY NO STV ON CKT 1604.

TAC ADV DLR IF NPF REPL BCM AGAIN.

MIKE HAWKINS

09/17/2003 14:03:43 EGGLING TRANSFERRED TO MIKE HAWKINS' VOICE MAIL AS REQUESTED BY CALLER.

09/17/2003 15:47:45 HAWKINS - CALLED DLR BACK

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

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

TAC ADV DLR TO COMMAND SYS WITH TECH 2 WHILE BACK PROBING AT RELAY FOR PWR AND GND ON APPROPRIATE WIRES AT APPROPRIATE TIMES AND TAC AND THE DLR HAVE CONCLUDED THAT THE STEERING COLUMN LOCK MOTOR NEEDS TO BE REPL.

09/18/2003 14:36:20 WILSON

CASE CLOSING;

TECH CALLED IN AND STATES HE REPLACED THE STEERING COLUMN LOCK ACTUATOR.
CONCERN FIXED.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6748825	VIN Number:	1G1YY22G435107246
Date Opened:	9/3/2003	Model Year:	2003
Date Closed:		Series:	Corvette
Dealer Code:	B08075	Mileage:	4771
Address:	BILL HEARD CHEVROLETBUFORD	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STRG COLUMN LOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/03/2003 10:04:41 SBD TEMPLATE - JASKULA

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) STEVE VOLLRATH TECH

CUSTOMER CONCERN -STRG COLUMN LOCKED

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

DEALER CALLED LOOKING FOR CASES RELATED .

TAC RECOMMENDATION -SEARCHED DATA ADVISED DEALER OF CASES RELATED TO STRG COLUMN LOCK MOTOR.

REC DEALER CHECK A PILLAR GROUNDS

09/03/2003 10:04:41 HISTORY - JASKULA

09/10/2003 16:49:16 MEYERS -DEALER SURVEY WAS PERFORMED

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

CASE NUMBER: 00360694 VIN: 1G1YY22G4V5100008
MODEL YEAR: 1997
DATE OPENED: 2000-05-16 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-10-09 MILEAGE: 32698
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: ROGER DEAN CHEVROLET GSO
BRC PARENT: DEALER ADDRESS: 101 SW PINE ISLAND RD., CAPE CORAL, FL, 33991, USA

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

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) GMPP

D01 A/C Leak/Leaks
3 REPAIR ATTEMPT(S) final repair

M01 Steering General Other
3 REPAIR ATTEMPT(S) final repair

C45 Hatch Roof /T-Top Water Leak
REPAIR ATTEMPT(S) final repair

Notice of Final Repair - Florida

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

LEGAL CORRESPONDENCE. CRM RECEIVED MVDN IN PURSUANT TO FL LEMON LAW. CUSTOMER CONCERN IS GLASS TOP LEAK, REAR END LEAK, A/C LEAK, REMOTE FAILURE, AND STEERING LOCKED UP. NOTIFICATION STATES VEHICLE OUT OF SERVICE 15 DAYS. CRM CALLED CUSTOMER NOT AVAILABLE LEFT MESSAGE FOR CALLBACK. CUSTOMER WORK DEIRDRE KING/LEGAL CORR; 0; 327531262
2000-05-18

THREE DEALERSHIPS ARE INVOLVED. ROGER DEAN, BILL BUCK, AND BILL BRANCH. CRM CALLED ROGER DEAN DEALERSHIP SPOKE TO SVC MGR BILLY HE STATES THAT LAST TIME VEHICLE WAS HERE WAS 3-15-99 AND VEHICLE IS OPERATING TO GM SPECIFICATIONS. 3-15-99 DEALER REPLACED ACTUATOR. 2-18-99 DEALER REPLACED ROOF PANEL, REPROGRAMMED RECEIVER REMOTE, GAVE CUSTOMER EXTRA KEYLESS REMOTE. 1-12-99 DEALER ORDERED ROOF. AVM IS ROB KREGER. CRM CALLED BILL BRANCH SVC MGR DOUG NOT AVAILABLE. CRM CALLED BILL BUCK LINE BUSY. DEIRDRE KING/LEGAL CORR; 0; 327535722
2000-06-01

CRM CALLED BILL BUCK DEALERSHIP SPOKE TO SVC MGR JEFF, HE STATES LAST TIME VEHICLE WAS HERE WAS 4-20-00 AND VEHICLE IS OPERATING TO GM SPECIFICATIONS. 4-20-00 DEALER RESEALED WINDSHIELD. 10-6-99 DEALER REPROGRAMMED KEYLESS ENTRY REMOTE. 9-8-99 DEALER ORDERED WEATHERSTRIP AND REPLACED TRANSMITTER. 8-12-99 DEALER ALIGNED WEATHERSTRIP, REPLACED BODY CONTROL MODULE, AND REPLACED LOCKING PARTS FOR STEERING. 6-21-99 DEALER REPLACED CONSOLE ASSEMBLY AND WATER TESTED. 6-4-99 DEALER ORDERED CONSOLE ASSEMBLY AND ORDERED DRIVERSIDE MIRROR REFLECTOR. 4-12-99 DEALER REPLACED FUEL FILLER DOOR. SVC MGR STATES VEHICLE IS SLIGHTLY LEAKING. CRM CALLED BILL BRANCH DEALERSHIP SPOKE TO SVC MGR DOUG HE STATES THAT VEHICLE HAS NEVER BEEN HERE FOR LEAKS, REMOTE, OR STEERING CONCERN BUT DID VERBALLY SPEAK TO CUSTOMER ABOUT THIS. CRM CALLED AVM ROB KREGER LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 328721731
2000-06-01

FINAL REPAIR IS SCHEDULED FOR TODAY AT BILL BUCK DEALERSHIP. DEIRDRE KING/LEGAL CORR; 0;
328721835
2000-06-12

CRM CALLED CUSTOMER, SHE STATES SHE IS PICKING VEHICLE UP TODAY AND THE DEALERSHIP STATES IT IS REPAIRED. CRM CLOSING FILE. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 329678009
2000-06-20

crm transferred cust over to crm deking for futher assistance...valrie humphrey; 0;
330385219
2000-06-20

CUSTOMER CALLED BACK SEEKING BUYBACK. CUSTOMER STATES FINAL REPAIR WAS DONE LAST WEEK AND VEHICLE IS NOT REPAIRED STILL HAS LEAKS, POWER SEATS FAILED, SPOILER, A/C VENT BROKE, KEYLESS REMOTE FAILURE. CRM ADVISED WOULD CONTACT AVM ROB KREEGER. CRM CALLED AVM ROB KREEGER LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 330386527
2000-06-20

CUSTOMER WORK # 863-993-9525. DEIRDRE KING/LEGAL CORR; 0; 330386570
2000-06-23

CUSTOMER CALLED BACK IN SEEKING STATUS, CRM ADVISED STILL WAITING ON AVM CALLBACK. CRM CALLED AVM LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR; 0; 330636340
2000-06-23

AVM ROB KREEGER CALLED BACK STATING CUSTOMER HAS HAD 2 VEHICLES BOUGHT BACK BEFORE AND KNOWS THE SYSTEM. HE STATES HE WILL CALL BILL BUCK DEALERSHIP AND SPEAK WITH SVC MGR JEFF TO SETUP APPT TO INSPECT VEHICLE WITH CUSTOMER. DEIRDRE KING/LEGAL CORR; 0; 330639867
2000-07-12

CUSTOMER CALLED BACK IN STATING SHE TOOK VEHICLE BACK TO DEALERSHIP ON JULY 10TH AND STILL IS NOT SATISFIED WITH THE REPAIR. CUSTOMER SEEKS BUYBACK OR GMPP OF 6/100. CRM ADVISED WOULD CONTACT AVM ROB KREEGER. CRM CALLED AVM ROB KREEGER LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 332272936
2000-07-18

CUSTOMER LEFT MESSAGE STATING CONCERN HAPPENED AGAIN. CRM CALLED SVC MGR JEFF FROM BILL BUCK DEALER HE STATES AVM DID NOT OFFER CUSTOMER ANYTHING. HE STATES CUSTOMER WILL BRING VEHICLE BACK IN FOR A/C VENT REPAIR AND DEALERSHIP COULD NOT DUPLICATE THE LEAKS. HE STATES ALL OTHER CONCERNS ARE FINE. CRM CALLED CUSTOMER LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 332797932
2000-07-18

CRM CALLED AVM ROB KREEGER LEFT MESSAGE FOR CALLBACK. CUSTOMER SEEKS BUYBACK OR GMPP 6/100. CUSTOMER WILL GO ON VACATION FRIDAY. CUSTOMER STATES VANITY MIRRORS NOT WORKING. CUSTOMER STATES SHE HAS NOT DRIVEN THE VEHICLE YET. DEIRDRE KING/LEGAL CORR; 0; 332802155
2000-07-19

AVM ROB KREEGER CALLED STATING THE SPOILER IS THE CUSTOMER RESPONSIBILITY, COULD NOT DUPLICATE THE LEAKS THEY HAVE TESTED AND TESTED FOR LEAKS BUT COULD NOT FIND ANY, A/C VENT DEALERSHIP IS WILLING TO REPAIR. AVM STATES IN ORDER TO PREVENT BUYBACK HE IS WILLING TO OFFER CUSTOMER 6/100 GMPP. CRM CALLED CUSTOMER TO ADVISE, CUSTOMER STATES TO FAX THE PROTECTION PLAN TO HER AND THEN SHE WILL DECIDE IF SHE WILL ACCEPT THE OFFER OR NOT, SHE WILL SPEAK WITH HER HUSBAND ON THIS. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 332872402
2000-07-19

CRM FAXED MAJOR GUARD PROTECTION PLAN TO CUSTOMER. CUSTOMER WANTED TO KNOW IF LEAKS WERE COVERED UNDER THIS PLAN. CRM FAXED PLAN TO CUSTOMER. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 332873367
2000-07-21

CUSTOMER CALLED BACK STATING SHE WILL ACCEPT OFFER OF 6/100 GMPP. CUSTOMER NAME HAS CHANGED TO MARY CENTERS.; 0; 333044464

2000-08-11

ending for processing of GMPP 6/100,000 with AVM agreement. Tara Mitchell/TM/Legal
Tampa; 0; 334856240
2000-08-14

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED GMPP MAJORGUARD 72/100/0 PER AVM ROB KREGER
BUSINESS DECISION PER AVM IN ORDER TO PREVENT BUYBACK AND KEEP CUSTOMER SATISFACTION.; 0;
335137960
2000-08-14

gmpp on its way letter submitted, reference 100043. Jan Hawthorne/tpa/goodwill approver; 0;
335141420
2000-08-17

Gmpp on its way letter released. Lara Dubose/Goodwill Approver/Tpa; 0; 335398921
2000-08-25

CRM TO ATTACH DOC TO FILE.... NO FURTHER ACTION TAKEN
DOC#0023700516
CESAR CADENAS TAMPA; 0; 336074462
2000-08-28

GMPP LETTER MAILED ON 08/24/00..JOY NIXON/TAMPA/APPROVAL GROUP; 0; 336336779
2000-10-09

CUST CALLED AND STATES THAT SHE REC'D HER GMPP BUT THAT THE IN SVS DATE IS NOT CORRECT ON
HER VEH. CUST STATES THAT THE PAPERWORK STATES THAT THE IN SVS DATE IS 3-27-97. CRM REVIEWED
VIN HISTORY AND THE IN SVS DATE IS SHOWING 10-21-98 WITH 11,005 MILESON IT. CRM ADV CUST
THAT THE VEH WAS PLACED INTO SVS BEFORE SHE TOOK DELIVERY OF THE VEH AS MILEAGE WOULD
INDICATE. CUST STATES THAT SHE WAS TOLD THE VEH WAS NEW. CRM APOLOGIZED. CRM ASLO CALLED
GMPP AND SPOKE TO DENISE AND SHE ADV THAT THE ORIGINAL IN SVS DATE OF THE VEH IS 3-27-97.
CRM ASLO ADV CUST OF NUMBER TO CONTACT TO CHANGE HER LAST NAME.
KARLEE CROWLEY/PDX/CORR; 0; 339953916

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: 1
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:
IDENTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

INTERNAL 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:		

ORIGINAL

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

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. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s)

Re-bining Glass Top - Rear End Roof
 Air conditioning leak - Remains under warranty long
 Steering locked up twice - Could not move vehicle

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make

Chevy

Model

Corvette

Year

1997

VIN

1G-111Y12216141V151110101018

Date of Delivery

10-21-98

Name and City/State of selling dealer or leasing company (if applicable)

First National Bank of Naples - Naples, FL

Name and City/State of authorized service agent(s) attempting previous repairs

Bill Buckner - Venice, FL

Roger Jean Chev - Cape Coral, FL

Bill Branch Chev - Ft. Myers

Consumer

Address

P.O. Charlotte, FL

Home phone

Work phone

Signature

Date Mailed

5-2-2000

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/99)

August 14, 2000

[REDACTED]
Arcadia, FL [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks.

The GMPP Major Guard plan is for the following:

- 72 months/100,000 miles
- a standard rental
- a \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact them at 1-800-631-5590 if you have additional questions.

Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Janet Hawthorne
Customer Relationship Manager

R35-T

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 8888
Chicago, IL 60680-8888

08-24-00P01:37 RCVD

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: [REDACTED]

File Number: C00'360694

Personal Use: X Commercial User:

Reason for offering GMPP: TO prevent buybacks per AVM Rob Krc

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1YY22G4V5100008

Year: 1997 In service Date: 10-21-98 Mileage: 32698

Division Dealer Code Information: (Circle one below)

Pontiac - 18-99101

Buick - 11-99001

GMC Truck - 48-51764

Chevrolet - 13-70011

Oldsmobile - 18-99001

Cadillac - 12-99000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

- ☒ Approve and pay for a new plan - no GMPP coverage currently
☐ Authorize a new plan or upgrade; customer will pay total cost
☐ Approve and pay for an upgrade; apply original coverage refund to Division making request
☐ Pay for all coverage costs; refund the original coverage cost to customer
☐ Cancellation

Payment Approval:
CRM (decision maker): Deirdre King

Plan Selection: Main guard 6/1000 deduct

Team Manager/Supervisor: Jana Mitchell Date: 7/25/00

975659713

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1Y422G4V5100008

YEAR

MAKE

MODEL

1997 Chevrolet Corvette

CURRENT ODOMETER

PLAN PURCH. DATE

COMM.

EMER.

4WD

32698

SELECT ONLY ONE

GNP*

MR*

MAJOR GUARD*

CUSTOM POWERTRA

X

or

X

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLANS PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD

The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles, and end at the earlier of the selected time/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

VEHICLE IN SERVICE DATE

MONTHS	36	48	60	72	OPTIONAL DEDUCTIBLE
				X	\$100
MILES	50,000	60,000	75,000	100,000	\$200
				X	

The time and mileage of any plan selected below will be calculated from the date a release on the vehicle on the date of the purchase of the service contract. These plans can be purchased only at the time of vehicle purchase. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

12/12,000	24/24,000	36/36,000	OPTIONAL DEDUCTIBLE
			\$100
			\$200

SmartCare® and Mech. Coverage

TOTAL \$ 00

SMARTCARE™ TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	50,000
	15,000			48	60,000
24	24,000	36	36,000	60	75,000
	30,000		48,000	72	100,000

SMARTCARE™

PRICE \$ 00

TAX \$

TOTAL \$

MECHANICAL COVERAGE

PRICE \$ 00

TAX \$

TOTAL \$

FIRST NAME

M.I. LAST NAME

FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP

Arcadia

FL

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellations.

DEALER NAME

DEALER CODE

ADDRESS

CITY

STATE

ZIP

LEASER/HOLDER NAME

GMAC or

MAILING ADDRESS

CITY

STATE

ZIP

By signing this, I agree to all terms and conditions on the "front and back" of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Term" (above). Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

CUSTOMER SIGNATURE

DATE

7/25/00

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Atlanta, GA

CASE NUMBER: 1-114632411 VIN: 1G1YY22G4V5101319
MODEL YEAR: 1997
DATE OPENED: 2003-06-30 SERIES: Corvette
DATE CLOSED: 2003-06-30 MILEAGE: 31000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Recall; ; 2003-06-30
2003-06-30

Recall; ; 2003-06-30
2003-06-30

Service Request has been Closed Satisfied.; ; 2003-06-30

*****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:
IDENTIFY 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: TRIM: ..
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

CASE NUMBER: 1-4123636 VIN: 1G1YY22G4V5101692
DATE 05/28/02 MODEL 1997
DATE 05/28/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 70000.
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: STATE: NC
BUS. PHONE:

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

CUSTOMER: [REDACTED]
ADDRESS: Unknown, Lexington NC
HOME PHONE:

CASE NUMBER: 1-4123636 VIN: 1G1YY22G4V5101692
MODEL YEAR: 1997
DATE OPENED: 2002-05-28 SERIES: Corvette
DATE CLOSED: 2002-05-28 MILEAGE: 70000.0000000
SOURCE: Phone DELIVERY DATE:
C TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering colum lock; ; 2002-05-28
2002-05-28

Service Request has been Closed Satisfied.; ; 2002-05-28

*****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:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

CITY:

BRANCH:

NAME:

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

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE: ..

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:CASE NUMBER: 05127032 VIN: 1G1YY22G4V5101983
MODEL YEAR: 1997
DATE OPENED: 2001-07-31 SERIES: UNKNOWN
DATE CLOSED: 2001-07-31 MILEAGE: 29600
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

T49 Technical Question Other
0 REPAIR ATTEMPT(S) NEED INFO FROM DLR
M01 Steering General Other
0 REPAIR ATTEMPT(S) COLUMN LOCKED NOT UNDER RECALL

REQUEST FOR INFORMATION

INFORM THE CALLER:

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

Technical Information

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

CUST STATES BMW DLR BOUGHT CORVETTE/STEERING LOCKED/AND VEH DIES...CUST SEEKS IF WALKER CHEV WILL REPAIR UNDER WARRANTY...CRM CALLED ORMAN/SVC/MGR AND WAS ADVISED THAT VEH DYING HAD NOTHING TO DO WITH STEERING COLUMN LOCKED/AND THAT WOULD NOT BE ABLE TO COVER STEERING UNDER WARRANTY OR RECALL OUT OF WARRANTY /USED VEH...CRM ADVISED CUST WOULD HAVE TO PAY FOR STEERING COLUMN LOCK/AND LAP BELT HAD RECALL ON IT...

KATHY HODGINS/ATX/CARS; 0; 365447580

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

PHOENIX , AZ

CASE NUMBER: 06732813 VIN: 1G1YY22G4V5102535
MODEL YEAR: 1997
DATE OPENED: 2002-04-17 SERIES: CORVETTE
DATE CLOSED: 2002-05-07 MILEAGE: 43707
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: CHAPMAN CHEVROLET, L.L.C.
ERC PARENT: DEALER ADDRESS: 1717 E BASELINE RD., TEMPE, AZ, 85283, USA

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

J01 Engine Other
1 REPAIR ATTEMPT(S) REPLACED ENGINE, 26,017 MILES

M41 Steering Column/Lock/Attaching Parts Inoperative
2 REPAIR ATTEMPT(S) LOCKED UP STEERING COLUMN

A09 Car Damaged at Retailer Customer Satisfaction
0 REPAIR ATTEMPT(S) PAINT SCRATCHED BY DEALER

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUSTOMER STATED THAT HE WAS THE SECOND OWNER OF THIS 1997 CHEVROLET CORVETTE WITH APPROX 41,000 MILES. HE PURCHASED THE CAR USED AT APPROX. 12,000 MILES. THE CUSTOMER STATES HE HAS AN EXTENDED SERVICE CONTRACT ON THE CAR, WITH A \$200.00 DEDUCTIBLE. THE CUSTOMER IS A DOCTOR AND THE CAR HAS LEFT HIM STRANDED REPEATEDLY. THE CUSTOMER SEEKS TO HAVE INFO ON WHY HIS CAR IS BREAKING DOWN SO MUCH. THE LAST REPAIR WAS A STEERING COLUMN THAT LOCKED UP ON TWO OCCASIONS, THE MOTORS HAS BEEN REPLACED ONCE AND HE HAD A MIRROR THAT FELL OFF AND THE DEALER SCRATCHED THE PAINT ON THE CAR ALSO. CRM ADVISED THAT WE WOULD CALL THE DEALER AND GATHER INFO ON HIS CONCERNS AND CALL HIM BACK BETWEEN 2-4 PM CST ON THURSDAY, 04-18-2002.

MARION LINDSEY/CADILLAC/AUSTIN, 0; 387942608

02-04-17

Cust called in. Cust states he has VIN to assist w/file. Cust states veh just came from dlrship and a new tach module and steering module have been placed in veh. Cust does not know what could be done for him but he is seeking a response. Crm advised cust that info has been documented and working crm will be notified. Cust satisfied w/action plan. Crm returning file to crm, LINDSEY, DamienCrumbley/CORR-TPA, 0; 387944276

2002-04-18

CRM WAS ABLE TO SEE THAT THE CUSTOMER HAS A 72/60 GMPP MAJORGUARD WITH A \$200.00 DEDUCTIBLE
CORDING TO VIN PROFILE. THE CAR WAS FIRST PLACED INTO SERVICE ON 4-24-97. MARION
LINDSEY/CADILLAC/AUSTIN; 0; 388004969
2002-04-18

CRM LEFT MESSAGE FOR THE SVC MGR AT THE DEALER AND ASKED FOR FEEDBACK ON CUSTOMER CONCERNS
AND WHAT TYPE OF MAINTENANCE THE CAR HAS HAD WITH THE DEALERS. THE CRM ASKED THE DEALER TO
CALL THIS CRM BACK DIRECT. MARION LINDSEY/CADILLAC/AUSTIN/48877; 0; 388005338
2002-04-18

SVC MGR AT DEALER IS KEVIN MOONEY.; 0; 388005425
2002-04-18

CRM LEFT A MESSAGE AT NUMBER LISTED, (WORK #). CRM IS STILL RESEARCHING INFO ON CONCERNS
WITH THE DEALERSHIP SVC MGR. . CRM IS GOING TO BE OUT FOR VACATION AFTER TODAY AND WILL HAVE
ANOTHER TEAM MEMBER FOLLOW UP WITH THE CUSTOMER WHEN INFO IS RECEIVED. ***** THE CUSTOMER
IS UNDER GMPP MAJORGUARD FOR 6YEARS/60K MILES. THE CAR HAS 43,707 MILES ON IT. THE CUSTOMER
CAN'T HAVE THE CAR REPURCHASED AS HE PURCHASED IT USED AND IT IS FAST 3 YEARS OLD AND 36,000
MILES, WE CAN'T OFFER HIM BACK PART OF HIS \$200.00 DEDUCTIBLES. CRM NEEDS TO ASK CUSTOMER
AGAIN WHAT HE IS SEEKING FROM CHEVROLET ON THIS CAR AS FAR AS GOODWILL. THE REPAIRS HAVE
TAKEN CARE OF HIS CONCERNS AT THIS TIME, WITH ONE RECURRING REPAIR TO THE STEERING COLUMN.
CRM WILL SET CUSTOMER CALL BACK FOR TUESDAY, 04-23-2002, BETWEEN 5-7 PM CST FOR ANOTHER TEAM
MEMBER TO CALL CUSTOMER , IF NOT BEFORE. MARION LINDSEY/CADILLAC/AUSTIN; 0; 388006015
2002-04-26

CRM LEFT A DETAILED MESSAGE FOR THE SVC MGR TO CALL THE CRM BACK DIRECT ON CUSTOMER REPAIRS.
CRM IS WANTING TO KNOW WHAT TYPE OF CARE THE CUSTOMER HAS TAKEN WITH HIS CAR, AND INFO ON
CURRING REPAIRS CLAIMS ON STEERING WHEEL TORTION LOCK AND ENGINE CONCERNS. CRM WILL
MONITOR THE REQUEST UNTIL TUESDAY, 04-30-2002, BETWEEN 2-4 PM CST. MARION
LINDSEY/CADILLAC/AUSTIN; 0; 388703530
2002-05-01

CRM LEFT A DETAILED MESSAGE FOR SVC MGR (MIKE HANNAH) CRM IS MONITORING THE REQUEST UNTIL
05-02-2002, BETWEEN 2-4 PM CST. MARION LINDSEY/CADILLAC/AUSTIN; 0; 389132190
2002-05-03

no response from customer yet. crm will request an unable to contact letter be sent. marion
lindsey/cadillac/austin; 0; 389313466
2002-05-03

LTR APPROVED/BRETT WILLIAMS/APPROVER/ATK; 0; 389320982
2002-05-07

CRM WILL CLOSE THE REQUEST SATISFIED. MARION LINDSEY/CADILLAC/AUSTIN; 0; 389660570

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

IS 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 EAC:
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:
EAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

MENTS:

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:

May 3, 2002

[REDACTED]
Phoenix, AZ [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

We would like to discuss your request for reimbursement on your 1997 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 24 hours a day, seven days a week. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Marion Lindsey
Customer Relationship Manager

RS0006-A/

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

310430

CASE NUMBER: 00-0153328 VIN: 1G1YY22G4V5102664
DATE OPENED: 06/02/90 MODEL YEAR: 97
DATE CLOSED: 06/09/90 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 40000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NC
BUS. PHONE: [REDACTED]

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

CUST CALLED AND STATES THAT HIS VEH'S STEERING COLUMN KEEPS LOCKING UP AND THEY CANNOT FIND A FIX FOR IT. CUST IS CONCERNED THAT THE VEH WILL LOCK UP WHILE HE IS DRIVING. THERE IS SUPPOSED TO BE A CODE THAT COMES UP WHEN THE STEERING COLUMN LOCKS UP. CUST STATES THAT HE TOOK VEH TO A DIFFERENT DLRSHIP BECAUSE HE WAS OUT OF TOWN WHEN IT HAPPENED THE SECOND TIME AND WHAT EVER WAS WRONG WITH IT WAS ONLY A TEMPORARY FIX. CRM CALLING DLRSHIP TO FIND OUT IF THERE ANY POSSIBLE THING THAT CAN BE DONE.
TDURCAN///PDX

CRM TRYING TO CONTACT SVC MGR AT BOTH DLRSHIP. CRM CALLING CUST TO LET HIM KNOW THAT AS SOON AS I KNOW WHAT IS GOING ON I WILL LET HIM KNOW
TDURCAN///PDX

CUST CALLED & STATED TDURCAN HAD PROMISED TO CALL YESTERDAY, CUST WAS VERY DISAPPOINTED CRM STATED OTHER CRM WILL BE MEMOPADED & NOTATION WILL BE MADE
SANDRA CHRISTENSEN/CARS/PDX

CUSTOMER STATES THAT HE IS AFRAID TO DRIVE HIS VEHICLE THE STEERING WHEEL HAS LOCKED UP 3X AND DEALERSHIP DOES NOT KNOW WHAT CAUSES IT. CUST TOMER WANTS TO HAVE HIS VEHICLE FIXED. CUST ALSO STATED THAT PREVIOUS CRM HAS NOT CALLED HIM BACK. CUSTOMER STATED THE LAST TIME CAR WAS TOWED IN THE DEALERSHIP DID FIX VEHICLE BECAUSE THEY COULD NOT FIND A CODE.....CRM SPOKE TO SERVICE MANAGER, BILLCHANEY WHO SAID THEY WERE NOT ABLE TO DUPLICATE THE PROBLEM. SERVICE MANAGER FURTHER STATED THAT HE ADVISED CUSTOMER TO LEAVE HIS VEHICLE AT DEALERSHIP BUT HE REFUSED CRM CALLED CUSTOMER AND ADVISED CUSTOMER OF THIS. CUSTOMER WAS NOT HAPPY HE SAID HE WAS GOING THROUGH ATTORNEY'S OFFICE.
POHETIA WYCHE-AUSTIN, TX

CRM RECEIVED CORR FROM NORTH CAROLINA A.G., DOC# 001180253.
CRM FAXED INTIAL CONTACT LETTER.
CUST STATES STEERING WHEEL KEEPS LOCKING UP & EVEN HAD CAMPAIGN REPAIR PERFORMED ON VEH FOR THIS CONCERN. CUST STATES ON ONE OCCASION VEH TOWED TO DLR & SINCE NO CONCERN FOUND, WAS CHARGED \$65 FOR TOWING FEE. CUST STATES HERBERT LAMM AT DLR ADVISED STEERING COULD LOCK AT ANYTIME IN MOTION OR AT A STOP. CUST SEES REPURCHASE OR REPAIR.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

AVM KEN WAGNER ON VACATION THIS WEEK - CRM TO CALL 5/8.

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM LEFT VME FOR AVM KEN WAGNER.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CALLED DLR, BUT SRVC MGR JEFF LUCAS AT LUNCH. CRM TO CALL BACK.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CALLED DLR & LEFT MESSAGE FOR JEFF LUCAS, SRVC MGR.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CONTACTED JEFF LUCAS, SRVC MGR FOR PAUL BERRY CHEV. JEFF STATES
VEH AT DLR ONCE & STEERING WHEEL WAS LOCKED. DLR REPLACED IGNITION
LOCK CYLINDER. TSB 99-08-49-008 PERTAINS TO THE STEERING LOCKING ON
CUST VEH TYPE. CUST HAS ALSO BEEN TO POWERS SWAIN CHEV & SMITH CHEV.
CRM TO CONTACT OTHER DLRS FOR INFO.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CUST CONCERN HAS NOT BEEN REPEAT CONCERN. 1ST OCCURED 8/99, WHERE
DLR PERFORMED REPAIR PER TSB 99-08-49-008. CUST HAD VEH TOWED TO
DIFFERENT DLR 3/00, CONCERN NOT DUPLICATED & CUST CHARGED FOR TOWING.
CUST SEEKS REPAIR/REPURCHASE OF VEH + REIM FOR TOWING.
CRM LEFT VME FOR CUST.
CRM LEFT VME FOR AVM KEN WAGNER.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST. CUST STATES VEH PURCHASED, USED FROM
POWER-SWAIN CHEV W/ 14,000 MILES. CUST STATES HAS GOTTEN INTO VEH ON
VARIOUS OCCASIONS & STEERING WHEELS WOULDN'T MOVE. VEH DISPLAYED MSG
SRVC COLUMN LOCK. 1ST TIME MID '99, DLR UNABLE TO DUPLICATE. 2ND
TIME NO CONCERN FOUND, BUT PART ORDERED UNDER TSB 99-08-49-008 & LATER
INSTALLED (8/23/99). 3RD TIME VEH TOWED TO DLR, STEERING WHEEL STILL
LOCKED, VEH HAD TO BE BACKED INTO SRVC STALL. VEH NOT TESTED UNTIL
NEXT DAY, NO CODES SHOWED UP. CUST STATES VEH LOCKED UP 4TH TIME, BUT
UNLOCKED SHORTLY AFTER & CONCERN NOT REPORTED.
CRM ADVISED WILL CONTINUE TO RESEARCH & GET BACK TO CUST.
CUST SEEKS REPAIR & IF NO REPAIR, REPURCHASE.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED VME FROM AVM KEN WAGNER. AVM STATES NOT EXACTLY SURE HOW
FAR VEH OUTSIDE WARRANTY. AVM STATES DEFINITELY WILLING TO WORK W/
CUST TO TRY TO RESOLVE. AVM STATES TAC SHOULD PROBABLY BE INVOLVED &
MAIN CONCERN FROM AVM IS IF STEERING WHEEL LOCKS WHILE VEH IN MOTION.
CRM CONTACTED DENNIS W/ TAC. DENNIS STATES GM AWARE OF CONCERN, BUT
UNABLE TO FIND ANY OPEN CASES FOR THIS SPECIFIC CONCERN. DENNIS STATE
BEST IF DLR TO CALL W/ VEH & OPEN TAC CASE.
CRM CONTACTED BILL, SRVC MGR OF POWERS-SWAIN CHEV. BILL STATES WHEN
CUST CAME IN, LATE IN THE AFTERNOON & DLR COULDN'T INSPECT UNTIL NEXT
DAY. WHEN VEH WAS INSPECTED, NO CONCERNS FOUND. DLR PROVIDED CUST
LOANER, BUT DID CHARGE FOR TOWING SINCE NO CONCERN FOUND. BILL STATES
THIS IS COMMON CONCERN W/ VEH & DLRS HAVE BEEN REQUESTED TO NOTIFY IF
VEH HAS CONCERN W/ STEERING LOCKING WHILE IN OPERATION, NOT JUST WHEN
TRYING TO START VEH.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CALLED AVM KEN WAGNER, BUT AT LUNCH (KEN AT JAMES FINCH CHEV)
CRM TO CALL BACK.

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CALLED DLR FOR AVM KEN WAGNER, BUT ALREADY LEFT FOR THE DAY.
CRM TO CALL 5/12.

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CONTACTED AVM KEN WAGNER & ADVISED OF INFO FROM DLRS, CUST, & TAC
AVM STATES SINCE CONCERN IS INTERMITTENT BUT CUST DOES HAVE SOME LEGIT
CONCERN, WILLING TO WORK W/ CUST TO GET RESOLVED. AVM STATES SINCE
STEERING LOCK HAS ONLY OCCURED WHEN 1ST TRYING TO START VEH, VERY
DOUBTFUL WIL OCCUR WHILE IN OPERATION. CUST CAN GO TO DLR & HAVE
TOWING FEE REFUNDED. IF CONCERN HAPPENS AGAIN, CUST SHOULD GO TO DLR
& DLR NEEDS TO CONTACT TAC. CRM TO ADVISE CUST & DLR.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST. CRM ADVISED OF INFO FROM AVM, TAC, &
DLRS. CRM ADVISED WILLING TO WORK W/ CUST TO RESOLVE CONCERN, BUT DLR
NEEDS TO DUPLICATE CONCERN. CRM ADVISED TAC & DLRS HAVE NO RECORD OF
STEERING LOCKING WHILE VEH IN OPERATION. CRM ADVISED IF CONCERN
REOCURS, VEH NEEDS TO GO TO DLR & DLR NEEDS TO CONTACT TAC TO OPEN
FILE. CRM ADVISED PAUL BERRY CHEV CAN REIM FOR TOWING. CRM WILL
CONTACT JEFF LUCAS, SRVC MGR, TO ADVISE OF INFO FROM AVM.
CUST STATES NOT SURE IF HE TRUSTS VEH, BUT UNDERSTANDS WHERE GM'S
COMING FROM.

CRM CALLED DLR, BUT JEFT OUT UNTIL 5/15. CRM TO CALL THEN.

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST STATING STEERING IS LOCKED AGAIN. CUST NOT
CLOSE TO HOME & ALL DLRS CLOSED. CUST STATES CANNOT DRIVE VEH.

CRM OFFERED TO CONTACT ROADSIDE ASST & GET VEH TO NEAREST DLR, AS WELL
AS CALLING DLR & SPEAKING TO SOMEONE TO ADVISE OF CUST SITUATION. CRM
ADVISED POSSIBLE SRVC DEPT OPEN ON SATURDAY. CUST REFUSED OFFER & STA
TES WILL LEAVE VEH WHERE IT IS & CALL DLR & CRM 5/15.

CRM ADVISED WILL DOCUMENT FILE.

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED VME FROM CUST ADVISING CUST WILL CALL BACK.

CRM CALLED JEFF LUCAS, SRVC MGR, & ADVISED OF INFO FROM AVM, TAC, &
CUST. CRM ADVISED REIM FOR TOWING APPROVED BY CRM & AVM. JEFF STATES
CUST HAVN'T BEEN BACK TO DLR. CRM ADVISED IF CUST DOES RETURN, TAC
SHOULD BE ADVISED & CASE OPENED.

CRM LEFT VME FOR CUST.

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED VME FROM CUST ADVISING WILL CALL AGAIN AROUND 6PM.

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED AG RESPONSE DOCUMENT NUMBER 001360136. KISSIE PEREZ/TAMPA/
LEGAL CORR 58221

CRM CONTACTED JEFF LUCAS, SRVC MGR. JEFF STATES DLR CORVETTE TECH OUT
UNTIL 5/23 & DOESN'T WANT ANOTHER TECH TO WORK ON VEH. JEFF STATES
WRECKER DID VERIFY STEERING WHEEL LOCKED UP, BUT HAVN'T HAD TO CHANCE
TO LOOK AT VEH SINCE IT ARRIVED AT DLR. CRM ENCOURAGE JEFF TO HAVE
SOMEONE VERIFY STEERING STILL LOCKED. JEFF STATES DLR WILL DO SOME-
THING TO GET CONCERN RESOLVED. CRM WIL CALL DLR 5/23, MID-AFTERNOON.
CRM LEFT VME FOR CUST.

310430

BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CONTACTED AVE KEN WAGNER & ADVISED OF CURRENT SITUATION. KEN STATES UNABLE TO PROVIDE LOANER SINCE VEH OUT OF WARRANTY & DLR ALREADY MADE DECISION. REPAIRS TO BE COVERED BY GM.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM LEFT VEH FOR CUST.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST. CRM ADVISED UNABLE TO COVER RENTAL VEH EXPENSES, BUT WILL PAY FOR TOWING & REPAIRS FOR STEERING WHEEL CONCERN. CRM WILL CONTACT DLR 5/23 FOR P/U & CONTACT CUST.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CALLED DLR & SPOKE W/ JASON IN SRVC AS JEFF LUCAS NOT IN. JASON STATES TECH FOUND TSB FOR STEERING LOCKING WAS WORKING VEH. JASON STATES UNCERTAIN IF TAC HAD BEEN CONTACTED W/ CONCERN. CRM TO CALL BACK TO SPEAK W/ JEFF.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CONTACTED JEFF LUCAS, SRVC MGR. JEFF STATES STEERING WHEEL WAS NOT LOCKED WHEN TECH BEGAN WORKING ON VEH TODAY. DLR IS REPLACING IGNITION LOCK CYLINDER AGAIN, PER TSB. JEFF STATES TAC HAS NOT BEEN INVOLVED YET, BUT CASE CAN BE OPENED W/ TAC. VEH HAS S.E.S. LIGHT ON WHICH DLR IS ALSO TAKING CARE OF. CRM ADVISED JEFF THAT IT'S DLR'S CALL IF TAC SHOULD BE INVOLVED. DLR WILL KEEP VEH OVERNIGHT.
CRM CALLED CUST & LEFT MESSAGE W/ FEMALE RESIDENT.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST STATING HAD RECEIVED PART OF CRM MESSAGE FROM 5/23. CRM ADVISED OF INFO FROM DLR. CRM ADVISED BELIEVES VEH WILL BE DONE TODAY, BUT CUST SHOULD CHECK W/ SRVC DEPT TO VERIFY. CRM ADVISED WOULD BE CONTACTING DLR LATER TODAY TO CHECK ON VEH STATUS & POSSIBLE TAC INVOLVEMENT.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST STATING VEH PICKED UP FROM DLR 5/26 & SO FAR HAS HAD NO CONCERNS. CUST STATES DLR COVERED ALL REPAIRS & TOWING BUT CUST SPENT OVER \$100 FOR RENTAL VEH FOR 4 DAYS DLR HAD VEH. CUST STATES HAS ALSO NOT BEEN REIM FOR PREVIOUS TOWING EXPENSE. CRM ADVISES THAT CUST NEEDS TO BRING RECEIPT FROM TOWING & PROOF OF PAYMENT TO JEFF LUCAS, SRVC MGR, WHO CAN ISSUE REIM. CUST SEEMS RENTAL VEH TO BE COVERED BY GM SINCE CONCERN INITIALLY BEGAN WHILE UNDER WARRANTY. CRM ADVISED UNABLE TO COVER RENTAL SINCE REPAIRS UNDER PARTS WARRANTY WHICH DOESN'T ALLOW FOR LOANER OR TOWING, BUT TOWING STILL COVERED & DLR ALSO PERFORMED 2ND REPAIR WHILE AT DLR AT NO EXPENSE. CUST STATES SATISFIED W/ CRM'S ASST, BUT NOT SATISFIED THAT LOANER NOT COVERED. CUST SEEMS FOR AVM TO CONTACT CUST TO EXPLAIN WHY NO LOANER. CRM ADVISED WILL CONTACT, BUT NO GUARANTEES. CUST STATES WOULD LIKE TO DRIVE VEH FOR ANOTHER WEEK TO ENSURE CONCERN RESOLVED BEFORE CRM CLOSERS FILE.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM LEFT VEH FOR AVM KEN WAGNER.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST STATING STEERING WHEEL LOCKED AGAIN.

CUST CONTACTED POWER-SHAIN CHEV WRO WILL TOW VEH IN. CUST STATES SPOKE W/ KYLE POWERS, SRVC DLR, BUT BY TIME VEH GETS TOWED TO DLR, SRV DEPT WILL BE GONE. CUST SEEKS FOR TOWING, REPAIRS, & LOANER TO BE COVERED BY GM. CRM CONTACTED KYLE POWERS SRVC DLR. KYLE STATES DLR HAS SEEN VEH, BUT CONCERN NOT DUPLICATED. CRM ADVISED WHAT CUST SEEKS CRM ADVISED SINCE 2 WEEKS AGO GM COVERED TOWING & REPAIR, GM SHOULD BE ABLE TO PROVIDE SAME SRVC SINCE PREVIOUS REPAIRS DIDN'T CORRECT. CRM ADVISED UNABLE TO AUTHORIZE LOANER VEH & CRM WILL DISCUSS W/ AVM. KYLE STATES CUST HAS MENTIONED REPURCHASE & CRM ADVISED COULD ALSO DISCUSS THIS W/ AVM, BUT PROBABLY NOT OPTION TO CUST. CRM & KYLE AGREED EXPLORING EXTENDED COVERAGE FOR CONCERN WOULD BE APPROPRIATE. CRM LEFT VME FOR AVM GEORGE RULANSKI.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CALLED DLR, SRVC DLR KYLE POWERS NOT IN TODAY. CRM LEFT VME FOR SRVC MGR BILL CHANNY.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM CONTACTED BILL CHANNY, SRVC MGR. BILL STATES DLR WAS ABLE TO DUPLICATE & MADE REPAIR TO VEH AT NO CHARGE. BILL STATES CUST SEEMED SATISFIED WHEN HE LEFT DLR.
BRETT KELLNER/CAG/LEGAL CORR/TAMPA/58611

CRM RECEIVED VME FROM CUST. CUST STATES RECENT REPAIRS HAVE SEEM TO HAVE RESOLVED CONCERN. CUST STATES DLR ADVISED CUST TO CONTACT CRM REGARDING CLARIFICATION OF THE WARRANTY.
CRM REVIEWED W/ TM JIM JEFFRIS POSSIBLE COMPONENT LETTER FOR CUST'S REPEAT CONCERNS & WILL F/UP 6/26.

CRM LEFT VME FOR CUST.
BRETT KELLNER/LEGAL CORR/TAMPA/58611

CRM LEFT VME FOR CUST.
BRETT KELLNER/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST. CRM ADVISED OF PARTS WARRANTIES FOR RECENT REPAIRS. CUST STATES DLR SEEMS TO HAVE RESOLVED CONCERN AT THIS POINT. CUST THANKED CRM FOR ASST. CRM ADVISED WANTED TO EXPLORE POSSIBILITY OF PROVIDING FURTHER WARRANTY EXTENSION FOR PARTS, BUT CRM UNCERTAIN IF POSSIBLE TO ASST W/ THIS. CRM ADVISED WILL F/UP W/ CUST.
CRM LEFT VME FOR AVM KEN WAGNER.
BRETT KELLNER/LEGAL CORR/TAMPA/58611

CRM RECEIVED VME FROM AVM KEN WAGNER. AVM STATES WHILE CUST DID HAVE INCONVENIENCE W/ GETTING CONCERN RESOLVED, VEH WAS PURCHASED USED. AVM STATES SINCE PARTS WARRANTY GORS UNTIL BASICALY 60,000 MILES & SINCE CONCERN WAS RESOLVED, NO FURTHER ASST REQUIRED OTHER THAN TO HONOR STANDARD PARTS WARRANTY.
BRETT KELLNER/LEGAL CORR/TAMPA/58611

CRM CALLED CUST & LEFT VME.
BRETT KELLNER/LEGAL CORR/TAMPA/58611

CRM RECEIVED CALL FROM CUST. CRM ADVISED REPAIRS COVERED UNDER PARTS WARRANTIES & SHOULD ANY FURTHER CONCERNS ARISE, CUST CAN CONTACT CRM. CRM ADVISED WILL BE CONTACTING A.G. OFFICE TO ADVISE VEH REPAIRED.
BRETT KELLNER/LEGAL CORR/TAMPA/58611

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 6

310430

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

CDE # DESC
M41 0

CDE COMMENTS
STEERING COLUMN LOCKING UP
CASE CLOSED BY SYSTEM

T04 0

ATTORNEY GENERAL LETTER- NORTH CAROLINA
CASE CLOSED BY SYSTEM



GMC

June 30, 2000

08-10-00A09:00 RCVD

State of North Carolina
Office of the Attorney General
Attn: Rosemary D. Revis
Consumer Protection Section
P.O. Box 629
Raleigh, NC 27602-0629

Re: [REDACTED]
Chevrolet File #: 000153328
VIN: 1G1YY22G4V5102664

Dear Ms. Revis:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 1997 Chevrolet Corvette. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles and our dealerships.

We apologize for any inconvenience [REDACTED] may have experienced.

At your request, we reviewed [REDACTED] file with our Central Office Staff. On June 9, 2000, Powers-Swain Chevrolet repaired [REDACTED] vehicle. Since these repairs, [REDACTED] vehicle has operated without further concern. While [REDACTED] vehicle was 11,000 miles outside the manufacturer's warranty, as a goodwill gesture, these repairs were conducted at no cost to [REDACTED]. We believe every consideration was given and available information was carefully evaluated before this decision was reached.

If further assistance is required, I will be happy to speak with you on this matter. I can be reached at 1-800-231-1841 ext. 58611 between 11:30 a.m. and 7:30 p.m. weekdays Eastern Time.

Thank you again. We appreciate the opportunity to review this matter.

Sincerely,

Brett Kellner
Customer Relationship Manager

Consumer Protection
State of North Carolina
Department of Justice
P.O. Box 639
Raleigh, NC 27602

4/19/00 RALEIGH
RETURN SERVICE
REQUESTED

MSX
C/MSX
INTL



GENERAL MOTORS BRC
ATTN CONSUMER RELATIONS
C/O MSX INTERNATIONAL
1464 JOHN A PAPALAS DRIVE
LINCOLN PARK MI 48146

04-26-00P05:19 RC/10

48146-1460 64





04-24-00P05:19 RCVD

State of North Carolina

Department of Justice
P. O. Box 620
RALEIGH
27602-0620

MICHAEL R. EARLEY
ATTORNEY GENERAL

CONSUMER PROTECTION
919-716-6088
FAX: 919-716-6080

April 18, 2000

General Motors BRC
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146
Attn: Consumer Relations

RE: File No. 0004420

[REDACTED]
1711 Roxbury Drive
Wilson, NC 27893

Dear Sir:

Enclosed is a copy of correspondence received by this office regarding your company. Please review and respond in writing within ten (10) business days after receipt of this letter as to your position on this matter. In your response refer to File Number 0004420.

Very truly yours,


Rosemary D. Revis
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

Enclosure

cc: [REDACTED]

NOTED
APR 20 2000
STATE OF NORTH CAROLINA
DEPARTMENT OF JUSTICE
CONSUMER PROTECTION SECTION
1711 ROXBURY DRIVE
WILSON, NC 27893
TELEPHONE 919-716-6088
FAX 919-716-6080



CONSUMER
COMPLAINT

MAIL TO: CONSUMER PROTECTION SECTION
ATTORNEY GENERAL'S OFFICE
POST OFFICE BOX 629
RALEIGH, NORTH CAROLINA 27602

FROM:

YOUR NAME(S) [REDACTED]

ADDRESS [REDACTED]

CITY Wilson

COUNTY Wilson

STATE NC

ZIP [REDACTED]

TELEPHONE: HOME [REDACTED]

BUSINESS ()

(List spouse's business telephone number if both are
filing the complaint and indicate whose number it is)

()

BUSINESS OR PERSON COMPLAINED ABOUT:

NAME

Chevrolet - General Motors

ADDRESS

Correspondence Dept. P.O. Box 33170

CITY Detroit

COUNTY

STATE Michigan

ZIP 48232-5770

TELEPHONE: ()

1-800-222-1020

Please write the name, address, and telephone number of your attorney here, if you have one:

N/A

RECEIVED

CONSUMER PROTECTION DIV.

APR 12 1992

NORTH CAROLINA

WHAT DOES THE CONSUMER PROTECTION SECTION DEPT. OF ATTORNEY GENERAL

The Attorney General's Consumer Protection Section can go to court to stop unfair or deceptive business practices. We can also seek fines and restitution for injured consumers. We go to court in those cases where it is necessary to protect the general public. We do not have the authority or the resources to act as a private lawyer for particular individuals, or to sue over simple contract disputes. However, we encourage consumers to complain about suspect business practices because it helps us identify the worst ones. Also, in many cases we can help the two sides settle their dispute.

INSTRUCTIONS

Please explain your complaint on the reverse side of this form. You may use additional sheets, if necessary. We will send a copy of your complaint to the business you are complaining about, so please type or write clearly in black ink. Try to be brief, but be sure to tell what happened, when it happened, and where it happened.

Be Specific about any oral statements the business made to you. ESPECIALLY those which influenced you to deal with the company. It is also IMPORTANT to send us photocopies of any written contract ☒, receipts ☐, warranty ☒, advertisements ☐, or letters ☐ which are involved. Please put a check mark beside those papers you have enclosed.

EXPLANATION: On August 21, 1999, I went out to get into my car and it would not start. The steering would not move at all. Finally after several attempts, I ended up calling a wrecker service from Paul Berry Chevrolet to pick my vehicle up. The wrecker service took my car to Paul Berry Chevrolet. On August 23, 1999, I went to see what was wrong with my car. The service technician advised me that he couldn't find anything wrong with the car. Approximately one week later, a Paul Berry Chevrolet representative named Herbert Lamm contacted my home and stated he had ordered a part for my steering wheel because there was a recall on the steering locking up on the model of the car that I have. I took the car in on October 1, 1999. The lock cylinder was replaced at no charge due to the problem being a recall plus under warranty.

On March 23, 2000, I was at my doctor's office on Roberson St. in Fayetteville NC and the very same thing happened again. My steering locked on me. I couldn't move or steer the car at all. My car was towed and left over night from the dealership that I purchased the car from which is Power-Sun Chevrolet. On March 24, 2000, I was informed that Power-Sun didn't do anything to the car due to "the car was placed on a machine and it didn't show a code". I had to pay \$6500 in towing fees for a part that was still under warranty and can not get my towing fee refunded. Also, I am very afraid to continue to drive the car because I don't know if I'll be riding down the road and all of a sudden the car locks up. I could be in danger of killing myself or someone else. The problem is not corrected. What is it going to take before this

WHAT DO YOU WANT THE COMPANY TO DO? _____

SIGNATURE _____

DATE 4-11-00

EXPLANATION: Problem is corrected? Death. All I am being told is that if this happens again, bring it back. Mr. Herbert Lamm - Representative at Paul Berry Chevrolet in Wilson informed me that the steering could lock up on me at anytime; whether I was driving the car or whether the car was sitting still. Someone is liable for the repairs, correcting the problem and my towing fee. I would like to have this problem corrected as soon as possible. My car payments are too high for the car to sit in my yard and not being driven.

Paul Berry Chevrolet 252-291-2111
Power-Sun 910-864-9500

WHAT DO YOU WANT THE COMPANY TO DO? I want the company to repair my car or give me another one. I also want my \$65.00 in towing refunded. I do not want tragedy to happen and GM realizes a problem then.

SIGNATURE

DATE 4-11-00

PAUL BERRY CHEV

9192918891

04/10 '00 12:11 NO.976 01/01

Paul Berry Chevrolet Inc.
Sales and Service

P.O. Box 3638 • 1800 S. Tarboro St. • Wilson, NC 27895 • (252) 291-2111 • Fax: (252) 291-8861

INVOICE NO.	10/01/99	INVOICE NO.	CVC83709
DATE	04/10/97	DATE	04/10/97
TIME	08/23/99	TIME	08/23/99
VEHICLE NO.	1G1YY22B4V5102664	VEHICLE NO.	1G1YY22B4V5102664
MAKE	CHEVROLET	MAKE	CHEVROLET
MODEL	97/CHEVROLET/CONVEITE	MODEL	97/CHEVROLET/CONVEITE
YEAR	97	YEAR	97
PRICE	35000	PRICE	35000

PARTS				WARRANTY	
ACCESSORIES					
WHEEL RING WHEEL MONT IN LOCK					
LOCK CYLINDER BINDS WHEN KEY REMOVED					
REPLACED LOCK CYLINDER.					
QTY	1	UNIT PRICE	1.00		
TOTAL PARTS				0.00	
TOTAL LABOR & PARTS				0.00	
LABOR				WARRANTY	
QTY	1	UNIT PRICE	1.00		
TOTAL LABOR				0.00	
TOTAL INVOICE				0.00	

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

Paul Berry Chevrolet Inc. warrants that the vehicle was sold to the customer in good condition. The dealer does not warrant the vehicle for any other reason. The dealer does not warrant the vehicle for any other reason. The dealer does not warrant the vehicle for any other reason.

THIRD PARTY CREDITORS' RESPONSIBILITIES

The dealer does not warrant the vehicle for any other reason. The dealer does not warrant the vehicle for any other reason. The dealer does not warrant the vehicle for any other reason.

END OF INVOICE 1

** RI REPORT **

RECEPTION OK

TX/RI NO
CONNECTION TEL
CONNECTION ID
ST. TIME
USAGE T
PCS
RESULT

5015

0102018001

04/10 12:19

00'41

1

OK



GMC

May 3, 2000

State of North Carolina
Office of the Attorney General
Consumer Protection
P.O. Box 629
Raleigh, NC 27602-0629

Attn: Rosemary D. Revis

Re: [REDACTED] 0004420
Chevrolet File: 000153328

Dear Ms. Revis:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Brett Kallner
Customer Relationship Manager

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

POWAY, CA

CASE NUMBER: 00847056 VIN: 1G1YY22G4V5102678
MODEL YEAR: 1997
DATE OPENED: 2000-07-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-07-10 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: DELILLO CHEVROLET CO
BRC PARENT: DEALER ADDRESS: 18211 BEACH BLVD, HUNTINGTON BEACH, CA, 92648, USA

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

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

T06 Goodwill Adjustment Pre-Authorized Other
0 REPAIR ATTEMPT(S) seeks cost asst

steering column

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

and owner.....cust states that he purchased his vehicle in November, from Bob Stall in
Lamesa, CA, while cust was under warranty, cust states that he brought to the attn to the
dlrshp that he was having an intermittent problem with his steering column locking up. cust
states that he wait 10 seconds and then steering column unlocks. cust states that the
dlrshp was unable to duplicate concern. cust states that it happened once again this
year...7/4/00, vehicle lsd digital read out showed up and advised cust to contact dlrshp, or
something like that as per the cust. cust states that he disconnected his battery, hoping
the problem would cease. cust states that when he disconnected the battery cust unable to
start the vehicle. cust states that AAA, towed vehicle on a flat bed to Delillo Chevrolet,
in Huntington bch, ca and dlrshp diagnosed concern to be the steering column, dlrshp
replaced the actuator. cust states that because cust brought this concern to the attn: of
Bob Stall Chevrolet while (cont.); 0; 331857935
2000-07-08

under warranty, cust states that he feels that gm should cover the cost.
cust seeks cost asst.

crm advised cust that crm can contact the dlrshp on cust behalf. crm contacted the dlrshp
and spoke with svc mngr mark peeler, who states that after reviewal of cust history, he
doesn't show that this concern was documented. svc mngr states that sometimes the dlrshp
doesn't write it as problem not duplicated in the system, but on the invoice it should state
cust concern. svc mngr states that if cust can provide svc mngr with invoice that states
that cust concern steering column locking up, then svc mngr will submit the invoice to his
area rep and area rep can review and make decision if asst can be offered to cust. crm
thanked for asst. crm advised cust that svc mngr mark peeler, states that if cust can
provide svc mngr with an invoice from Bob Stall Chevrolet, that shows cust concern not
duplicated---problem with steering column, that the invoice will then be submitted to his
area rep and the area (cont.); 0; 331858280
2000-07-08

rep will then make a decision on whether asst can or will be offered. cust states that he
have a problem. cust states that his invoices are in the vehicle and the vehicle is at
Delillo Chevrolet. crm advised cust that he can go to the dlrshp and get the invoice and
hand the invoice to the svc mngr and svc mngr can then submit the invoice to his area rep.

cust states that is another problem. cust states that he doesn't think that he have an invoice that states that he was experiencing this problem. cust states that he do have someone at the dlrshp that can advise the svc mgr that cust did come to the dlrshp with this concern. crm advised cust that svc mgr has advised cac that an invoice is needed and if cust can't produce an invoice then crm is unable to advise cust further. cust states that he will contact the dlrshp. crm acknowledged. crm contacted svc mgr and left voicemail msg to advise crm advised cust that svc mgr seeks an invoice to submit to area rep. cust doesn't have one, but (cont.); 0; 331858514

2000-07-08

someone at the dlrshp can advise svc mgr that cust did come to the dlrshp for this problem. crm advised that crm did advise cust of invoice.

brenda king/austin; 0; 331858551

2000-07-07

crm called svc mgr mark pilar. svc mgr stated documentation is not there no asst can be given due to this and veh is out of warranty, cust has never been to this dlr. mark stated avm is aware of this concern. still no asst.

crm will notify cust.

corrina rodriguez/pdx; 0; 331864871

2000-07-10

cust states he is upset b/c the dlr broke his battery while they were working on his veh but the technician didn't make the svc mgr aware until 4:30 friday when it was too late to get a new battery and the cust had to wait all weekend to pick up veh. cust states he bought new battery and went to dlr on sunday to install it and found his car unlocked, windows down and keys in ignition on an unsecured lot. cust states the dlr also misdiagnosed the problem b/c when he put the new battery in the steering column locked up, when he tightened the connection on the battery it fixed the problem. cust states this must have been problem to begin w/and the dlr should have simply tightened the connector on the battery and not charged him for actuator. cust states the dlr also tried to sell him a cable and battery for \$350 that was not needed. cust states he is going to the dlr after he hangs up. cust seeks to have this documented. crm angle pezzi/austin; 0; 332093275

2000-07-10

cust states wants documented that dlr delillo chev negotiated deal w/serv mgr mark peeler, cust would pay for rental veh & dlr would not charge in for repair done...cust is concerned that someone will come after him because he was not ask to sign anything... crm advised would document this information for him...cust wanted to purch extended warranty now...crm advised gm would not sale a extended warranty after the 3/36 has expired, suggested he check for an aftermarket extended.....evelynstevens/pdx; 0; 332121479

*****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:

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:
REC 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:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Pasadena , TX

CASE NUMBER: 1-21718757 VIN: 1G1YY22G4V5103099
MODEL YEAR: 1997
DATE OPENED: 2002-08-05 SERIES: Corvette
DATE CLOSED: 2002-08-12 MILEAGE: 64949.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Chevrolet Corvette Owner Assistance; ; 2002-08-05

Chevrolet Corvette Owner Assistance; ; 2002-08-05
2002-08-05

Copy of outbound e-mail.; ; 2002-08-05
2002-08-05

Copy of outbound e-mail.; ; 2002-08-05
2002-08-12

1-21718757 8/12/02 5 day follow up.; ; 2002-08-12
2002-08-12

Service Request has been Closed Satisfied.; ; 2002-08-12

*****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:
REFURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
REC 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:
LEASE:

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:

GM RESTRICTED

CASE NUMBER: 1-22554822 . VIN: 1G1YY22G4V5103586
 DATE 08/07/02 MODEL 1997
 DATE 08/27/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 48000.
 CUSTOMER: [REDACTED]
 ADDRESS:
 HOME PHONE: STATE: TX
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Austin , TX [REDACTED]
 HOME PHONE:

CASE NUMBER: 1-22554822 VIN: 1G1YY22G4V5103586
 DATE OPENED: 2002-08-07 MODEL YEAR: 1997
 DATE CLOSED: 2002-08-27 SERIES: Corvette
 SOURCE: Phone MILEAGE: 48000.00000000
 C TYPE: N/AYes DELIVERY DATE:
 C PARENT: DEALER NAME:
 DEALER ADDRESS:

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

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

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

column lock up; ; 2002-08-07
 2002-08-27

DISSAT; ; 2002-08-27
 2002-08-27

Service Request has been Closed Dissatisfied.; ; 2002-08-27

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

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

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:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

INTERMARKET:

LEASE TERM:

DAMAGE:

GM RESTRICTED

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*****

INTERNAL 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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5720237	VIN Number:	1G1YY22G4V5103815
Date Opened:	7/9/2002	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:	B16549	Mileage:	45674
Address:	GARY RUSS CHEVROLET GREENWOOD	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN WON'T UNLOCK A000

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/09/2002 08:36:58 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CELL PHONE

CALLER'S NAME JIM PEEDEN

CUSTOMER CONCERN - COLUMN FAULT MESSAGE

DEALER COMMENTS/DIAGNOSIS - TECH STATES THE COLUMN WON'T UNLOCK.

TAC RECOMMENDATION - ADVISED TECH PER PI A000265

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (87 & 88) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY

E462-031 / GM22C

Page 1 of 2

STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.

3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.

4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO COSMETIC DIFFERENCE BTWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST.

07/09/2002 08:38:56 HISTORY - RADZIOCH

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Troy , MI

CASE NUMBER: 1-111684558 VIN: 1G1YY22G4V5104009
MODEL YEAR: 1997
DATE OPENED: 2003-06-20 SERIES: Corvette
DATE CLOSED: 2003-06-20 MILEAGE: 22000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/A NO DEALER NAME: Mike Savoie Chevrolet, Inc.
SRC PARTNT: DEALER ADDRESS: 1900 W Maple Rd, Troy, MI, 48064-7105, USA

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

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

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

Veh Complaint - Steering Column Locked; ; 2003-06-20
2003-06-20

Svc Dept: Paul; ; 2003-06-20
2003-06-20

Chev Roadside: Deborah; ; 2003-06-20
2003-06-20

Service Request has been Closed Dissatisfied.; ; 2003-06-20

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

VEHICLE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

ELEMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Boynton Beach
FL

HOME PHONE:

CASE NUMBER: 1-19797007 VIN: 1G1YY22G4V5104429
MODEL YEAR: 1997
DATE OPENED: 2002-07-29 SERIES: Corvette
DATE CLOSED: 2002-07-29 MILEAGE: 118000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Bill Branch Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 3980 Fowler St, Fort Myers, FL, 33901-2604, USA

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

Cust sts steering column is locked up; ; 2002-07-29
2002-07-29

cust reviewed file w/ TM Danette St. John-Kearns; ; 2002-07-29
2002-07-29

Service Request has been Closed Dissatisfied.; ; 2002-07-29

*****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:

INTERFERENCE 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:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

FORT MYERS

FL

HOME PHONE:

CASE NUMBER: 00908097

VIN: 1G1YY22G4V5104544

MODEL YEAR: 1997

DATE OPENED: 2000-07-15

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-07-15

MILEAGE: 7100

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
0 REPAIR ATTEMPT(S)Other
locked upT06 Goodwill Adjustment Pre-Authorized
0 REPAIR ATTEMPT(S)Other
seeks cost asst

steering column

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

2nd owner....cust states that he went outside to start his vehicle. cust states that the steering wheel locked up on cust. cust states that he contacted the dlrshp on the phone and was advised that this problem may be the motor for the steering column. cust states that he was advised to contact cac for cost asst.

cust seeks cost asst.

crm advised cust that crm can research further. crm contacted the dlrshp and spoke with svc mgr scott hendrix. crm advised svc mgr that cust is seeking cost asst with repair. svc mgr states that he goodwill cust once previously and gm has been having issues with the actuators in the vehicle. svc mgr states that he will be willing to asst cust in anyway that he can, but cust will need to get the vehicle to the dlrshp, can asst with some type of goodwill, but not with towing. crm thanked for asst. crm advised cust that the svc mgr scott hendrix states that he is willing to asst with some type of goodwill, but cust will have to take the vehicle to the dlrshp (cont.); 0; 332462312

2000-07-15

diagnosis. cust states how will the vehicle get to the dlrshp. crm apologized and advised cust that cust will have to have the vehicle towed. cust states this vehicle is just causing him too many problems, began to spend too much money on this vehicle. crm apologized. crm advised cust of request #. cust acknowledged.
brenda king/austin; 0; 332462385

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT 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:

MP 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:

FINCH:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Coventry , RI

CASE NUMBER: 1-120843070 VIN: 1G1YY22G4V5104947
MODEL YEAR: 1997
DATE OPENED: 2003-07-18 SERIES: Corvette
DATE CLOSED: 2003-07-29 MILEAGE: 38000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Simon Chevrolet-Buick, Ltd.
BRC PARENT: DEALER ADDRESS: 114 Fortin Dr, Woonsocket, RI, 02895-6117, USA

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

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

Excessive Effort

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

Campaign, ; 2003-07-18
2003-07-18

Service Request Ownership has changed FROM: TEMPESCO TO: SAFRIN, ; 2003-07-18
2003-07-18

RFI veh, ; 2003-07-29
2003-07-18

RFI veh, ; 2003-07-18
2003-07-29

need to call cust about steering column after calling the dealer to see if can provide cost
assist, ; 2003-07-29
2003-07-18

called the svc dept, ; 2003-07-18
2003-07-25

need to call for Brian Buckley regarding steering locking diagnosis to see if can give cost
assist, ; 2003-07-29
2003-07-29

svc dept, ; 2003-07-29
2003-07-29

called cust, ; 2003-07-29
2003-07-29

Service Request has been Closed Satisfied, ; 2003-07-29

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

CASE NUMBER: 1-42867074 VIN: 1G1YY22G4V5105614
 DATE 10/22/02 MODEL 1997
 DATE 11/12/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 18000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

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

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

CASE NUMBER: 1-42867074 VIN: 1G1YY22G4V5105614
 MODEL YEAR: 1997
 DATE OPENED: 2002-10-22 SERIES: Corvette
 DATE CLOSED: 2002-11-12 MILEAGE: 18000.0000000
 SOURCE: Phone DELIVERY DATE:
 C TYPE: N/AYes DEALER NAME: Sunset Chevrolet, Inc.
 C PARENT: DEALER ADDRESS: 1800 Bay Rd, Sarasota, FL, 34239-6999, USA

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

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

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

Steering locks; ; 2002-10-22
 2002-10-22

Svc Mgr Larry Max; ; 2002-10-22
 2002-10-22

update; ; 2002-10-22
 2002-10-24

Contact Svc Mgr Larry Max 1-42867074; ; 2002-11-01
 2002-11-01

Svc Mgr Tony Polino; ; 2002-11-01
 2002-11-01

Follow up; ; 2002-11-01
 2002-11-07

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

Created: CAC_RS0006. SR#1-42867074; ; 2002-11-07
2002-11-07

Call CAC letter; ; 2002-11-11
2002-11-11

approved letter; ; 2002-11-11
2002-11-12

Service Request has been Closed Satisfied.; ; 2002-11-12

*****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*****

GM RESTRICTED

SOURCE:
 QUEST TYPE:
 PURCHASE 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:
 DEALER ADMINISTRATION:
 RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

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

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

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Louisville

KY

HOME PHONE:

CASE NUMBER: 1-124339980

VIN:

1G1YY22G4V5107315

MODEL YEAR:

1997

DATE OPENED: 2003-07-29

SERIES:

Corvette

DATE CLOSED: 2003-07-29

MILEAGE:

40000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering Locked Up; ; 2003-07-29

03-07-29

Service Request has been Closed Dissatisfied.; ; 2003-07-29

*****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:

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

RP:

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:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

Detroit , MI

CASE NUMBER: 1-24711154 VIN: 1G1YY22G4V5107413
MODEL YEAR:
DATE OPENED: 2002-08-14 SERIES: Corvette
DATE CLOSED: 2002-08-20 MILEAGE: 50000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Wink Chevrolet Company
BRC PARTENT: DEALER ADDRESS: PO Box 1286, Dearborn, MI, 48121-1286, USA

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

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

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

steering wheel lock...; ; 2002-08-16
2002-08-15

steering lock...; ; 2002-08-20
2002-08-16

steering wheel lock-up; ; 2002-08-16
2002-08-16

steering wheel; ; 2002-08-20
2002-08-16

CUST CALLED PLEASE CALL ASAP; ; 2002-08-20
2002-08-16

follow up; ; 2002-08-16
2002-08-20

AVM..Charles Bonnici; ; 2002-08-20
2002-08-20

Camp...; ; 2002-08-20
2002-08-20

Service Request has been Closed Dissatisfied.; ; 2002-08-20

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
FEE:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAM:

LEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

REPLACEMENT VIN:

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:

ADDRESS:

GM RESTRICTED

350092

CASE NUMBER: 01922285 VIN: 1G1YY22G4V5107475
 DATE OPENED: 10/16/00 MODEL YEAR: 97
 DATE CLOSED: 10/17/00 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE: 17900
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CLEARWATER FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 01922285 VIN: 1G1YY22G4V5107475
 MODEL YEAR: 1997
 DATE OPENED: 2000-10-16 SERIES: CORVETTE COUPE
 DATE CLOSED: 2000-10-17 MILEAGE: 17900
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: DEALER NAME: AUTOWAY CHEVROLET
 BRC PARENT: DEALER ADDRESS: 1700 E HILLSBOROUGH AVE., TAMPA, FL, 33610, USA

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

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

STEERING LOCKED UP

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

Cust. states ever since he got a battery installed @ dlr. he's had problems w/veh. ie; alarm no longer works now, his steering wheel has locked up & when he called the dlr. they told him to get under veh. w/a hammer & hammer some bolts loose also, they have had a lot of vehs. w/this problem. Cust. seeks info on whether this is a true statement. Crm advd have not heard of similar concerns but, will contact dlr. tomorrow & call cust. back. Marie Peterson/PDX; 0; 340587948
 2000-10-17

CRM ATTEMPTED TO REACH SRV. MGR. BUT, UNAVAIL. WILL TRY LATER. MARIE PETERSON/PDX; 0;
 340642445
 2000-10-17

Mgr., Bob, states cust. called on Sat., said he was stuck in a parking lot & no one would tow veh. b/c the wheels were turned...Bob told cust. the only way to loosen the steering is to take a small hammer & tap on part he referred to after loosening the

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

350092

alts...and this is a common problem w/the 'vettes & needs to be replaced. Crm l/m on
st. voice mail. ***NEXT CRM***; 0; 340647479
2000-10-17

NEXT CRM Please inform cust. no asst. avail. cust. purch. veh. used, no service
history & out of wrnty by time & mileage. Thank You. Marie Peterson/PDX; 0; 340647543
2000-10-17

CUST STATES...RETURNING CALL FROM PREV CRM.

CUST SEEKS...INFO

CRM ADVISED...BASED ON PREV CRM FILE, DELIVERED NO, BUT CUST STATES HE HAS EXT WRNTY AND
IS COVERED. CUST STATES ORIG COMPLAINT IS W/ DLR'S ADVICE TO GET UNDER VEH W/ HAMMER AND
HAMMER PROB OUT. CRM ADVISED CUST WILL SUBMIT COMPLAINT TO GM. CUST SATISFIED. MILDYNE
POOLE/PDX; 0; 340660501

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

LEGED 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:

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

350092

R 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	ERC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
INESS:	% BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	

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

350092

PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
LEASE 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:

Arlington

TX

HOME PHONE:

CASE NUMBER: 1-111012753

VIN:

1G1YY22G4V5107704

MODEL YEAR:

1997

DATE OPENED: 2003-06-19

SERIES:

Corvette

DATE CLOSED: 2003-06-19

MILEAGE:

18000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Vandergriff Chevrolet II, LP

BRC PARENT:

DEALER ADDRESS: 1200 I-20 W, Arlington, TX, 76017, USA

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

M01 General

0 REPAIR ATTEMPT(S)

No Symptom Indicated

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

steering locked up; ; 2003-06-19

2003-06-19

check on veh; ; 2003-06-19

2003-06-19

returned call @ 2:59pm; ; 2003-06-19

2003-06-19

return call; ; 2003-06-19

2003-06-19

taking care of concern; ; 2003-06-19

2003-06-19

Service Request has been Closed Satisfied.; ; 2003-06-19

*****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:

PURCHASE 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

MERP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

STORE MOUNTAIN
GA

HOME PHONE:

CASE NUMBER: 05261992 VIN: 1G1YY22G4V5107718
DATE OPENED: 2001-08-09 MODEL YEAR: 1997
DATE CLOSED: 2001-08-09 SERIES: UNKNOWN
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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_Corepoi nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST STATES STEERING WHEEL IS LOCKED. CUST STATES HE HAS BEEN MADE AWARE OF CAMPAIGN INVOLVING 98'-00' CORVETTES IN REGARDS TO STEERING WHEELS LOCKING. CUST SEEKS TO KNOW IF THIS IS COVERED UNDER CAMPAIGN. CRM CONTACTS DLR AND SPOKE TO SVC MGR BRAD WHO STATES REPAIR FOR CUST'S VEH IS DIFFERENT THEN REPAIR FOR 98'-00' VETTES. CRM ADVISED ASKED BRAD TO CONTACT AVM TO DETERMINE IF ASST IS AVAILA W/REPAIR OF CUST'S STEERING WHEEL. BRAD STATES HE WILL CONTACT AVM BUT HE WILL BE ON VACATION FOR 2 WEEKS AND BRAD WILL NOT GET A RESPONSE UNTIL THEN. CRM ADVISED CAMPAIGN IS ONLY FOR 98'-00' CORVETTES, CUST IS OUTSIDE OF WRNTY AND UNDER NORMAL CIRCUMSTANCES ASST W/REPAIR IN THIS SITUATION IS NOT AVAIL. CRM ADVISED INFORMED CUST OF ROADSIDE ASST FIX FOR LOCKED STEERING WHEEL. CRM ADVISED CUST OF SITUATION W/ AVM AND THAT CUST MAY HAVE TO HAVE VEH TOWED AND REPAIRED AT HIS EXPENSE AND ONLY COST ASST CAN BE PROVIDED BY AVM. CRM ADVISED CUST TO KEEP IN CONTACT W/DLR IN REGARDS TO SITUATION. DAMANYWHIITE/CAC/PDK/PILOT; 0; 366242153

*****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:

IS 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:

INTERMARKET:

AGE 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:

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:

LEASE 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:

Round Oak

GA

HOME PHONE:

CASE NUMBER: 1-16288910

VIN:

1G1YY22G4V5107895

DATE OPENED: 2002-07-15

MODEL YEAR:

1997

DATE CLOSED: 2002-07-15

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

cust called; ; 2002-07-15

2002-07-15

Service Request has been Closed Satisfied.; ; 2002-07-15

2002-07-15

Service Request Ownership has changed FROM: GUIBERTJ TO: THRALLJR; ; 2002-07-15

2002-07-15

Campaign Inquiry; ; 2002-07-15

2002-07-15

Service Request has been Closed Satisfied.; ; 2002-07-15

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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:
 EPC 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:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Sumter , SC

CASE NUMBER: 1-15676403 VIN: 1G1YY22G4V5107928
MODEL YEAR: 1997
DATE OPENED: 2002-07-12 SERIES: Corvette
DATE CLOSED: 2002-07-17 MILEAGE: 38000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANO DEALER NAME: Jones Chevrolet CO., Inc.
SRC PARENT: DEALER ADDRESS: 1200 Broad St Rxt, Sumter, SC, 29150-9150, USA

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

M40 Wheel / Touch Controls
0 REPAIR ATTEMPT(S) Broken

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

Cust. stated that the steering column locked up.; ; 2002-07-12
2002-07-12

Call contacted the dealer.; ; 2002-07-12
2002-07-12

Service Request has been Closed Satisfied.; ; 2002-07-12
2002-07-12

Service Request Ownership has changed FROM: MOOREJ TO: ALEKHABN; ; 2002-07-12
2002-07-12

SR Update; ; 2002-07-17
2002-07-16

Mike Leyton called from dealership; ; 2002-07-16
2002-07-16

Call Dealership ASAP. See inbound...PLEASE FINISH YOU PREVIOUS WORK HISTORY VERY UNCLEAR.; ;
2002-07-17
2002-07-17

John Jones - owner of dlr; ; 2002-07-17
2002-07-17

Service Request has been Closed Satisfied.; ; 2002-07-17

*****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:

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

KSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

LEASE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

LEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

COPPEL, TX

CASE NUMBER: 05224217 VIN: 1G1YY22G4V5109212
MODEL YEAR: 1997
DATE OPENED: 2001-08-07 SERIES: UNKNOWN
DATE CLOSED: 2001-08-07 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: VANDERGRIFF CHEVROLET
ERC PARENT: DEALER ADDRESS: 1200 I-20 W., ARLINGTON, TX, 76017, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	LOCKED
A01 Open Campaign	Product Campaign Claim
0 REPAIR ATTEMPT(S)	00034
A07 Referred to Dealer	Other
0 REPAIR ATTEMPT(S)	DIAGNOSIS

QUEST FOR INFORMATION

INFORM THE CALLER:

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

Technical Information

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

CUST STS THE STEERING COLUMN IS LOCKED. CUST ASKS HOW TO GET IT TO WORK. CRM ATTEMPTED TO HELP CUST ADVSD OF DLR CLOSE TO CUST TO HAVE VEH TOWED FOR DIAGNOSIS. CUST DECLINED ROADSIDE & B/C GET FREE TOWING WITH CELL PHONE. CRM ADVSD OF CAMPAIGN #00034. (THERE IS ANOTHER CAMPAIGN ON CORVETS FOR THE STEERING COLUMN BUT ONLY FOR 1998-2000 VEH. CRM DID NOT TELL CUST THIS INFO) CUST STS SHE WILL HAVE VEH TOWED TO DLR AND WILL CONTACT US IF SHE NEEDS FURTHER ASSIST. NO FURTHER ACTION REQUIRED. BETH GILLILAND/CAC/CRM/PDX; 0; 366081393

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

INJURIES:

IS 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:
QUEST 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:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 06288407 VIN: 1G1YY22G4V5109243
MODEL YEAR: 1997
DATE OPENED: 2002-02-01 SERIES: CORVETTE
DATE CLOSED: 2002-02-01 MILEAGE: 49000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

*****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\explore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\explore.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 THE VEH STEERING WHEEL, LOCKED AGAIN. THE SAME CONCERN WAS ADDRESSED IN '99 AT SHOWCASE CHEV IN DALLAS TX. CUST SEEMS TO HAVE THE REPAIRS COVERED. CRM ADVISED THE VEH REPAIR WOULD HAVE BEEN WARRANTED FOR 12/12 AND DUE TO THE AGE/MILEAGE OF VEH GM UNFORTUNATELY WILL BE UNABLE TO FINANCIALLY ASSIST W/THE COST OF REPAIRS. CUST UNDERSTANDS. CRM CLOSING SATISFIED. VANDERLYN DAVIS/CAC/TAMPA; 0; 381432411

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEH DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

IS 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:
BAL:

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:

*****ADN 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:

SEBRING, FL

CASE NUMBER: 05568334 VIN: 1G1YY22G4V5109405
MODEL YEAR: 1997
DATE OPENED: 2001-09-24 SERIES: UNKNOWN
DATE CLOSED: 2001-09-24 MILEAGE: 68000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ALAN JAY CHEVROLET-OLDSMOBILE INC
BRC PARENT: DEALER ADDRESS: 441 US HWY 27 N., SEBRING, FL, 33870, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
1 REPAIR ATTEMPT(S) COLUMN LOCKED UP

ELECTRONIC COLUMN LOCK

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

CUST STATES HE OWNS A 1997 CORVETTE, SECOND OWNER AT 67,000 MILES, PURCHASED AT INDEP. OVER THE WEEKEND THE CUST CAME OUT OF A RESTAURANT AND TRIED TO START THE VEH AND HIS COLUMN WAS LOCKED. THE INFO CENTER ADVISED TO PULL KEY OUT AND WAIT 10 SECONDS AND TRY AGAIN. CUST TRIED AGAIN AND THE INFO CENTER ADVISED THAT THE ELECTRONIC COLUMN LOCK WAS ACTIVATED. CUST HAD THE VEH TOWED TO ALAN JAY CHEVY AND WAS ADVISED OF CAMPAIGN 01044, WHICH INVOLVES 1998-2000 CORVETTE'S. CUST SEEMS TO KNOW IF THIS IS THE SAME PROBLEM HE HAD, AND IF IT SHOULD BE COVERED. CRM ADVISED CUST THAT THE CAMPAIGN DOES NOT EXTEND TO THE 1997 CORVETTE'S. CRM APOLOGIZED TO THE CUST AND ADVISED THAT THIS HAS BEEN DOCUMENTED FOR HIM...ADVISED IF THE CAMPAIGN CHANGES OR IF A CAMPAIGN OPENS ON HIS VEH, HE WILL BE NOTIFIED BY MAIL.

CLSOING REQUEST SATISFIED.

JACKIE JOHNSON/CAC/TAMPA/57693; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
DATED:

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:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Katy , TX

CASE NUMBER: 1-95998723 VIN: 1G1YY22G4W5100396
MODEL YEAR: 1998
DATE OPENED: 2003-05-02 SERIES: Corvette
DATE CLOSED: 2003-05-27 MILEAGE: 40000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANc DEALER NAME: Westside Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 21001 Katy Pwy, Katy, TX, 77450, USA

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

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

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

Recall 01044A; ; 2003-05-02
2003-05-02

Svc Dept Unavailable; ; 2003-05-02
2003-05-02

Busy Signal; ; 2003-05-02
2003-05-02

1-95998723 Second Attempt; ; 2003-05-02
2003-05-02

1-95998723 Second Attempt; ; 2003-05-02
2003-05-05

1-95998723 Call Dlr; ; 2003-05-05
2003-05-05

1-95998723 Scheduled Callback; ; 2003-05-05
2003-05-05

Service Request Ownership has changed FROM: MATHEN TO: SPRUITER; ; 2003-05-05
2003-05-05

Cust Called In; ; 2003-05-05
2003-05-05

Svc Mgr Unavailable; ; 2003-05-05
2003-05-05

Request for Out of Warranty Assistance- Recall 01044A; ; 2003-05-05
2003-05-05

Svc Mgr Dave Snyder; ; 2003-05-05
2003-05-05

Cust seeks update; ; 2003-05-05

2003-05-05

Cust called; ; 2003-05-05

2003-05-05

Dlr Called; ; 2003-05-05

2003-05-05

1-95998723 Scheduled Callback; ; 2003-05-05

2003-05-06

1-95998723 Call Dlr; ; 2003-05-06

2003-05-06

1-95998723 Scheduled Callback; ; 2003-05-06

2003-05-06

Svc Mgr Mark Adler; ; 2003-05-06

2003-05-06

1-95998723 Scheduled Callback; ; 2003-05-06

2003-05-13

1-95998723 Check for Call In; ; 2003-05-13

2003-05-06

DealerWorld Inbound Message 05/08/2003 08:01:0209; ; 2003-05-09

2003-05-13

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

2003-05-19

HR in Status of Closed has been Re-Opened by SPRUITES; ; 2003-05-19

2003-05-19

Cust Called In; ; 2003-05-19

2003-05-19

1-95998723 Call Dlr; ; 2003-05-19

2003-05-19

1-95998723 In Response to Message; ; 2003-05-19

2003-05-19

Svc Mgr Mark Adler; ; 2003-05-19

2003-05-19

1-95998723 In Response to Message; ; 2003-05-19

2003-05-19

In Response to Message; ; 2003-05-19

2003-05-19

1-95998723 Call Dlr; ; 2003-05-19

2003-05-19

1-95998723 Scheduled Callback; ; 2003-05-19

2003-05-19

Svc Mgr Dave Snyder; ; 2003-05-19

2003-05-19

1-95998723 Scheduled Callback; ; 2003-05-19
2003-05-20

1-95998723 Scheduled Callback; ; 2003-05-20
2003-05-20

1-95998723 Scheduled Callback; ; 2003-05-20
2003-05-27

1-95998723 Check for Call In; ; 2003-05-27
2003-05-27

Service Request has been Closed Satisfied.; ; 2003-05-27

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:

INVESTIGATIVE SUMMARY:
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:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF NO, 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:

V: CHEVROLET CASE 980316061 TYPE: A-ARBITRATION
ME: TRADERS CHEVROLET COMPANY
YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: *****

CITY: *****
VIN: 1G1YY22G4W5100995
RESP DEALER: 00000
MILEAGE: 24000
YEAR/MODEL: 1998/CORVETTE

STATE: NC ZIP: [REDACTED]
DELIVERY DATE: 08/22/1997
CORPORATE CASE #:

CASE TYPE : A-ARBITRATION STATUS: C
OPEN DATE : 06/17/1998 ORIG OPEN DATE: 05/26/1998
REOPENED: N
LAST ACTIVITY DATE: 06/16/1998 BY: ELLEN GATES
CLOSE DATE: 11/06/1998 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
CHECK OR REIMBURSEMENT
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
OPEN TAX YEAR
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00
NO DATE: 11/06/1998
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK: Y

DEALER CONTACTED: N
CONTACTED DATE: 05/27/1998
DEALER CLOSED : 11/06/1998

DEALER NUMBER: 16778
NAME: TRADERS CHEVROLET COMPANY
CITY: GREENSBORO ST: NC

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
0			WIND & POPPING NOISE
116	0		POPPING NOISE IN BACK
H01	4		BRAKES PULSATING
H41	2		STEERING LOCKED
H18	0		SEE CALL RECORD 6/5/98 **MEDARE 6/17/98**

COMMENTS, DEALERSHIP REPAIR HISTORY, SALES, OWNERSHIP AND OTHER
APPLICABLE INFORMATION AVAILABLE AT THE TIME OF THIS REVIEW,
CHEVROLET WILL CONTINUE TO WORK WITHIN THE TERMS OF ANY AVAILABLE
CHEVROLET WARRANTIES

CASE DOES NOT MERIT FURTHER REVIEW BY CAG AT THIS TIME

JENNIFER HENKE CAG/CAC EXT 4906

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/18/1998 11:25:58
03.18.98*****

CO REC CAG F/UP FORM...CO C/O/& ? VEH STATUS...O/STS VEH IS GOING B/TO
DLR AGAIN SOON...O/STS WAS DRIVING VEH & HEADLIGHTS BEGAN DIMMING...O/
STS NO PROB W/VOLTAGE GAGE...O/STS CONCERN NOT OCCURRING NOW...O/STS
HASN'T MADE APPT W/DLR, NOT SURE WHAT HE'S GOING TO DO B/C HE HAS 2
JOBS & NOT SURE IF HE HAS X TO TAKE VEH B/IN & MAY JUST SELL IT...CO
APOLOGIZED...O/STS HAS PURCHASED A \$40K LEMON...O/STS FRIENDS '97 &
'98 CORVETTES DON'T SOUND LIKE HIS OR HAVE ANY PROBS LIKE THIS...O/
STS WILL POSS TEST DRIVE VEH W/DLR TO POINT OUT WHAT NOISES HE FEELS
ARE ABNORMAL...CO ADV O/THAT CO WOULD LIKE TO ASST W/RFRS, UNABLE TO
MEET O/EXPECTATIONS...CO ? IF O/CAN PROVIDE O/W/A X FRAME WHEN WILL GO
B/TO DLR SO CO CAN ASST...O/STS CAN'T ASST CO W/THIS INFO, NOT SURE
WHAT HE'S GOING TO DO...O/STS BRAKE CONCERN RFR'D...CO ADV O/TO C/B/..
O/STS VEH IS A LEMON...CO ADV O/MAY WANT TO C/STATE ATTY GENERAL FOR
LEMON LAW INFO...CO ADV O/CHEV SUPPORTS BBB MED/ARB PROCESS...>>>>>
>>>>> O/STS MAY JUST SELL VEH, NOT SURE & THANKED CO FOR X...CO THANK
O/FOR X...RICK GOLPE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/01/1998 08:32:02
04/01/98***

O/C/B REQ TRADE OR REPURCHASE ASST...O/ STS NEW VEH ENGINE LIGHT CAME
ON OVER WEEKEND & ENGINE BECAME WEAK...O/ STS WOULD AGAIN LIKE CO
TO REV FOR REPURCHASE...CO ACK & ADV WOULD NEED TO C/ DLR...O/ STS CAN
NOT REMAIN ON LINE...CO ACK & THANKED O/ FOR C/...CO GUARANTEED NO
TIME FRAME FOR C/B...CO ADV O/ MIGHT WANT TO C/B LATER FOR UPDATE
IF CO IS UNABLE TO CONTACT...O/ ACK & THANKED CO...CO DCC JOHN, SMGR
AT DLR...JOHN ADV OF NEW RFR...
RO# MILES DATE COMPLAINT RFR
145149 16000 03/30/98 ENGINE WEAK RFRD PCM & TRACK MODULE

JOHN ADV NEW RFRS WERE NOT RELATED TO ANY PREV RFRS ON THE VEH...CO
THANKED JOHN FOR INFO...CO REV W/ L.NEAL TO ADV O/ THAT CHEV WILL
CONTINUE WORKING UNDER TERMS OF WARR BUT WOULD NOT BE ABLE TO MEET
EXPECTATIONS CONCERNING REPURCHASE AT THIS TIME DUE TO NEW RFR>>>>>
>>>>>NOT RELATED IN ANY WAY TO PREV RFRS...CO LEFT MESSAGE W/ PREV...
***NEXT CO PLEASE ADV O/ CHEV WILL CONTINUE TO WORK UNDER TERMS OF
WARR...****

SEAN DOOLEY
4-1-98*****

O/C/B/STS FILE #...CO REVIEW FILE...CO ADV O/ CMD TO CONTINUE TO
WORK W/ WARR TO RFR ANY VERIFIABLE DEFECTS IN VEH...CO ADV REQ WAS
REVIEWED AND CMD UNABLE TO MEET EXPECTATION TO GET O/ OUT OF VEH...
CO APOL FOR CONCERNS...O/STS WILL CONTACT BBB...O/STS HAS A FRIEND
WHO WORK FOR NEWS AND WILL CONTACT HIM AS WELL...CO ACK...CO

THANKED O/ FOR C/...
RIS ROMAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/18/1998 11:00:19
05-18-98*****

O/C/B STS FILE #... CO REV'D & OFFERED ASST...O/STS STERING
COLUMN IS JAMMED AGAIN...O/STS TOWING CO. IS COMING TO GET VEH...
O/STS WANTS TRADE ON VEH...O/STS VEH HAS OTHER PROBLEMS TOO, BUT

DIDN'T STATE...CO REV'D W/ ERIC WALPER....CO ADV O/ THAT CMD IS GOING TO WORK UNDER THE TERMS OF WARR...CO ADV CMD DOESN'T HAVE DLR AG TO REV INTO SITUATION....O/STS VEH WILL BE AT THE DLR IN ABOUT HOUR....CO ADV O/ THAT AFTER THE DLR DIAG, CO WOULD REV INTO CONCERN....CO ADV SOMEONE FROM CMD W/C/B AFTER INFO OBTAINED FROM DLR....O/THANKED...CO THANKED FOR C/...LISA RADER
CO L/M/W/O/SHIP

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/26/1998 15:56:10
5/26/98.....T(BASE FRIEND)/C/W/REQ OF TRADE ASST FOR O/.....T/STS
O/IS LOOKING FOR TRADE ASST OR SLLP.....CO ADV UNUSUAL REQ....CO REV
FILE.....CO DCC LISTED DLR...KEVIN JOHNSON SERVICE ADV ASST
IN RO INFO.....KEVIN ADV VEH HAS BEEN OUT 4 DAYS FOR LAST
RPR & 3 DAYS IN MARCH 1998.....(MAKING APPROX 13 -16 DAYS)

DATE	MILEAGE	RC#	O/CONCERN	DLR RPR
5/18/98	19,484	147707	STEERING LOCKING REPL	TAC MODULE
			SES LIGHT	RELATED TO STEERING
			TRACTION LIGHT	RELATED TO STEERING
			WINDOW NOISE	NOT DUPLICATED
			POPPING NOISE IN BACK	TIGHTEN SHOCK
			WIND NOISE	NO DUPLICATE
			RICH SEAT BELT WONT RETRACT	REPL
			LOOSE MEMORY	NOT DUPLICATED

CO HAS LOCATED 4 CONCERNS LISTED ON BRAKES.....CO THANKED KEVIN.....
.....CO REV W/A. FIGUEROA.....CO ADV T/ APPROX 2-3 BUSINESS.....
.....T/THANKS CO.....CO THANKS T/.....

TO SEND UP TO CAG..
CO TO COPY FILE TO SEND TO CAG
RELATED FILE 980147849

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/27/1998 09:03:30

UPON FURTHER REVIEW OF ALL RELEVANT AND AVAILABLE DOCUMENTS, CASE
CONCERNS, DEALERSHIP REPAIR HISTORY, SALES, OWNERSHIP AND OTHER
APPLICABLE INFORMATION AVAILABLE AT THE TIME OF THIS REVIEW, CHEVROLET
WILL CONTINUE TO WORK WITHIN THE TERMS OF ANY AVAILABLE CHEVROLET
WARRANTIES.....

CASE DOES NOT MERIT FURTHER REVIEW BY CAG AT THIS TIME.

FILE IS BEING FORWARDED BACK TO O/SHIP FOR FURTHER HANDLING.....

HEATHER BALL, CCAC/CAG X4905

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/28/1998 13:52:05
5/28/98.....CO LEFT MESSAGE ON VRU FOR O/TO C/B....

NEXT CO PLS DENY TRADE ASST & ADV WORK UNDER WARR.....

ANNA ERNST

05-28-98...O/C/STS FILE # & STS RETURNING C/...CO REV FILE...CO ADV O/
CO FOR TRADE ASST HAS BEEN REV'D...CO ADV CMD WILL WORK UNDER 3/36
R TO RPR VEH & UNABLE TO ASST W/REPURCHASE...O/ACK & STS DISBAT...
O/STS WANTS CMD TO KNOW WILL BE GOING TO LAWYER & MEDIA...O/STS VEH
WILL GET PUBLICITY & DID NOT BELIEVE THAT IS WHAT CMD WANTED...O/STS
VERY WELL KNOWN IN NORTH CAROLINA & NE WILL HEAR ABOUT THIS...CO ACK &
APOLOGIES FOR NOT MEETING EXPECTATIONS...O/STS DOES NOT BLAME SPEC,
BUT CMD & WILL PURSUE FURTHER...O/THANKS CO FOR UPDATE...CO THANKS...
CO LEFT MESSAGE W/O/SHIP.....THERESA BRODOSKI

CO TO TAKE O/SHIP DUE TO ORIG NO LONGER 800 SPEC

OWNERSHIP FILE THERESA BRODOSKI

EXTENSION 1454

FOR DLR USE ONLY 1-800-CHEV-007

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/08/1998 08:22:15
CAC ADR RECEIVED CALL RECORD FROM THE BBB OF OWNERS INTENT ON MEDARB
CASE IS BEING HANDLED BY THE ADR TEAM...PLEASE DIRECT ANY QUESTIONS
TO YOUR ADR TEAM CONTACT OR THE ADR TEAM ASSISTANT.....

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/09/1998 10:25:57
6/9/98*****

CO RMC CORR DATED 5/26/98 ADDRESSED TO CMD....O/ STS HE FEELS AT VEH
THAT COSTS OVER \$40K SHOULD NOT GIVE HIM SO MANY PROBLEMS...O/ STS
VEH HAS LEFT HIM STRANDED ON 2 OCCASIONS...O/ STS UNABLE TO DUPLICATE
MANY CONCERNS....O/ STS HE IS FAITHFUL TO CHEV AND JUST WANTS THIS VEH
BOUGHT BACK SO HE CAN GET ANOTHER CORVETTE....O/ STS HIS PATIENCE IS
WEARING AND HE WANTS TO COME TO A SOLUTION....O/ ENCLOSED:

**CC OF LETTER TO FLOW MOTORS, RON DUVALL, DATED 5/23/98, O/ STS HE
HAS CONTACTED BBB AUTOLINE, NEEDS DEPENDABLE VEH AND REQ A RESPONSE
**CC OF RPR HISTORY FROM DLR (SEE WINS)

CO ATTACHED AND ARCHIVED ICOR....CO REQ ORIGINALS AND FORWARDED TO
BBB GROUP....
MARLENE TONNA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/11/1998 08:52:32

OWNERSHIP FILE JULIE PEVOS

CCAC/BBB

FOR DLR USE 1-800-CHEV-007-2109

FOR ROME USE 8-366-1734

6/11/98...CO RECEIVED THE CCF WITH A CONTACT DATE OF 6/5/98..O/
IS SEEKING REPURCHASE AT 19,000 MILES...O/ LISTS CONCERNS WITH
THE STEERING WHEEL COLUMN LOCKING, LOST POWER, WATER LEAKS, BRAKES
SHIMMY, COMPUTER, AND AN EXHAUST LEAK....CO TO F/UP WITH THE
DLR AND O/ FOR MORE INFO....

JULIE PEVOS

CCAC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/16/1998 15:48:36
6-16-98*****

CO REC'D CORR DATED 6-8-98 ADDRESSED TO CMD/CCAC...O/STS IS AWARE OF
STATE LEMON LAW...O/STS VEH HAS BEEN OUT OF SERV FOR 30 DAYS...O/STS
PREV HIST W/ BRAKES, STALLING, STEERING LOCKING UP, LOSS OF POWER,
WIND NOISE, WATER LEAKS, & ACCESSORIES LOSING MEMORY...O/REQ VEH BE
REPL'D...O/ ENCLOSED:

*** COPY OF NORTH CAROLINA STATE LEMON LAW INFO...

*** COPY OF RO 147707...

*** COPY OF RO 138622 (3 PAGES)...

*** COPY OF RO 141327 (2 PAGES)...

*** COPY OF RO 141701...

*** COPY OF RO 141869...

*** COPY OF RO 142323...

*** COPY OF RO 143687...

>>>>>

>>>>>

*** COPY OF RO 144278 (2 PAGES)...

*** COPY OF RO 145149...

*** COPY OF RO 145527...
*** COPY OF RO 147707 (4 PAGES)...
*** COPY OF RO 148453 (2 PAGES)...

CO ATTACHED, ARCHIVED, & FORWARDED ORIG'S TO BBB...
BRETT JOHNSON, CORR ROUTER

COMMENT TYPE: M-MEDIATION ENTERED DATE/TIME: 06/17/1998 00:00:01
CCF REC'D 6/17/98...O/ SEEKS REPURCH AT 19432 MILES...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/18/1998 15:48:12
6/18/98...CO RECEIVED A START DATE OF 6/17/98...
CO L/ FYI MESSAGE WITH THE DSM YOLANDA HATTEN FOR A
RETURN CALL...

JULIE PEVOS
CCAC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/22/1998 10:33:10
6/22/98...CO ATTEMPTED TO DCC SMGR SONNY MATTHEWS AT TRADER
CHEV FOR DAYS OUT OF SERVICE AND SOME REPAIR INFO...CO LEFT A
MESSAGE ON HIS VRU FOR A RETURN CALL...

JULIE PEVOS
CCAC/ADR

6-22-98*****SMGR SONNY C/B/REQ JULIE...SMGR ADV OF LAST NIGHT OF
VIN AND CO CSESCN TO FIND FILE #CO CALLED PREV N/A...CO
OBTAINED INFO FROM SMGR...SMGR ADV NO MORE THAN 3 DAYS OUT TOTAL..
SMGR ADV MOST OF O/'S CONCERNS HAVE BEEN NOT DUPLICATED...SMGR ADV
ANY THING DUPLICATED WHERE DLR PROVIDED A RPR WAS WINDOW POPPING
AND DLR FIXED...SMGR ADV LAST TIME IN DLR WAS 6-1-98 AND SMGR TEST
DROVE VEH A WHILE AND DID NOT DUPL ANY CONCERN...SMGR ADV O/WAS
IN LOANER VEH FOR TWO DAYS THAT TIME...CO THANKED SMGR AND ADV WILL
LEAVE MESSAGE W/JULIE P.....
LEFT MESSAGE W/BBB OWNERSHIP....
MONICA SCHACHT

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/24/1998 10:21:23
6/24/98...CO ATTEMPTED TO DCC AGAIN BUT NO ANSWER...
CO L/M FOR A RETURN CALL...CO REV WITH ROB MACLEOD...

JULIE PEVOS
CCAC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/25/1998 16:01:48
6/25/98...CO WAS ADVISED TO CONTACT ACCOUNTING AND
SPEAK TO LINDA HOLCOMB FOR SALES CONTRACT..CO REV WITH ANNA COLE
YESTERDAY TO SEND TO REPURCH.....

JULIE PEVOS
CCAC/ADR

6/25/98...CO SENT TO REPURCH AND SENT THE FOLLOWING MRF TODAY...

I RECEIVED THE CCF WITH A START DATE OF 6/17/98. MR. BARNICK IS
SEEKING REPURCHASE AT 20,000 MILES. MR. BARNICK ADVISED THAT HE IS
STILL HAVING CONCERNS WITH THE VEHICLES FRONT END, LOSING MEMORY,
THE STEERING COLUMN LOCKING. I SPOKE TO THE SERVICE MANAGER SONNY
AT TRADERS CHEVROLET WHO IS AWARE OF THE OWNERS CONCERNS. CHEVROLET
WOULD LIKE TO REVIEW THE OWNERS REQUEST INTERNALLY. PLEASE ADVISE
MR. BARNICK THAT CHEVROLET WILL BE LOOKING INTO HIS REQUEST IN ANOTHER
DEPARTMENT. HE WILL BE RECEIVING A CALL WITHIN THE NEXT TEN TO
FOURTEEN BUSINESS DAYS. PLEASE ADVISE [REDACTED] OF THIS
INFORMATION. PLEASE DONT HESITATE TO CALL WITH ANY FURTHER

QUESTIONS. THANK YOU.

LIE PEVOS CCAC/ADR

OWNERSHIP FILE JULIAN AZARIAH

CCAC/REPURCHASE

FOR DLR USE 1 800 CHEV 007 EXT 3690

FOR REGION USE 248-696-1614

6-25-98.....CO REC'D FILE FOR REPR...CO TO F/U W/O/ AS SOON AS WORK
LOAD PERMITS...J.AZARIAH, CCAC/REPR X1614

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/10/1998 10:21:02
7/10/98.....CO RECEIVED A FAXED SETTLEMENT LETTER
FROM THE BBBCO FORWARDED INFO TO REPURCHASE...

JULIE PEVOS

CCAC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/21/1998 16:56:06

OWNERSHIP FILE JULIAN AZARIAH

CCAC/REPURCHASE

FOR DLR USE 1 800 CHEV 007 EXT 3690

FOR REGION USE 248-696-1614

7-21-98.....CO F/U W/ O/ & ADV NAME, PHONE#, EXT, FILE#...CO ADV WILL
LET O/ VISIT SELLING DLR TO SEE IF THEY HAVE A CORVETTE AVAILABLE FOR
F/A...CO ADV IF NOT ABLE TO FIND VEH TO TRADE INTO, CMD WILL OFFER O/
STRAIGHT REPR...O/ACK & ADV W/C/B CO THURSDAY OR FRIDAY TO UPDATE.....
CO THANKED...O/TGANKED....J.AZARIAH, CCAC/REPR, X1614

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/14/1998 12:14:51
CO REC'D VRU FROM O/...CO C/B...O/STS FOUND TWO CORVETTES AT MODERN
CMD IN WINSTON & REQ CO TO C/SALES MGR...CO ACK & ADV W/C/SALES MGR
LATER TODAY TO INQUIRE...CO ADV IF DLR IS WILLING TO SELL VEH TO
CMD, O/ WILL BE RESPONSIBLE FOR USAGE & FOR MILEAGE ON VEH...O/STS
CONCERNS STARTED B/4 10K MILES...CO ADV WILL BE FAIR WHEN CHARGING
USAGE...O/ACK & THANKED...CO THANKED...J.AZARIAH, CCAC/REPR
CO F/U W/ MODERN CMD SALES MGR, STEVEN...CO INQUIRED OF A CORVETTE
W/O SPORT RIDE SUSPENSION...SALES MGR ADV WHITE ONE DOES NOT HAVE
F45 SUSPENSION...CO REQ INVOICE...SALES MGR ADV WILL FAX OVER INVOICE,
SALES MGR ADV WILL NOT SELL VEH TO CMD IF DOES NOT MAKE PROFIT ON VEH
AS THIS VEH IN HIGH DEMAND...CO ADV WILL HAVE TO LOOK OVER THE INVOICE
& C/B W/OFFER...CO THANKED...STEVEN THANKED...J.AZARIAH, CCAC/REPR
CO REC'D INVOICE FROM MODERN CMD ON WHITE CORVETTE...CO TO C/B
DLR W/310 + \$200 OFFER...CO C/B O/ & ADV STILL LOOKING INTO SIT.....
CO ADV IF DLR NOT WILLING TO SELL VEH TO CMD, CO WILL OFFER O/ REPR...
O/ACK & THANKED...J.AZARIAH, CCAC/REPR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/19/1998 14:16:41
CO DOC W/STEVEN, SALES MGR AT MODERN CMD...CO ADV CMD IS WILLING TO
GIVE B/ 310 + \$200 ADMIN FEE...STEVEN ADV WOULD NOT LIKE TO LOOSE A
BUNCH OF MONEY ON THIS CORVETTE, B/C THEY ARE UP FOR GRABS...STEVE
ADV WILL SELL IT TO CMD FOR \$1,000 LESS OF MRP...CO ADV WILL HAVE TO
F/U & C/B...CO THANKED....

REV'D SIT W/CARMEN BROWN...CO C/B & STEVEN IS AT LUNCH...CO LEFT
VRU ADV W/C/B LATER...J.AZARIAH, CCAC/REPR
CO C/B STEVE & ADV CMD WILLING TO MEET DLR IN THE MIDDLE & PAY \$2000
OVER 310 ACCOUNT...STEVE ADV WILL HAVE TO TALK TO DLR & C/B...CO ACK &
THANKED STEVEN FOR ASST...J.AZARIAH, CCAC/REPR
CO REC'D C/B FROM STEVEN...STEVEN ADV DLR IS WANTING TO ASST CMD IN
THIS TRANSACTION, BUT THE COST/BENEFIT FACTOR COMES INTO PLAY...

STEVEN ADV AFTER REV W/DLR, DLR WIL SELL VEH TO CO FOR \$3000 OVER
310 ACCOUNT...CO ADV WILL HAVE TO REV SIT & C/B TOMORROW...CO THANKED
VEH FOR C/B....J.AZARIAH, CCAC/REPR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/21/1998 12:59:52
CO DCC W/STEVEN & ADV CMD IS NOT WILLING TO PAY \$3K OVER MSRP...CO
THANKED FOR ATTEMPT TO WORK W/CMD...J.AZARIAH, CCAC/REPR
***CO TO F/U W/ O/...
CO F/U W/ O/& WAS ADV'D BY ROOMMATE O/ WIL NOT BE IN UNTIL MONDAY.....
CO ADV W/C/B THEN...J.AZARIAH, CAC/REPR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/25/1998 12:58:08
CO REC'D C/B FROM O/...CO PRESENTED OFFER...O/STS WILL REV W/BBB &
C/B...CO ADV ONCE O/ ACCEPTS PROCESS TAKES 10-14 BUSINESS DAYS....
O/THANKED...CO THANKED....J.AZARIAH, CCAC/REPR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/03/1998 17:10:40
09-03-98 **** O/C/ REQ PREV...SPEC REV FILE...SPEC ATTEMPT TO
CONFERENCE C/W/ PREV...PREV M/A...SPEC TO LEAVE FYI W/PREV W/O/
CONTACT INFO FOR TOMORROW...O/ADV THAT HE CAN BE REACHED AT
336.373.2804 BETWEEN 8 A.M. & 12 P.M. HIS X, ON FRIDAY 9/4/98
...JIM KELLACHOW, 4402

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/09/1998 17:55:13
CO C/B O/...O/STS INQUIRED ABOUT NEW CORVETTE PRICES...O/STS WOULD
LIKE OFFER TO BE INCREASED BY ANOTHER \$1000 JUST SO HE CAN PURCH ANOTH
ER CORVETTE...CO RECALCULATED OFFER AT 1ST RPR ATTEMPT...CO PRESENTED
O/ W/ FINAL CMD OFFER...O/STS SAT & WILL TAKE IT...O/STS WILL C/B TOMO
ROW TO ADV FAX#...CO THANKED....

J.AZARIAH, CCAC/REPR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/10/1998 18:14:32
CO FAXED OVER OFFER LETTER & RELEASE AGREEMENT...
J.AZARIAH, CCAC/REPR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/14/1998 16:19:45
CO REC'D SIGNED ACCEPTANCE LETTER & RELEASE AGREEMENT...CO TO ASSEMBLE
FILE....J.AZARIAH, CCAC/REPR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/17/1998 10:05:24
*****REPURCHASE*****
*****CONFIDENTIAL INFORMATION FOR INTERNAL USE ONLY*****
DOCS FORWARDED TO CAC-RESL
X ORIG BUYER'S ORDER X OTHER RPR ORDERS
X ORIG INVOICE OR COPY COPY OF NADA
X SIGNED ACCEPTANCE LTR/BBB X ELIGIBLE FOR TAX REFUND

NAME ON TITLE: EDGAR J. BARNICK
LIEHOLDER NAME: GREENSBORO CREDIT UNION
ATTN/ADDRESS: 217 NORTH GREENE STREET
CITY/STATE/ZIP/PHONE: GREENSBORO, NC 27401
ACCOUNT #: 245-29-2116
ACCT PAYOFF/PER DIEM/GOOD TIL: \$18,654.76/\$4.46/TIL 9-29-98
DLR/CONTACT/PHONE: TRADERS CMD/ROGER HINTON/336-273-6971
REGISTRATION EXPIRATION DATE/REPR COORDINATOR: JULIAN AZARIAH
9/17/98 ***** REWORK APPROVED, FWD TO RESALE.....TF BURCH

COMMENT TYPE: G-REIMB. PAYME ENTERED DATE/TIME: 09/18/1998 00:00:01
STRAIGHT REPURCHASE FOR CUSTOMER SATISFACTION DUE TO
BRAKE CONCERNS...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/18/1998 12:30:57

OWNERSHIP FILE CHRIS ROSENKRANZ

CCAC/RESALE

SECTION USE ONLY 8 366 4924

DEALER USE ONLY 1 800 CHEV 007 EXT 3777

09/18/98 *****

REC'D FILE FROM MED-ATLANTIC REGION FOR STRAIGHT TRADE...CO FORWARDED
COMPLETED FILE TO MGR FOR CHECK/CREDIT APPROVAL...

CHRIS ROSENKRANZ CAC/RESALE X 4924

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 09/23/1998 08:36:52

09/23/98 *****

CO REC'D APPROVED CHECK FROM MGR...CO FORWARDED FILE TO BETH P. TO MAIL
DOCS TO DLR...CO DCC W/ DLR TO ADV...

CHRIS ROSENKRANZ CAC/RESALE X 4924

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 10/08/1998 10:56:59

10/08/98 *****

CO REC'D TITLE AND DLR DOCS...CO FORWARDED FILE TO AUCTION COOR.
TO SEND VEH TO AUCTION...RESALE WILL MONITOR FILE UNTIL VEH IS
DISPOSED OF AT AUCTION...

CHRIS ROSENKRANZ CAC/RESALE X 4924

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 10/12/1998 13:03:32

10/12/98

SENT TO AUCTION IN STATESVILLE NC

ERI NIKIE CAC RSL

COMMENT TYPE: 5-REPURCHASE

ENTERED DATE/TIME: 11/06/1998 00:00:01

BRAKES PULSATING

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 11/06/1998 00:00:01

CMD TO WORK WITHIN WARR TERMS TO RDR ANY VERIFIABLE

DEFECTS IN WORKMANSHIP AND MATERIALS

SAME

SAME

SAME

...

GM 1241

GM 1241 Data available for this case.
1241 ANo GM 1241A Data available for this case.
GM 1241 DNo GM 1241D Data available for this case.
GM 1241 XNo GM 1241X Data available for this case.
Reimbursements

Reimbursement Case 980316061 8012928

PAYMENT TYPE: H DEALER NUMBER:
DESCRIPTION:

VIN: 1G1YY22G4W5100995	MILEAGE: 24000
DESCRIPTION: STRA	
MODEL YEAR/CODE: 1998	DOCUMENT NUMBER: 261849
LABOR PAY: \$0.00	PARTS PAY: \$0.00
NET PAY: \$100.00	TOTAL PAY: \$100.00

VIN: 1G1YY22G4W5100995	MILEAGE: 24000
DESCRIPTION: STRA	
MODEL YEAR/CODE: 1998	DOCUMENT NUMBER: 264895
LABOR PAY: \$0.00	PARTS PAY: \$0.00
NET PAY: \$38,804.87	TOTAL PAY: \$38,804.87

CODE: 02	
TYPE: H	
NAME: GREENSBORO CREDIT UNION	
AMOUNT: \$38,804.87	DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1	CHECK PRINT ISSUE DATE: 09/22/1998
NET PAYMENT AMOUNT: \$0.00	
1099: N	TIN NUMBER:

CODE:	
TYPE: C	
NAME:	
AMOUNT: \$100.00	DOCUMENT NUMBER: 000000 VOID: N
CHECK NUMBER: 0	CHECK PRINT ISSUE DATE: 01/01/0001
NET PAYMENT AMOUNT: \$0.00	
1099: N	TIN NUMBER:

Reimbursement History

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

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

VIN:

ENTERED DATE: 09/18/1998 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:

ENTERED DATE: 09/18/1998 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G4W5100995

ENTERED DATE: 09/18/1998 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE: 18
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: C TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 09/18/1998 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE: 18
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: C TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 1G1YY22G4W5100995

ENTERED DATE: 09/18/1998 PAYMENT AMOUNT: 38804.87 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 09/18/1998 PAYMENT AMOUNT: 38804.87 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:

ENTERED DATE: 09/18/1998 PAYMENT AMOUNT: 38804.87 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 09/19/1998 PAYMENT AMOUNT: 38804.87 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G4W5100995

ENTERED DATE: 09/22/1998 PAYMENT AMOUNT: 38804.87 CHECK NUMBER: 002587502
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 892

ENTERED DATE: 09/26/1998 PAYMENT AMOUNT: 38804.87 CHECK NUMBER:

FAILURE CODE: 98

EVENT CODE: REPURCHASE IND: Y

PAYMENT TYPE: H TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

VIN: 892

ENTERED DATE: 09/26/1998 PAYMENT AMOUNT: 100 CHECK NUMBER:

FAILURE CODE: 18

EVENT CODE: REPURCHASE IND: Y

PAYMENT TYPE: C TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

ARBITRATION TYPE: BBB
ACR AGREEMENT RECEIVED:
ACCEPTED/REJECTED DATE:
OPEN DATE: 06/17/1998
AWARD SETTLEMENT: -
SETTLED DATE:
DEALER RO DATE:
CHECK/CERTIFICATE NUMBER: 000000000000
OFFER DATE:
DIVISION OFFER CODE:
OWNER DEMAND CODE:
CUSTOMER ACCEPT CODE: B-BUYBACK
AWARD CODE:
PARTS AMOUNT: \$0.00

FTC RELATED:
ACR AGREEMENT SIGN:
DECISION DATE:
HEARING DATE:

CLOSE DATE: 11/06/1998
REPAIR ORDER:

CHECK DATE:

OFFICE NUMBER: BBBVA0001
AWARD AMOUNT: \$0.00
LABOR AMOUNT: \$0.00

Product Liability / Breach

Product Liability / Breach Data available for this case.
Related Documents

1998156019 1998167018

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: *****

CITY: *****

STATE: NC

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

Injured Party Data available for this case.
Repurchase

CREATION DATE: 11/06/1998 DECISION DATE: 09/18/1998
CHECK REQUESTED AMOUNT: \$38,904.00 CHECK DATE:
CHECK/CERTIFICATE NUMBER:
AUCTION HOUSE: STATEVIL AUCTION CHECK:
VEHICLE DISPOSED DATE: 11/04/1998 TRADE OUT:
ACCOUNT NUMBER PARTS AMOUNT: \$0.00
ACCOUNT NUMBER LABOR AMOUNT: \$0.00
COST TO DIV: \$0.00
AMOUNT RECOVERED: \$31,238.00
NET LOSS BUYBACK AMOUNT: \$7,666.00
NADA AMOUNT: \$38,800.00 TRANSFER MILES: 024000
CODE: V-STRAIGHT REPURCHASE
TROUBLE CODES: H01
PROBLEM OCCURANCE NUMBERS: 4 0

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

BELLAIRE, TX

CASE NUMBER: 04973645 VIN: 1G1YY22G4W5101046
MODEL YEAR: 1998
DATE OPENED: 2001-07-18 SERIES: UNKNOWN
DATE CLOSED: 2001-08-02 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ALLEN SAMUELS CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7000 SW FWY, HOUSTON, TX, 77074, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) my Corvette's steering lock has

Vehicle operation or design.

INSTRUCTIONS TO CRM:

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

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

cust sent email kana case 1297023 dated 07/16/01 as follows:
My VIN is 1G1YY22G4W5101046. My local dealer has told me that GM has not issued a recall on the steering column lock. Is this correct?

My research indicates that the steering lock malfunction has affected thousands of Corvettes. It has occurred in my car twice in the last 15 months, leaving me stranded.

If there is no current recall and GM does plan to do so, please advise me on what I should do to permanently fix this defect.

crm replied:
..... 0; 364352830
2001-07-18

.....Thank you for contacting the Chevrolet Internet Response Center. We sincerely apologize for the concerns you are experiencing with your 1998 Chevrolet Corvette. As you requested, we have processed your Vehicle Identification Number through our computer file, and found your vehicle does not appear to be currently involved in any open recall campaigns. Recalls are Vehicle Identification Number specific, meaning if other vehicles of the same year and model are involved in a recall, your vehicle may not necessarily be involved. If your vehicle is involved in a future campaign, you will be notified.

In addition, if you have already contacted our Customer Assistance Center, please continue to work with them towards resolution of your concern. If you have not already done so, please call the Chevrolet Customer Assistance Center at 800-222-1020. They are open from 8:00am to 11:00pm, Eastern Standard Time M-P. They are in the best position to give you a timely resolution.....; 0; 364353126
2001-07-18

.....Please provide the Customer Relationship Manager the following reference number 04973645.

If you would prefer to continue to work through the Internet, we certainly understand. We will attempt to resolve your concern in the shortest period possible on a first come, first served basis.

Address your mail to cac@chevrolet.com. We are currently responding in the next business day excluding weekends and holidays.

We look forward to serving you. Thank you for making Chevrolet your vehicle of choice!

Sincerely,

Nina Rudenko/atx/kana
.....; 0; 364353143
2001-07-23

crm resumed request.

cust sent email kana case 1297023 dated 07/23/01 as follows:

Thank you for your recent email notifying me that my Corvette is not covered by the current recall campaign related to the steering lock malfunction.

As requested, I am providing contact information regarding my local Chevrolet dealer.

I have spoken with [REDACTED] concerning the current recall campaign. He confirmed your position that my VIN number is not included in the recall campaign and also relayed to me that the work authorized under this campaign involves the installation of a steering lock bypass device.

As the steering column lock has malfunctioned twice on my Corvette and as other 1998 Corvettes are covered by the recall campaign, I am unsure why General Motors will not authorize warranty repair work.

.....; 0; 364784734
2001-07-23

.....My only interest in this matter is the permanent repair of a device which malfunctions without warning and renders my car un-drivable. This is not only an inconvenience, it is an issue that could jeopardize my safety and

that of my wife. The liability issues should be apparent to all.

I request that you arrange authorization for the installation of a steering lock pass by device in my car as soon as possible. If this can not be done, please provide the part to me for installation or, at a minimum, provide the part number to me for my use.

Thank you for your assistance.

.....; 0; 364784766

2001-07-23

...crm replied:

Thank you for contacting the Chevrolet Internet Response Center.

We sincerely apologize for the concerns you are experiencing with your 1998 Chevrolet Corvette.

Our Dealerships provide the technical support for vehicles that are experiencing concerns. We apologize for any inconvenience and frustration you may have experienced. Our continued success depends upon the satisfaction owners receive from their vehicles. If you have concerns with your vehicle at this time, please return to your Chevrolet dealer for proper diagnosis and repair.

Also, your local authorized Chevrolet Dealership may have a GM Performance Parts Catalog for your review. Orders for these parts can be placed through the Parts Department if they do not have them in stock.

In addition, a Performance Parts catalog can be found on-line at www.gmgoodwrench.com.

.....; 0; 364785345

2001-07-23

.....Thanks again for taking the time to contact Chevrolet.

If have any future questions or concerns, please feel free to write us back or contact us at the Chevrolet Customer Assistance Center at 800-222-1070 between the hours of 8 am and 11 pm Eastern/Standard time M-F.

Please provide the Customer Relationship Manager the following reference number 04973645.

Sincerely,

Dina Rudenko/atx/kana

.....; 0; 364785373

2001-08-02

Crm resumed request 08/02/01.

Request is closed because of inactivity.

NO FURTHER ACTION NEEDED BY KANA

Dina Rudenko/ atx/kana; 0; 365651848

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0
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*****

PRICE:
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:
BAL:

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:

LAKE MARY

FL

HOME PHONE:

CASE NUMBER: 05488472 VIN: 1G1YY22G4W5101158
MODEL YEAR: 1998
DATE OPENED: 2001-09-10 SERIES: UNKNOWN
DATE CLOSED: 2001-10-15 MILEAGE: 18000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: HOLLER CHEVROLET
BRC PARENT: DEALER ADDRESS: 860 W FAIRBANKS, WINTER PARK, FL, 32789, USA

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

M01 Steering General
1 REPAIR ATTEMPT(S)Other
COLUMN LOCKS13 Reimbursement Requested
0 REPAIR ATTEMPT(S)Customer Satisfaction
RECALL# 01044S86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill
REIMS

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES STEERING LOCKED UP AND HE CONTACTED ROADSIDE. CUST STATES ROADSIDE TOLD HIM THERE WAS A CAMPAIGN ON VEH AND HE WOULD HAVE VEH REPAIRED AT NO CHARGE. CUST STATES ONCE VEH WAS REPAIRED HE RECEIVED A \$ 200 BILL. CUST SEEKS COST ASSISTANCE. CRM TRANSFERRED CUST TO MIKE BOOKIN JOSHUA SANDERS CARS TAMPA T1, 0, 369006958
2001-09-12

CUST STATES THAT HE IS HAVING A PROBLEM WITH HIS VEH. HE STATES THAT THE ROADSIDE OFFICIAL TOLD HIM THAT IT WAS COVERED BY THE RECALL AND THAT HE SHOULD BE ABLE TO GET THE PROBLEM COVERED UNDER THE RECALL. CUST FURTHER STATES THAT HE HAD TO PAY FOR THE BILL. CUST SEEKS REIMBURSEMENT. CRM ADVISED I WOULD NEED TO RESEARCH. CRM WILL FOLLOW UP ON FRI BETWEEN 11-1PM. MIKE BODKIN/TAMPA/TIER2; 0; 369188126
2001-09-17

CRM CONTACTED THE DLR AND SPOKE TO DAVE (SVC MGR) WHO STATES THAT HE KNEW NOTHING ABOUT WHAT THE DRIVER TOLD HIM AND THAT THE FACT IS THE CUST ISNT COVERED UNDER THE RECALL. HE STATES THAT THE DLR AND GM SHOULDNT BE RESPONSIBLE FOR WHAT A TOW TRUCK DRIVER TELLS HIM. CRM THANKED. MIKE BODKIN/TAMPA/TIER2; 0; 369599060
2001-09-17

TN APPROVES REIM FOR STEERING LOCK CORRECTION FOR THE FOLLOWING REASONS: ORIGINAL OWNER, LOW MILEAGE, OUT OF NVW BY TIME ABOUT 1 MONTH, ROADSIDE ADVISED CUST OF CAMPAIGN 01044 AND SET CUSTOMER'S EXPECTATION THAT HE WILL BE COVERED (NOT CURRENTLY LISTED AS PART OF THE CAMPAIGN). JENNIFER JARRETT/TM/TAMPA; 0; 369599543
2001-09-18

CRM ATTEMPTED TO CONTACT THE CUST BUT HE IS OUT OF TOWN TIL THURS. CRM WILL FOLLOW UP ON 9/20 BETWEEN 12-2PM. MIKE BODKIN/TAMPA/TIER2; 0; 369693335
2001-09-21

CRM ATTEMPTED TO CONTACT THE CUST AND SPOKE TO [REDACTED] WHO ADVISED THAT HE WAS ON THE PHONE WITH A CUSTOMER AND THAT HE WILL CALL ME BACK. CRM THANKED. MIKE BODKIN/TAMPA/CAC/57408; 0; 369941292
2001-09-21

CRM SPOKE TO THE CUST AND ADVISED THAT WE WOULD REIMBURSE HIM THE FULL 100% OF THE COSTS ON STEERING COLUMN LOCK. HE STATES TO ME THAT "YOU JUST EARNED A GM CUSTOMER FOR LIFE BY DOING THIS". CUST IS VERY HAPPY AND WILL SUBMIT DOCS. CRM WILL WAIT FOR THEM TO COME IN. MIKE BODKIN/TAMPA/CAC/57408; 0; 369943803
2001-10-03

CORR REC'D FROM CUSTOMER ADDRESSED TO MICHAEL BODKIN FOR REIMBURSEMENT. CRM FORWARDING TO AND NOTIFYING LAST CRM FOR FURTHER REVIEW. HELENE MELJDI.CAC.TPA.; 0; 371012731
2001-10-04

CRM REC'D PAPERWORK AND WILL BE REIMBURSING THE CUSTOMER FOR THE STEERING COLUMN LOCK MECHANISM DUE TO CUSTOMER INCONVENIENCE, DUE TO THE FACT THAT THERE IS A KNOWN PROBLEM WITH THE STEERING MECHANISM OF THE CORVETTES IN THAT YEAR, AND DUE TO THE FACT THAT HE WAS TOLD BY THE ROADSIDE ASSISTANCE ATTENDANT THAT THIS WAS A KNOWN PROBLEM AND THAT HE SHOULD BE COVERED, THUS GIVING THE CUSTOMER AN EXPECTATION OF GM. THE REIMBURSEMENT GOES AS FOLLOWS....

PARTS- (WIRE HARNESS RELAY, STRAP)- \$115.05
SHOP SUPPLIES= \$10.00
LABOR= 127.94
TAX@ 6%=15.18

TOTAL REIMBURSEMENT= \$268.17

CRM FORWARDING TO PRESTON FOR NEXT LEVEL APPROVAL. MIKE BODKIN/TAMPA/CAC/57408; 0; 371074887
2001-10-05

-APPROVING REIMB IN THE AMOUNT OF \$268.17..JOY NIXON-TAMPA APPROVAL GROUP; 0; 371173127
2001-10-08

FINAL APPROVAL OF REIMBURSEMENT FOR 268.17
DONNA CAVE/GOODWILL LIAISON/TAMPA; 0; 371433944
2001-10-15

CHECK# 900486539 FOR AMOUNT \$ 268.17
Edward J. Brown II/Goodwill/TPA; 0; 372036602

MAILED ON (10/16/01)

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 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:

GRADE:

TERMINATION:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



To: Mike Bodkin
Chevrolet (G.M.)
P.O. Box 33170
Detroit, MI 48232



10-01-01P01:25 RCVD

0 1 2 3 4 5 6 7 8 9



0378

Sep 21, 01

Attn: Mike Bodken

Re: Credit request

Dear Mike,

It was pleasure talking with you minutes ago. As discussed, I would like to recap the main issue.

I own a 98 Chevrolet Corvette with 18,000+ Miles. Few days ago, I had a very unfortunate incident. While starting the car, I've got a "Service Column Lock" message on the DIC display. Since I didn't know what it means, I decided to call GM roadside assistance. The nice customer care person told me that I have to tow the car to the nearest dealership, but since "it is a defective part, which GM had a recall on, you will not have to pay anything", in her own words. As "AAA" member, I called the towing company, and asked to take the car to "Holler Chevrolet" for service. At this time I will have to say that the service at Holler Chevrolet was impeccable, absolutely great customer service. Having said that, I was very surprise to get an invoice at the end of the service.

I spoke with the Service Manager, who told me that he have to charge me cause he didn't get anything from GM. Since it was Friday, I decided to pay, thinking that on Monday, when GM Customer Service will open, I will be able to get credit as told by the nice representative the very same day.

As you know by know, no credit was ever received. I was very upset with the incident, which started with great customer service and ended with bitter taste. And regardless, my personal opinion is that \$35,000 car should not break after 18,000 miles. I lost my trust in GM for few days, until I decided to go further and advise you about the incident. I was happy to hear that GM will credit the full amount if I will provide all the information requested. As you see I did my part...

Again, Mike, your customer service was impeccable handling the situation in very professional way. I can assure you that upon receiving this famous credit you will be able to count me as another value GM consumer, who can tell everyone that GM is BETTER than others!!!

Warmest regards,

Lake Mary, FL

DATE: 07/08/01

TIME: 16:48

HOLLER CHEVROLET
840 FRIEDMAN
WINTER PARK, FL 32789
407 645 1234

CLERK _____ ID _____

DATE	DESCRIPTION	AMT
------	-------------	-----

REF NO	04268732	SUB	_____
AUTH NO	000792	TAX	_____
TERM TYPE	SALE	TOTAL	268.17
ACCOUNT #	4511004770622458	EXP	0000

SIGNATURE: 
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(WEIGHTED AGREEMENT IF CREDIT UNKNOWN)

THANK YOU

TOP COPY - FURNISH TO CARD ISSUER

ORIGINAL

ROGER HOLLER CHEVROLET COMPANY

LOCATION: 800 W. FAIRBANKS AVENUE WINTER PARK, FL 32789
MAILING: P.O. BOX 1720 WINTER PARK, FL 32790

MAIN PHONE: (407) 846-1234
TOLL FREE: (800) 766-0007
PARTS DEPT: (407) 826-8822
PARTS FAX: (407) 846-2074

FLORIDA REGISTRATION #: MV-08526

PARTS NOTICE

NO REFUNDS, CREDITS OR EXCHANGES

- WITHOUT THIS NOTICE
- ON SPECIAL ORDERS
- ON ELECTRICAL PARTS
- AFTER 10 DAYS

ALL RETURNS ARE SUBJECT TO A 20% RESTOCKING FEE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND SERVICES DESCRIBED HEREIN. I AGREE TO ARBITRATION AND TO THE OTHER TERMS AND CONDITIONS ABOVE AND ON THE REVERSE SIDE OF THIS AGREEMENT.

CUSTOMER
SIGNATURE _____

DISCLAIMER: EXCEPT FOR THE LIMITED WARRANTY PROVIDED ON THE REVERSE, SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO MAKE ANY WARRANTY OR ASSUME FOR SELLER ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS AND/OR SERVICES SOLD UNDER THIS AGREEMENT. IF THE PRODUCTS CARRY A MANUFACTURER'S WARRANTY, SUCH WARRANTY IS FROM THE MANUFACTURER AND NOT SELLER.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C22241

INVOICE TO

DAVID, ARI
905 PICKFORD TOWNE

FL 32746
HOME: (407) 330-1201 WORK: (407) 438-1600

MAKE: HONDA

FL 32746

MODEL: HONDA

WORK: HONDA

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9541 ADV: 304 FERRON, H INVOICE: PRELIM CUG C FK
TAX FILES: TYZNY INVOICED: 09/08/2001 16:44:04

VIN 181VY2264N5101138 LICENSE NUMBER: FL 87F18
95 CHEVROLET CORVETTE 2DR CPE
DATED INVOICE: 010101

ODOMETER IN: 12204

DATE: 09/08/01

DATE: 09/08/01 DONE: 09/08/01

CONCERN 51 STEERING WHEEL LOCK
CORRECTION REMOVE LOCK PLATE R R WHEEL TO OAIN ACCESS REPROGRAM KEY FOR AID

OPERATION TECH AMOUNT
STEERING 112 177.94

COMMENT WIRE HYDRAE RELAY FOR BCM

PART NUMBER	QTY	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
000 088753427	1		HYDRAE K		113.76	113.76
000 011301906	3		STAMP		.49	1.29

FACTORY TECH 112 - ROBERTS, CLAYTON
TYPE: C

CHARGE FOR THIS CONCERN 242.99

SUMMARY OF CHARGES FOR INVOICE C22241

GRAND TOTALS

PAYMENT DISTRIBUTION FOR INVOICE C22241
* TOTAL REPAIR ORDER CHARGE 248.17

PARTS	115.08
DEEP SUPPLIES	10.00
LABOR	127.94
SUB-TOTAL	252.99
STATE SALES TAX AT 6.00%	15.19
* TOTAL REPAIR ORDER CHARGE	268.17

CHARGE ME 268.17

ORIGINAL

LEAD RATE: WRITABLE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MELVIN A. FERRON
THANK YOU FOR CHOOSING ROGER HOLLER CHEVROLET

PAGE 1
LAST PAGE

Discover

DOANBY, J. A.	3	1LR	850
LN 247515			

T# 279885540
BN 130447
RN 279888859

[illegible]

Control Register 0 Value 0x0000

LAKE MARY, FL

PART NUMBER	COST WHOLE NEW QUANTITY	AGE	MIN PER	MIL PER	AVERAGE PER	MAX PER	TOTAL PER	SUBST TAX	GROSS TOTAL
		9	43.10	100	7.75		27.00	0.00	177.85

Abstract

FRANCIS. III
FL

0-171472002

WAP-14

DATE: 12/15/2011 10:44:11 AM

15.478 MILES 04/14/2001 ACTUAL

LIEN INFORMATION

DATE OF LHM
04/14/2001

591424500-01

ODOMETER
DECLARATION

October 4, 2001

[REDACTED]
Lake Mary, FL [REDACTED]

Request: C05488472

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 \$268.17. 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,

Michael Bodkin
Customer Relationship Manager

RS0005-T/

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Browns Summit

NC

HOME PHONE:

CASE NUMBER: 1-92174845 VIN: 1G1YY22G4W5102309
MODEL YEAR: 1998
DATE OPENED: 2003-04-22 SERIES: Corvette
DATE CLOSED: 2003-04-25 MILEAGE: 130000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: North State Chevrolet Company, Inc.
BRC PARENT: DEALER ADDRESS: 451 N Eugene St, Greensboro, NC, 27401, USA

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

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

Inoperative

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

Recall; ; 2003-04-22
2003-04-22

steering column will lock; ; 2003-04-22
2003-04-22

veh history; ; 2003-04-25
2003-04-22

FYI; ; 2003-04-22
2003-04-22

Joseph Schroer Node 404082 M/B 8202 3:02p.m. 4/22/03; ; 2003-04-25
2003-04-25

Joe Shroer 3:23p.m. 4/23/03; ; 2003-04-25
2003-04-25

Joe Shroer 9:21a.m. 4/24/03; ; 2003-04-25
2003-04-25

inform cust; ; 2003-04-25
2003-04-25

Service Request Ownership has changed FROM: TEMPHART TO: LINANT; ; 2003-04-25
2003-04-25

Service Request has been Closed Satisfied.; ; 2003-04-25

*****FAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
VEHICLE DESCRIPTION:

DRIVER AGE:

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 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:
TRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

COUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DID 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:

LASA GRANDE

AZ

HOME PHONE:

CASE NUMBER: 05111799

VIN:

1G1YY22G4W5104304

MODEL YEAR:

1998

DATE OPENED: 2001-07-30

SERIES:

UNKNOWN

DATE CLOSED: 2001-07-30

MILEAGE:

50000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: GARY CROPPER CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 1990 N PINAL AVE, CASA GRANDE, AZ, 85222, USA

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

M40 Steering Wheel
0 REPAIR ATTEMPT(S)Other
LOCKED UPA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Other
FOR DIAGNOSISA01 Open Campaign
0 REPAIR ATTEMPT(S)Other
SEAT BELT LAP WEBBING

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*****

CUST STATES THAT THE STEERING MECHANISM IS LOCKED UP AND HE IS SEEKING TO KNOW IF THERE IS A RECALL ON IT. CRM ADVISED THAT THERE IS A RECALL ON THE SEAT BELT BUT NOT ON THE STEERING WHEEL LOCK MECH. CUST SEEKING SOME COST ASST WITH THE REPAIR. CRM ADVISED THAT THE DLR WILL HAVE TO DIAGNOSE BEFORE ANY COST ASST CAN BE CONSIDERED. CUST HAS TO GO OUT OF TOWN ON BUSINESS SO HE DOES NOT KNOW WHEN HE WILL BE ABLE TO BE REACHED. CRM PROVIDED FILE # AND

CUST WILL CALL BACK FOR GOODWILL CONSIDERATION...NEXT CRM PLEASE ASSIST...APRIL
MCCALL/PDX/CAC; 0; 365378478

*****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:

GRADE:

TERMARKET:

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:

CREATED:

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:

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

309389

CASE NUMBER: 00-0176884 VIN: 1G1YY2204W5104318
DATE OPENED: 04/25/00 MODEL YEAR: 98
DATE CLOSED: 04/28/00 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 36500
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE: [REDACTED]

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

CUST STATES THAT HIS STEERING WHEEL CONTINUES TO LOCK UP AND THIS PROBLEM HAS EXISTED FOR SEVERAL MONTHS AND HE HAS HAD A FACTORY REP COME OUT AND LOOK AT THE VEH.....FACTORY REP STATES THAT THIS IS A DEFECT AND THAT THERE IS NOTHING THAT HE COULD THINK OF TO GET THE PROBLEM RESOLVED.....CUST STATES THAT THIS VEH IS NOTHING MORE THAN A \$50,000.00 PAPER WEIGHT AND HE WOULD GREATLY APPRECIATE THE CHANCE AT DRIVING HIS VEH FOR LONGER PERIODS OF TIME.....CUST ALSO STATED THAT THE DLRSHIP WAS ON STRIKE AND THAT THEY WERE CLOSED.....CRM ADV THAT WE WOULD CONTACT THE DLRSHIP ON WEDNESDAY AND THEN INFORM THE CUST AS TO THE STATUS.....MICHELLE WEINEL/ATX/CARS.....

CRM CONTACTED DLRSHIP AND SPOKE WITH ANDY SERVICE WRITER WHO STATED THAT I WOULD NEED TO SPEAK WITH JOSE WHO WAS WITH A CUSTOMER AT THIS TIME AND THAT I WOULD HAVE TO CALL BACK, CRM ADV THAT I WOULD HOLD FOR JOSE AND WAS THEN ADV BY ANDY THAT "REALLY HE DIDN'T KNOW WHERE JOSE WAS." JOSE CAME TO THE PHONE AND STATED THAT HE WOULD ASSIST WITH THE COST OF HAVING VEH TOWED AND TRYING TO RESOLVE THE PROBLEM.....CRM INF ORMED CUST AND CUST AGREED TO ALLOW DLRSHIP TO REPAIR ONCE AGAIN.....
..... MICHELLE WEINEL/ATX/CARS

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

CODE # DISC	CODE COMMENTS
MO1 1	STEERING COLUMN KEEPS LOCKING
	CASE CLOSED BY SYSTEM

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

NAPLES, FL

CASE NUMBER: 03946577 VIN: 1G1YY22G4N5104867
MODEL YEAR: 1998
DATE OPENED: 2001-04-25 SERIES: UNKNOWN
DATE CLOSED: 2001-04-25 MILEAGE: 31500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) The entire column has locked up

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the 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/CARSCEF/SBS/html/ChronicAlerts.html>]]
(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/CARSCEF/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

Cust states the steerin gwheel column locked up on him today...Cust seeks to know if the repair would be covered underthe NVW...CRM advised cust that the NVW is expired by time, so the repair would be at his cost unless a defect is found in workmanship ofthe vah, & it would have to be diagnosed @ a Chevrolet dlr ship...Cust was satisfied...Kevin Jackson/CARS Tier-1/TPA...; 0; 357066313

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

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

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

REMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:
GAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: 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:
LEASE 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: