

EA02-031

GM

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

ATTACHMENT

4F

BOOK 11 OF 22

PART 2 OF 3

317599

CASE NUMBER: 00595676 VIN: 1G1YY22G4W5105419
DATE OPENED: 06/12/00 MODEL YEAR: 1998
DATE CLOSED: 06/23/00 SERIES: CORVETTE COUPE
SOURCE: PAR MILEAGE: 29000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NC
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: DAVIS CHEVROLET INC

ERC PART#: 00595675 DEALER ADDRESS: 96 RADIO DRIVE, LEXINGTON, NC, 27292, USA

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

T01 Product Allegation GM 1241
0 REPAIR ATTEMPT(S)

Other
Product Allegation

H70 Antilock Brake System (ABS)
2 REPAIR ATTEMPT(S)

Other
LIGHT COMES ON FREQUENTLY

H73 Traction Control
2 REPAIR ATTEMPT(S)

Other
LIGHT COMES ON FREQUENTLY

M01 Steering General
2 REPAIR ATTEMPT(S)

Other
STEERING LOCKS UP

STEERING COLUMN LOCKS UP, ABS AND SERVICE TRACTION CONTROL LIGHT KEEP COMING ON FREQUENTLY

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

CUST STATE THAT HIS WIFE HAD AN ACCIDENT ON JUNE 3 AROUND 5:00PM. CUST STATE THAT THERE IS NO AFTERMARKET ITEMS ON HIS VEHICLE. REPAIRS OUTSIDE OF WARRANTY WERE NEW TIRES PUT ON, ROTORS AND NEW BRAKES PAD AND THESE REPAIR WAS DONE BY THE DLR. CUST WAS WEARING HER SEATBELT. PROPERTY DAMAGE TO THE CAR IS REAR QUARTER PANEL, FRONT END UNDERNEATH THE BUMPER COVER, MORE DAMAGE UNDERNEATH THE CAR, BUMPER COVER, THE SPOILER UNDERNEATH, HOOD, HEADLIGHT DOORS, AND IT APPEARS THE BODY IS LIFTED SOMEWHAT AT THE REARS. A POLICE REPORT WAS MADE. CUST WIFE HAD NO INJURIES. CUST STATE ON HE HAD TAKEN THE CAR TO DAVIS CHEVROLET 2 WEEKS PRIOR TO THIS ACCIDENT FOR HIS CONCERN WITH STEERING LOCKING UP THE ABS LIGHT AND SERVICE TRACTION CONTROL LIGHT HAD BEEN COMING ON FREQUENTLY. DAVIS FIE THE PROBLEM THEY KEEPT THE CAR FOR 5 DAYS. THEN ON MAY 29 CUST HAD THE VEHICLE TO TO MODERN CHEVROLET BECAUSE THE STEERING COULDN LOCKED UP AGAIN. DAVIS KEPT THE CAR FOR 5 HOURS AND STATED IT WAS SOMETHING TO DO WITH SHIFLOCK.; 0; 329761826
2000-06-13

CUST STATE THAT HIS WIFE INFORMED HIM THAT THE CAR STARTED TAILSPINNING FROM THE BACK THE CAR WENT OFF THE ROAD DOWN A GULLEY SPINNING. CUST STATE HIS WIFE SAID THAT SHE JUST HELD ON TO THERE STEERING WHEEL UNTIL THE CAR STOP SPINNING. AFTER THE CAR STOPSPINNING SHE HAD TO CLIMB OUT ON THE PASSANGER SIDE IN THEN SHE CONTACTED HER HUSBAND. CUST FEEL THAT THIS ACCIDENT COULD BE FROM THE RELATED PROBLEMS HE HAS HAD WITH THE VEHICLE. CUST STATE HIS WIFE WAS STRAIGHT HWY AND SHE HAD THE CRUISE CONTROL ON 60. CUST STATE THAT HE IS VERY FAIGHTEN OF THIS VEHICLE. CRM IS SUBMITTING FILE TO PAR. LESLEY RICHARDSON REIM; 0; 329762065
2000-06-14

Crm spoke to [REDACTED] and reviewed the incident. Crm requested approval to inspect his vehicle, the customer agreed. Crm contacted Mr. Lanier the service manager of Lanier Motors and advised him that an EAA inspector would be out to inspect the customer's vehicle.; 0; 329844456
2000-06-23

Crm contacted the customer and reviewed the inspection results. Crm advised the customer that based on the results of the inspection and the police report GM is declining responsibility and that the customer should pursue the issue through his insurance company.; 0; 330634024
2000-06-23

SUMMARY

Crm reviewed the file.
Crm reviewed the incident with the customer.; 0; 330634064
2000-06-23

Customer approved the EAA inspection of the vehicle.
Crm advised the customer that GM is declining responsibility.
Crm is sending a decline letter to the customer.; 0; 330634135
2000-06-23

Crm is forwarding the file to HSIS.
Crm is closing the file.
Julio Villarino/Tampa/Par ext 58967; 0; 330634187

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

INCIDENT DATE: 2000-06-03 INCIDENT TIME: 17:00:00
INCIDENT LOCATION: HWY 52 JUST PASS THE LEXINGTON EXIT STATED LEXINGTON 2 MILES

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NO

OWNER DESCRIPTION: CUST STATE TAIL END SPINNING FROM BACK WENT OFF THE ROAD DOWN INTO A
GULLEY. CUST JUST HELD ON TO

ALLEGED DEFECTIVE COMPONENT: STEERING COLUMN, ABS AND TRACTION CONTROL LIGHT FREQUENTLY
ON

INCIDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: Wet ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: NATIONWIDE/WAGNER AGENCY
LEXINGTON, NC 27292 INSURANCE COMPANY ADDRESS: 400 W CENTER STREET

AGENT NAME: WILLIE FLESS
AGENT PHONE NUMBER: 336-249-9151

MORE INFORMATION: THE STEERING WHILE THE CAR WAS SPINNING AFTER IT STOP SPINNING SHE GOT
OUT ON THE PASSENGER SIDE AND
MAINTENANCE LOCATION: MODERN CHEVROLET AND DAVIS CHEVROLET
CURRENT LOCATION OF VEHICLE: LANIER MOTOR COMPANY
NOTIFY NAME:

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

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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*****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*****

REFUSAL CASE NUMBER:

DATE:

TITLE NAME:

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

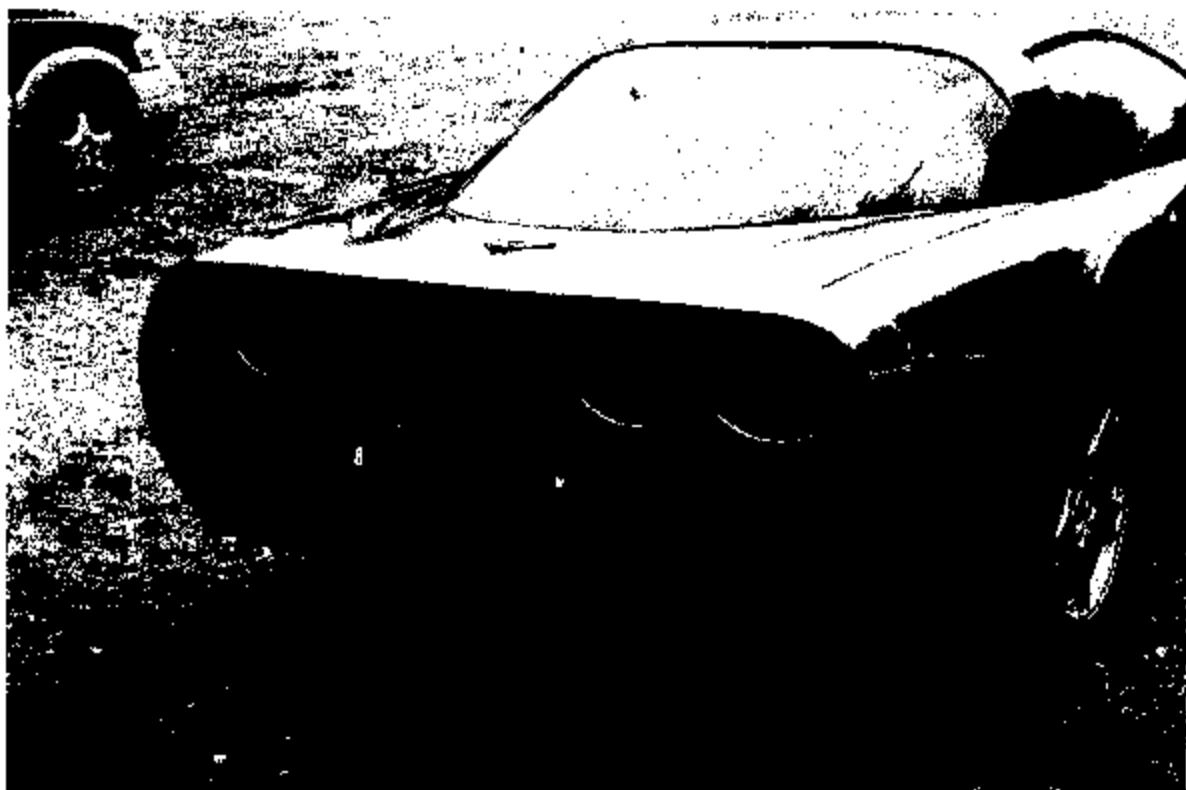
COMPANY:

CONTACT TYPE:

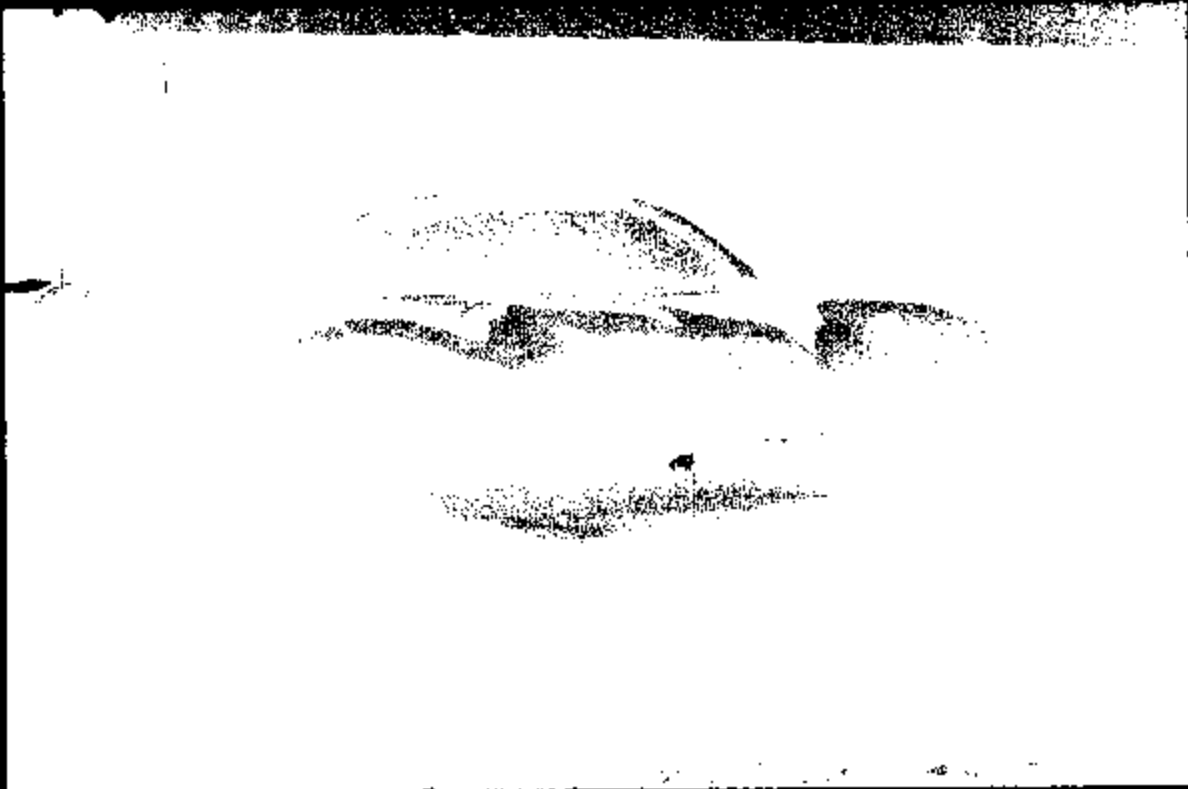
ADDRESS:

CONTACT PHONE:

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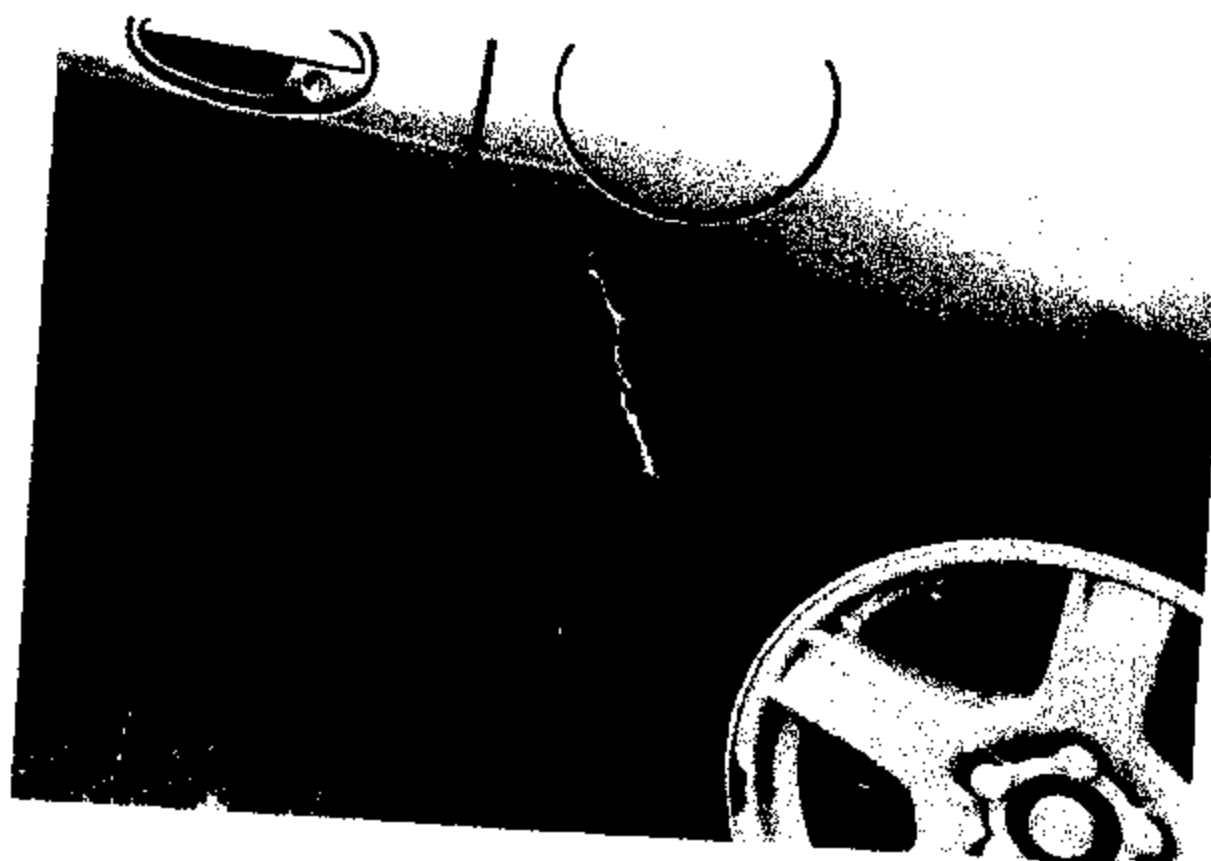
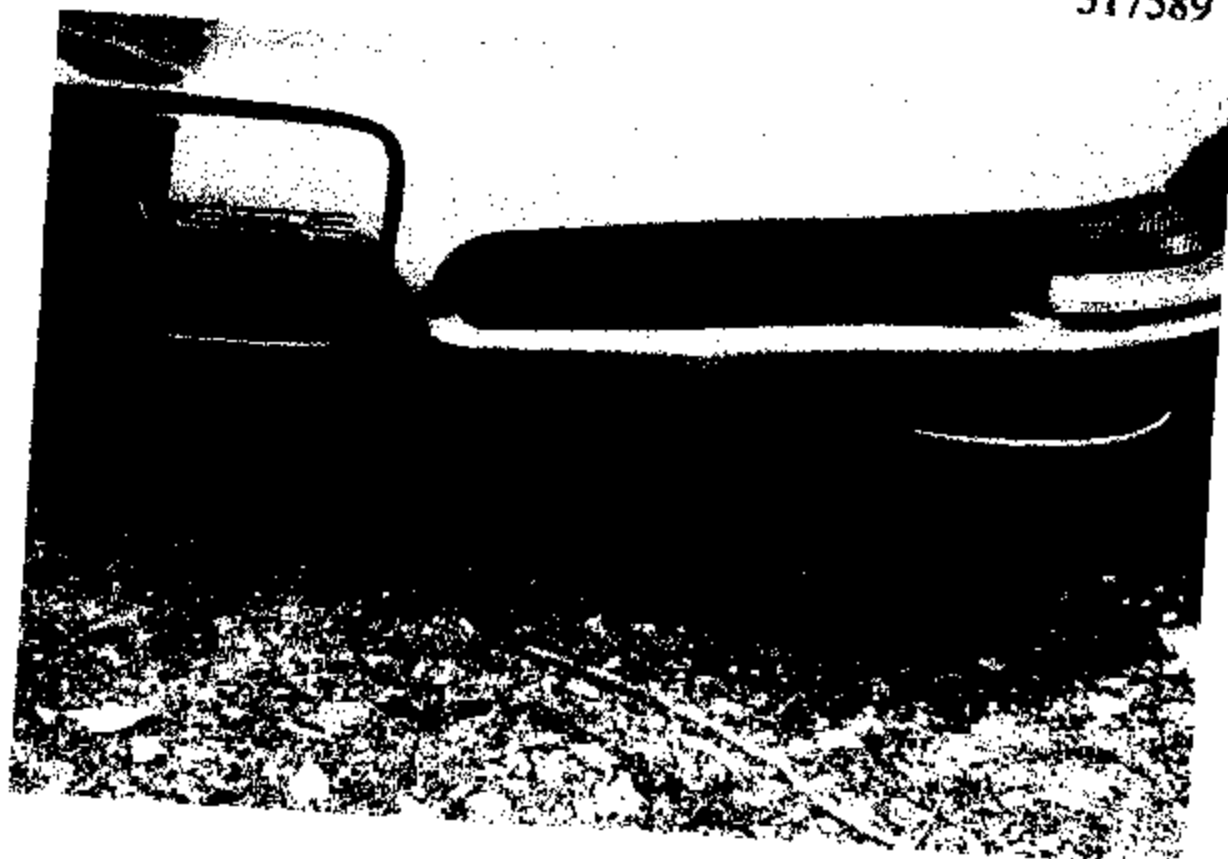


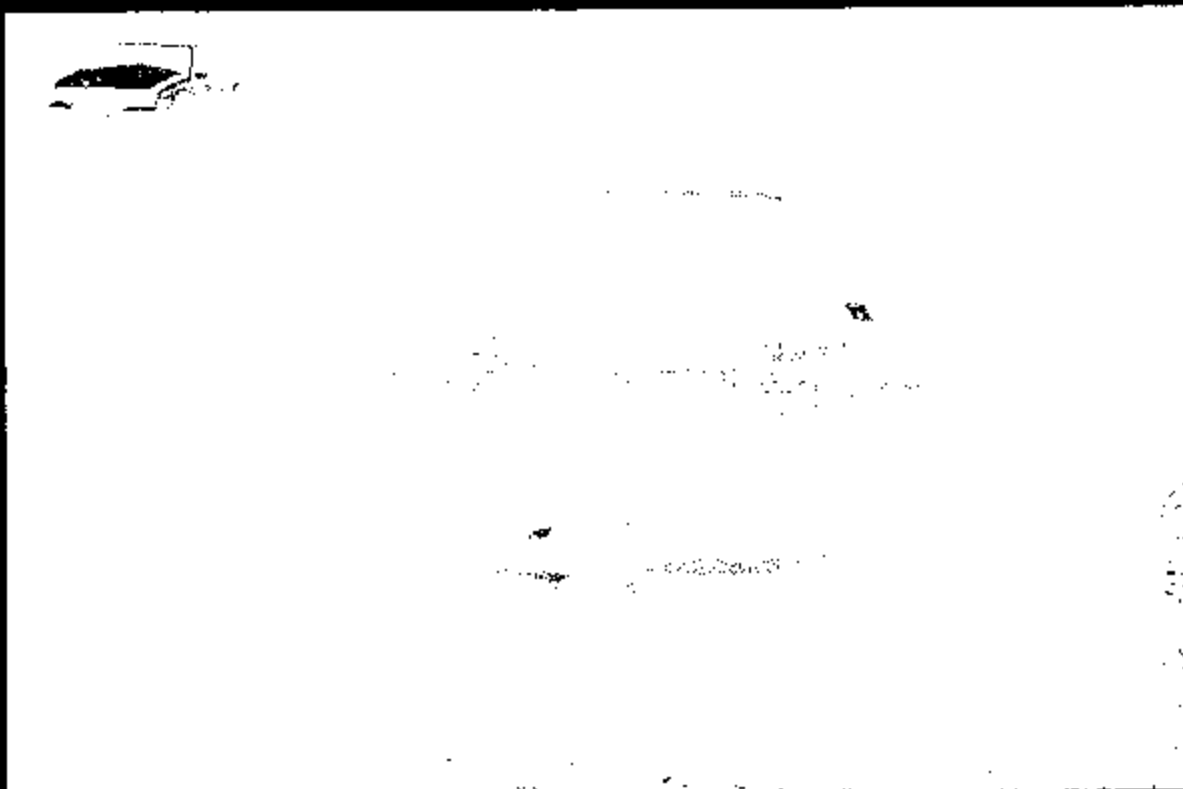


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GM RESTRICTED

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CASE NUMBER: 01728249 VIN: 1G1YY22G4W5105419
 DATE OPENED: 09/28/00 MODEL YEAR: 98
 DATE CLOSED: 10/06/00 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE: 33000
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: NC
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: GREEN, RICKY L
 ADDRESS:
 HOME PHONE: 336-248-5646

CASE NUMBER: 01728249 VIN: 1G1YY22G4W5105419
 MODEL YEAR: 1998
 DATE OPENED: 2000-09-28 SERIES: CORVETTE COUPE
 DATE CLOSED: 2000-10-06 MILEAGE: 33000
 SOURCE: Phone DELIVERY DATE:
 BMC TYPE: DEALER NAME: DAVIS CHEVROLET INC
 BMC PARTNT: DEALER ADDRESS: 96 RADIO DRIVE, LEXINGTON, NC, 27292, USA

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

H71 ABS Sensors	Other
0 REPAIR ATTEMPT(S)	LIGHT
H73 Traction Control	Other
0 REPAIR ATTEMPT(S)	LIGHT
M01 Steering General	Inoperative
2 REPAIR ATTEMPT(S)	COLUMN LOCKS UP

Demand Notice - NC

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

CRM RECEIVED CUST'S LETTER PURSUANT TO THE CONSUMER PROTECTION LAW FOR THE STATE OF NC REGARDING A STEERING COLUMN LOCK CONCERN AND AN ABS/TRACTION CONTROL CONCERN. THE CUST STATES THAT AN ACCIDENT OCCURED AND THAT IT WAS THE FAULT OF THE VEHICLE. CRM WILL SPEAK WITH SVC MGR. ---NIKKI ANDERSON/LEGAL CORR/EXT 58971; 0; 339019964
 2000-09-28

WAS ABLE TO REACH THE SVC MGR AT THE MODERN CHEV DLASHIP WHO STATED THAT THE VEHICLE CURRENTLY IN THE SHOP FOR THE LISTED REPAIRS BUT THAT THE CUST STOPPED THE REPAIRS WHEN HE DECIDED TO PURSUE THE LEMON LAW. THE SVC MGR WAS VERY BUSY AT THE TIME OF CONTACT

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CRM DID ADVISE THAT THE AVM WAS INVOLVED IN THE CASE. CRM WILL CONTACT AVM. ---NIKKI ANDERSON/LEGAL CORR/EXT 58971; 0; 339021116
2000-09-28

CRM LEFT MESSAGE FOR THE AVM JOE SCHROER (404082)(8202) AND IS WAITING FOR HIS FEED BACK. ---NIKKI ANDERSON/LEGAL CORR/EXT 58971; 0; 339021160
2000-09-28

CRM TRIED TO REACH THE CUST AND LEFT MESSAGE ON HOME VMAIL REQUESTING CALL BACK. ---NIKKI ANDERSON/LEGAL CORR/EXT 58971; 0; 339021193
2000-09-28

CRM RECEIVED MESSAGE FROM AND SPOKE TO AVM. AVM STATED THAT P.R.A. AND PAR FILE HAVE BEEN FORWARDED TO AUBREY WASHINGTON OF GM. THE AVM HAS SPOKED DIRECTLY TO THE CUST AND PLANE TO CONTINUE TO DO SO. AVM IS HANDLING THE FILE. CRM IS CLOSING FILE SATISFIED AS AVM IS HANDLING THINGS. ---NIKKI ANDERSON/LEGAL CORR/EXT 58971; 0; 339024518

*****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:

VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:

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OP INSPECTED:
 INVESTIGATIVE SUMMARY:
 PAR STATUS:

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:

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

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

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

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

INTERNAL CASE NUMBER: DATE:
 TITLE NAMES:
 BUSINESS: 1 BUSINESS: 0

IDENT: _____ 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:		

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CASE NUMBER: 00595675 VIN: 1G1YY22G4W5105419
 DATE OPENED: 06/12/00 MODEL YEAR: 98
 DATE CLOSED: 11/16/00 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE: 33000
 CUSTOMER:
 ADDRESS:
 HOME PHONE: [REDACTED] STATE: NC
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] LEXINGTON NC [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 00595675 VIN: 1G1YY22G4W5105419
 MODEL YEAR: 1998
 DATE OPENED: 2000-06-12 SERIES: CORVETTE COUPE
 DATE CLOSED: 2000-11-16 MILEAGE: 33000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: DEALER NAME: MODERN CHEVROLET COMPANY
 SRC PARENT: DEALER ADDRESS: 800 W FOURTH ST., WINSTON-SALEM, NC, 27101, USA

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

M01 Steering General	Other
3 REPAIR ATTEMPT(S)	STEERING LOCKS UP
H70 Antilock Brake System (ABS)	Other
2 REPAIR ATTEMPT(S)	LIGHT COMES ON FREQUENTLY
H73 Traction Control	Other
2 REPAIR ATTEMPT(S)	LIGHT COMES ON FREQUENTLY
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	MAJOR GUARD 72/75/0 DED
K30 Automatic Transmission	Other
1 REPAIR ATTEMPT(S)	REPL @ 6656 MILES \$2K APPROX.

STEERING COLUMN LOCKS UP, ABS AND SERVICE TRACTION CONTROL LIGHT KEEP COMING ON FREQUENTLY
 *****WORK HISTORY*****

CUST STATE THAT HE IS FRIGHTEN OF HIS VEHICLE. CUST STATE HIS WIFE HAD AN ACCIDENT ON JUNE 3 AROUND 5:00 P.M. CUSTOMER STATE THAT HE HAD TAKEN THE VEHICLE TO DAVIS CHEVROLET FOR THE STEERING LOCKING UP, ABS LIGHT, AND SERVICE TRACTION CONTROL LIGHT HAD BEEN COMING

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FREQUENTLY. THEY KEPT THE CAR FOR 5 DAYS. THIS WAS 2 WEEK PRIOR TO THE ACCIDENT. CUST
 HAD HAD TAKEN THE VEHICLE TO MODERN CHEVROLET FOR THE SAME PROBLEM ON MAY 29 THEY KEPT
 THE CAR FOR 5 HOURS AND STATED IT WAS SOMETHING TO DO WITH THE SHIFT LOCK. CUST STATE
 THAT THERE IS SOMETHING OF MALFUNCTION WITH THIS CAR AND HE IS VERY FRIGHTEN OF THIS CAR.;
 0; 329683029
 2000-09-19

cust states tht he was advised to call cac before sending letter to request a replacmnt
 of his veh.... cust asks if i wld be able to handle ... crm adv tht the only person that
 makes decision on a buyback is the avm, adv can contact avm and make aware of the request
 to have veh replaced.....AVM--Joseph Schroer...node:40482, mh:8202.....crm left message
 for avm, and adv cust that it wld take a few days to get a response
 back.....atx; 0; 338227406
 2000-09-19

crm contact ASM, Joe Shore..... ****NOT To Be Given out..cell# [REDACTED] ** adv that
 he is going to do more research into it and speak with the dirship to review the history,
 and contact BRC for info on the par case cust had that is related to his current
 concern..... Joe will contact me once research is complete and he has an
 update.....atx; 0; 338243430
 2000-10-06

par division has reviewed repurchase request with a. washington, l. dickinson, and e.d.
 thompson---repurchase declined. refer customer to his insurance company. jonathan
 posnick/tampa par; 0; 339698636
 2000-10-12

AVM REQUEST INFO AND READ NOTES AND AVM THANKED CRM AND ENDED THE CALL. GLEN
 ORCUTT/AVM/TAMPA; 0; 340214252
 2000-10-17

AVM, JOE SCHROER (800-363-0083 BX 8202) REQUESTS A MAJOR GUARD 72/75/0 DEDUCTIBLE. AVM
 STATES UNABLE TO ASSIST WITH REPURCHASE B/C OF PAR CASE. AVM STATES VEH'S STEERING
 COLUMN LOCK HAS FAILED 3 X'S AND CUST HAS ACCEPTED GMFF FOR CUST SATISFACTION. CRM
 ADVISED AVM THAT GMFF WILL BE PROCESSED FOR APPROVAL. REBECCA SKAGGS/AVM CAC/TAMPA; 0;
 340643500
 2000-10-17

AVM, JOE SCHROER (800-363-0083 BX 8202) REQUESTS A MAJOR GUARD 72/75/0 DEDUCTIBLE DUE TO
 STEERING COLUMN LOCK FAILURE 3X'S AND TRANSMISSION ASM REPL AT 6656 MILES. AVM STATES
 GMFF BEING ISSUED FOR CUST SATISFACTION. CRM ADVISED AVM THAT GMFF WILL BE PROCESSED FOR
 APPROVAL. REBECCA SKAGGS/AVM CAC/TAMPA; 0; 340643961
 2000-10-17

****COMMENTS COPIED FROM PAR FILE #C00595676****

PAR CRM/JULIO VILLARINO 6/23/00 12:59PM

CRM contacted the customer and reviewed the inspection results. CRM advised the customer
 that based on the results of the inspection and the police report GM is declining
 responsibility and that the customer should pursue the issue through his
 insurance company.

Customer approved the EAA inspection of the vehicle.

CRM advised the customer that GM is declining responsibility.

CRM is sending a decline letter to the customer.

CRM is forwarding the file to ESIS.

CRM is closing the file.

Julio Villarino/Tampa/Par ext 58967; 0; 340666037

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0-10-17

TEAM LEAD REVIEWED REQUEST FOR GMPP MAJOR GUARD 72/75,000 WITH ZERO DEDUCTIBLE. REQUEST FROM AVM MEETS SOG GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING.....

SHARON IKKI/TEAM LEAD FOR AVM CAC/TAMPA; 0; 340666114
2000-10-18

FILE HAS BEEN PRE-APPROVED BY JOY NIXON-TAMPA APPROVAL GROUP; 0; 340749297
2000-10-19

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED GMPP MAJOR GUARD FOR 72/75/0 PER AVM JOE SCHROER. FORWARDING TO APPROVAL TEAM FOR LTR PROCESSING.; 0; 340845918
2000-10-20

gmpp on its way letter requested on 10/20/00, reference 167047. Jan Hawthorne/tpa/goodwill auditor; 0; 340921864
2000-10-23

Gmpp on its way letter released. Lara Dubose/Tpa; 0; 341165262
2000-11-06

COR. RECEIVED, ASSIGN ONLY DOC #0030800313. MARTHA PATRAM/TAMPA-PRVI; 0; 342379969
2000-11-16

GMPP ON ITS WAY LETTER MAILED 10/25/00. FRAN DUKES/GOODWILL APPROVAL GROUP/TPA.; 0; 343270912

*****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:

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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:

LINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

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RESTRAINT:

IF SO, WHERE:

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

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

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



PAR CASE INFORMATION

3/7/87

Problem ID: 00595676

CONTACT INFORMATION

NAME: [REDACTED]
ADDRESS: [REDACTED]
LEXINGTON, NC
PHONE NUMBER: [REDACTED]

PAR DETAILS

CONTACT ID: 0000028712363
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NO
ROAD SURFACE: Asphalt
ROAD CONDITION: Wet
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: STEERING COLUMN, ASS A
POLICE REPORT: Yes
MAINTENANCE LOCATION: MODERN CHERVOLET AND D
INSURANCE: Yes
INSURANCE COMPANY: NATIONWIDE/WAGNER AGEN
INSURANCE COMPANY ADDR: 400 W CENTER STREET LEXI
AGENT NAME: WILLIE PLESS
STATUS: Accepted
REJECT REASON:
PROPERTY DAMAGE:
OWNER DESC: CUST STATE TAIL END
SPINNING FROM BACK
WENT OFF THE ROAD
DOWN INTO A GULLEY.
CUST JUST HELD ON TO
INCIDENT DATE: 6/3/80
INCIDENT TIME: 0
INCIDENT LOCATION: HWY 52 JUST PASS THE
LEXINGTON EXIT STATED
LEXINGTON 2 MILES

BODY INJURY:
COLLISION:
PROPERTY DMG:
NON COLL:
DMG ABV K:
NOTIFY NAME:
INSPECTION: 0
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
ROAD TEST: 0
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY:
INCIDENT RESULT:
AGENT PHONE: 335-248-8151

VEHICLE LOCATION: LANER MOTOR COMPANY
MORE INFO: THE STEERING WHILE THE CAR
WAS SPINNIN.AFTER IT STOP
SPINNING SHE GOT OUT ON
THE PASSANGER SIDE AND

BRC CONTACT INFORMATION

NAME:
TYPE:
COMPANY:
ADDRESS:

PHONE:
PAYEE:
ACCOUNT/POLICY:
SELLING DEALER:
CONTRACT:
SERVICE DEALER:
CONTRACT:



PAR CASE INFORMATION

Problem ID: 00595676

FILE INFORMATION

VIN: 1G1YY2G4W8106419
MAKE: CHEVROLET
MODEL: CORVETTE COUPE
YEAR: 1998
ODOMETER: 28,000

UCC CODE INFORMATION

DESCRIPTION:
SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: Product Allegation
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: H70
COMPONENT DESCRIPTION 2: LIGHT COMES ON FREQUENTLY
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Antilock Brake System (ABS)
REPAIR ATTEMPTS 2: 2

COMPONENT CODE 3: H73
COMPONENT DESCRIPTION 3: LIGHT COMES ON FREQUENTLY
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Traction Control
REPAIR ATTEMPTS 3: 2

COMPONENT CODE 4: M01
COMPONENT DESCRIPTION 4: STEERING LOCKS UP
COMPLAINT CODE 4: Other
COMPLAINT DESCRIPTION 4: Steering General
REPAIR ATTEMPTS 4: 2

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

WORK HISTORY

06/13/00 CUST STATE THAT HIS WIFE HAD AN ACCIDENT ON JUNE 3 AROUND 5:00PM. CUST STATE THAT THERE IS NO AFTERMARKET ITEMS ON HIS VEHICLE. REPAIRS OUTSIDE OF WARRANTY WERE NEW TIRES PUT ON, ROTORS AND NEW BRAKES PAD AND THESE REPAIR WAS DONE BY THE DLR. CUST WAS WEARING HER SEATBELT. PROPERTY DAMAGE TO THE CAR IS REAR QUARTER PANEL, FRONT END UNDERNEATH THE BUMPER COVER, MORE DAMAGE UNDERNEATH THE CAR, BUMPER COVER, THE SPOILER UNDERNEATH, HOOD, HEADLIGHT DOORS, AND IT APPEARS THE BODY IS LIFTED SOMEWHAT AT THE REARS. A POLICE REPORT WAS MADE. CUST WIFE HAD NO INJURIES. CUST STATE ON HE HAD TAKEN THE CAR TO DAVIS CHEVROLET 2 WEEKS PRIOR TO THIS ACCIDENT FOR HIS CONCERN WITH STEERING LOCKING UP THE ABS LIGHT AND SERVICE TRACTION CONTROL LIGHT HAD BEEN COMING ON FREQUENTLY. DAVIS FIX THE PROBLEM THEY KEE THE CAR FOR 5 DAYS. THEN ON MAY 28 CUST HAD THE VEHICLE TO TO MODERN CHERVOLET BECAUSE THE STEERING COULMIN LOCKED UP AGAIN. DAVIS KEPT THE CAR FOR 3 HOURS AND STATED IT WAS SOMETHING TO DO WITH SHIFLOCK.

06/13/00 CUST STATE THAT HIS WIFE INFORMED HIM THAT THE CAR STARTED TAILSPINNING FROM THE BACK THE CAR WENT OFF THE ROAD DOWN A GULLEY SPINNING. CUST STATE HIS WIFE SAID THAT SHE JUST HELD ON TO THEE STEERING WHEEL UNTIL THE CAR STOP SPINNING. AFTER THE CAR STOP SPINNING SHE HAD TO CLIMB OUT ON THE PASSANGHR SIDE IN THEN SHE CONTACTED HER HUSBAND. CUST FEEL THAT THIS ACCIDENT COULD BE FROM THE RELATED PROBLEMS HE HAS HAD WITH THE VEHICLE. CUST STATE HIS WIFE WAS STRAIGHT HWY AND SHE HAD THE CRUISE CONTROL ON 60. CUST STATE THAT HE IS VERY FRIGHTEEN OF THE VEHICLE. CRM IS SUBMITTING FILE TO FAR. LEELEY RICHARDSON REIM

06/14/00 Ccm spoke to [REDACTED] and reviewed the incident. Ccm requested approval to inspect his vehicle, the customer agreed. Ccm contacted Mr. Lender the service manager of Lender Motors and advised him that an EAA inspector would be out to inspect the customer's vehicle.

06/23/00Ccm contacted the customer and reviewed the inspection results. Ccm advised the customer that based on the results of the inspection and the police report GM is declining responsibility and that the customer should pursue the issue through his insurance company.

SMMARY

Ccm reviewed the file.
Ccm reviewed the incident with the customer
Customer approved the EAA inspection of the vehicle.
Ccm advised the customer that GM is declining responsibility.
Ccm is sending a decline letter to the customer.
Ccm is forwarding the file to ESIS.
Ccm is closing the file.
Jaleo Villalino/Tampa/Far ext 58967

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE, ABS & TRACTION CONTROL SYSTEMS**

Division: <u>Chev</u>	Real: <u>00595676</u>	VIN: <u>1G1YY2264W5105419</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		
Inspected By: <u>C. DICK PARKIN</u>	Organization: <u>RAA</u>	
Phone: <u>(910) 353-2863</u>	Inspection Date: <u>6-16-08</u>	Mileage at Inspection: <u>29493</u>

I INSPECTION SUMMARY

Following the inspection, summarize the facts and observations:

THE VEHICLE WAS INSPECTED ON 6/16/08 AT LAWRENCE AUTO BODY. THE VEHICLE HAS
LOWER FRONT BUMPER, LEFT SIDE, AND L/R QUARTER DAMAGE. THE BRAKES
AND STEERING WAS INSPECTED AND NO PROBLEMS WERE FOUND. THE TIRES
AND BRAKE PADS ARE WORN. TRIED STEERING LOCK RELEASE (HOLDING
TIRES AND IT WORKED NORMAL ROAD TIME.
THE BODY SHOP TECHNICIAN STATED IT MIGHT NOT ALWAYS WORK FOR
HIM WHEN HE TRIES TO MOVE IT. CONCERN COULD BE DUPLICATED.

II INTERVIEW - VEHICLE HISTORY

Note to the Inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: [REDACTED]

2. Prior collision damage? (date, description, etc.) NO

Repaired by: _____

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine noise, etc.):

COUPLE OF TIMES (MOST RECENT SAT, PRIOR TO INCIDENT DATE) THE STEERING
WHEEL AT UNUSUAL WEAR SPOTS.

4. Repairs outside of warranty (what, when, by whom?): TIRES & BRAKE PADS BY DAVIS
CHEV

5. Other vehicle history information (from person being interviewed or GM Warranty History)?

TRACTION & ABS LINE CAME ON INTERMITTENTLY.

6. Last brake maintenance (date, description, by whom?): COUPLE WEEKS AGO BY DAVIS CHEV.

III INTERVIEW - INCIDENT DETAILSDrive length: 2 h 0 min.Travel distance: 2 milesType of drive (e.g. city traffic, highway, hills or grades, etc.): _____Approximate number of brake applications, including full stops, in the one hour immediately prior to the incident: 2If vehicle is a truck or a car pulling a trailer at the time of the incident, estimated total weight of cargo and trailer 2 lb, load description: _____, load location: _____

	Before the Incident	At the Beginning* and During the Incident
Brake operation (normal, fade, pull, grab, etc.)	<u>OK</u>	
Brake pedal feel (normal, hard, spongy, etc.)	<u>OK</u>	
Warning lights/messages displayed. Describe	<u>OK</u>	
Unusual odors (from where?)	<u>N/A</u>	
Other _____		

* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: 65 MPH at the beginning of the incident.Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: Held on + steering wheel.

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt or Other? _____ Describe: chipped concreteCondition: Wet, Dry, Icy or Other? _____ If other, specify: Wet

Other comments or observations that have not been covered? _____

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
VIN
Left side

Comments: _____

B. Brakes:

Front assemblies
Rear assemblies with drums removed

Comments: Brakes Like New

C. Interior:

Instrument panel & odometer
List all driver electrical controls which are in the "On" position: _____

Comments: No Damage

D. Underhood:

Engine compartment
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator

Comments: No Damage

E. Underbody:

Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels

Comments: FRONT LOWER AIR DAM BROKEN

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: NO

_____Anything on vehicle which is a modification: NO

Other relevant information: _____

V SYSTEM INSPECTION

In sections V A through V C, record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Check the N/A box or write N/A for sections and questions unrelated to the customer allegation.

V A BRAKES

Use the following table to identify what you did and what you found during the inspection of the brake system. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS
Red brake warning light	comes on with key test & goes off Normal
Yellow ABS light	comes on with key test & goes off Normal
Brake fluid level and condition	Full good condition
Boost/booster/master cylinder	DE hoses connected
External leakage?	NO external leaks observed
Pedal travel, check per service manual	1 1/2" (DE)
Front brakes	Like new
Rear brakes	Like new
Pads and shims	
ABS/TCS system	Test Normal No codes
Other _____	

Other Comments: _____

BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:

OBSERVATIONS: UNABLE TO DRIVE

ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:

OBSERVATIONS: UNABLE TO DRIVE

VB TIRES

1. TIRE IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle F1)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch
LF	Goodyear	Eagle F1	P245/45ZR17	28	6/32
RF	Goodyear	Eagle F1	P245/45ZR17	28	6/32
LR	Goodyear	Eagle F1	P245/45ZR17	30	5/32
RR	Goodyear	Eagle F1	P245/45ZR17	31	5/32

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF NONERF NONELR NONERR NONE

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the door)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES FRONT	P245/45ZR17	50	
SPARE TIRE	P245/45ZR17		

VC WHEELS

WHEEL CONDITION: NA ☐ OK ☒

Note any damage to wheels and mountings, such as bent rims, impact marks, etc.

VI. Site Inspection

Observe and record key facts of the accident scene showing:

1. All impact points of the road and other terrain and property at the site, including measurements from a clearly defined reference point. A clear photograph is required to identify each impact point.
2. Tire marks including measurements from a clearly defined reference point. Measurements must be taken by a measuring tape. Include a photograph clearly defining the reference point in relation to the accident site.
3. Include photographs of any other property damage and describe key observations.

Under no circumstances is the above to include any opinions or speculative statements. Only clearly defined observations and key facts are to be included in this site inspection. Do not include any diagram of the accident scene in which you speculate or assume the starting point of the vehicle(s) involved in the accident, the subsequent path of the vehicle(s), vehicle attitude (pitch, roll, yaw), vehicle speed, and vehicle direction.

It is appropriate to include a diagram of the accident site to help understand your observations, photographs and measurements and reference points. These items must be factually based, supported with photographs or measurements and not speculative or based on opinion.

Observations and Key Facts:

NO SKID MARKS PRIOR TO PERMANENT SCUFFING
FROM TIRES IN AREA IN ROAD STRUCK SKID PRIOR TO
LEAVING PAVEMENT.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS

Division: CLAV | Ref: DA 594276 | VIN: 761XY2264N3103419
Claimant's Name (Last, First): [REDACTED]
Inspected By: Charles Higgins | Organization: AAA
Phone: 810.951.2942 x | Inspection Date: 6-16-09 | Mileage at Inspection: 39425

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations: _____

SEE NOTES IN BRACED FORM

II INTERVIEW - VEHICLE HISTORY

Note to the Inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: _____

SEE NOTES IN BRACED FORM

2. Prior collision damage (date, description, etc.) _____

Repaired by: _____

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", tire worn, etc.): _____

4. Repairs outside of warranty (what, when, by whom?): _____

5. Other vehicle history information (from person being interviewed or GM Warranty History)? _____

6. Last maintenance (date, description, by whom?): _____

If vehicle is a truck, or a car-trailer carrying cargo at the time of the incident, estimated total weight of cargo and trailer: _____
 lbs. Load description: _____
 Load location: _____

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	<u>WAS LOCK UP SITUATION PRIOR TO ACCIDENT</u>	<u>UNE.</u>
Suspension (normal, other)	<u>OK NORMAL</u>	
Engine (normal, other)	<u>OK NORMAL</u>	
Transmission (normal, other)	<u>OK NORMAL</u>	
Electrical (normal, other)	<u>WAS TRAILER & BGC LITE.</u>	
Warning lights/messages	<u>N/A</u>	
Unusual noises (from where?)	<u>N/A</u>	
Smoke/steam (from where?)	<u>N/A</u>	
Other		

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: US 62 2000' N of Lexington Hospital South.

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe: CONCRETE

Condition: Wet, Dry, icy, or Other? If other, specify: WET

Estimated vehicle speed: 65 MPH Source of estimate: POLICE REPORT

Incident occurred while: Accelerating, Turning, Braking, Coasting, Driving normally: DRIVING NORMALLY

What did you do after you realized something was wrong? Describe: WAS REAR STRUCK & LOSS OF CONTROL

Any other comments or observations that have not been covered? No

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
VIN
Left side

Comments: OK NORMAL

B. Corner assemblies, if applicable:

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies

Comments: OK NORMAL

C. Interior:

Instrument panel & odometer

Comments: NO DAMAGE

D. Underhood:

Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: OK NO LOOSE, DAMAGED OR WORN PARTS OBSERVED

E. Underbody:

Steering linkage
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels
Etc.

Comments: OK NO DAMAGE, LOOSE OR WORN PARTS OBSERVED

F. General Observations (Take photographs if applicable):Anything on vehicle which is after-market: NOAnything on vehicle which is a modification: NOAnything on vehicle which is unusual, out-of-place, etc.: NO

Other relevant information: _____

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATION/TEST RESULTS
Steering system	OK Normal
Steering linkage	OK Normal
Steerack and pinion	OK Normal
Steering column, ignition switch, intermediate shaft	OK Normal
Steering pump, drive, hoses, connections, flow, pressure PS fluid level and condition	OK Fluid Full Normal
Steering knuckle	OK
Suspension components - LE	OK
RF	OK
LR	OK
RR	OK
Rear axle assembly	OK
Deformation to the frame	Not observed using

OBSERVATION/TEST RESULTS	
Describe evidence of axle/suspension/tire contact with frame, body or components	NONE
Describe contact of the undercarriage with the road surface (road, shoulder, curb, or grass)	FRONT AIR DAM DAMAGED
Electronic level control system/components	
Engine (normal, other)	Normal
Electrical (normal, other)	Normal
Warning lights/messages	NONE
Wheels (damage/impact marks)	NO DAMAGE
Codes/numbers for failed components. Describe	NONE
Other	

B. ECM/PCM

Stored codes? (Y/N) ____ If yes, list code number and description.

CODE	COUNTS	DESCRIPTION

Other comments: _____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT CODE	DESCRIPTION
None	

HISTORY CODE	DESCRIPTION
None	

VI. Site Inspection

Observe and record key facts of the accident scene showing:

1. All impact points of the road and other terrain and property at the site, including measurements from a clearly defined reference point. A clear photograph is required to identify each impact point.
2. Tire marks including measurements from a clearly defined reference point. Measurements must be taken by a measuring tape. Include a photograph clearly defining the reference point in relation to the accident site.
3. Include photographs of any other property damage and describe key observations.

Under no circumstances is the above to include any opinions or speculative statements. Only clearly defined observations and key facts are to be included in this site inspection. Do not include any diagram of the accident scene in which you speculate or assume the starting point of the vehicle(s) involved in the accident, the subsequent path of the vehicle(s), vehicle attitude (pitch, roll, yaw), vehicle speed, and vehicle direction.

It is appropriate to include a diagram of the accident site to help understand your observations, photographs and measurements and reference points. These items must be factually based, supported with photographs or measurement and not speculative or based on opinion.

Observations and Key Facts:

See Remarks w/ Broker Form

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Division: <u>CLAV</u>	Roll: <u>0059 5674</u>	VIN: <u>1G1YK22G4N5105419</u>
Claimant's Name (LAST, First): <u>[REDACTED]</u>		

Inspected By: C. DICK PARSONS Organization: GA
 Phone: (904) 343-2863 x Inspection Date: 6/16/00 Mileage at Inspection: 29493

Roll Number 1

Neg. # Description

- | | |
|-----|--------------------------------------------------------------|
| 0 | |
| 1. | FRONT |
| 2. | LF CORNER |
| 3. | RF CORNER |
| 4. | RR CORNER |
| 5. | R SIDE |
| 6. | L SIDE |
| 7. | RR QUARTER PANEL |
| 8. | FRONT BUMPER |
| 9. | FRONT |
| 10. | FRONT |
| 11. | AREA WHERE VEHICLE CAME TO STOP - LOOKING SOUTH |
| 12. | PATH OF VEHICLE PRIOR TO STOP - LOOKING SOUTH |
| 13. | FINAL RESTING SPOT OF VEHICLE - LOOKING SOUTH |
| 14. | PATH OF VEHICLE LOOKING NORTH (OPPOSITE DIRECTION OF TRAVEL) |
| 15. | PATH OF TRAVEL LOOKING SOUTH |
| 16. | LOOKING OPPOSITE DIRECTION OF TRAVEL |
| 17. | PAINT SCUFF MARKS ON CONCRETE |
| 18. | |
| 19. | |
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GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 23, 2000

[REDACTED]
Lexington, NC [REDACTED]

RE: File No.: [REDACTED]

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Chevrolet Corvette Coupe.

Our review of your file revealed no evidence to support your product allegation. Therefore, General Motors is unable to assume responsibility for damages.

Respectfully,

Julio Villarino
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LEXINGTON

NC

HOME PHONE:

CASE NUMBER: 00595675

VIN: 1Q1YY22G4W5105419

MODEL YEAR: 1998

DATE OPENED: 2000-06-12

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-11-16

MILEAGE: 33000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: MODERN CHEVROLET COMPANY

BRC PARENT:

DEALER ADDRESS: 800 W FOURTH ST., WINSTON-SALEM, NC, 27101, USA

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

M01 Steering General

Other

3 REPAIR ATTEMPT(S)

STEERING LOCKS UP

H70 Antilock Brake System (ABS)

Other

2 REPAIR ATTEMPT(S)

LIGHT COMES ON FREQUENTLY

E73 Traction Control

Other

2 REPAIR ATTEMPT(S)

LIGHT COMES ON FREQUENTLY

5 Protection Plan Administration (GM Purchase) Customer Satisfaction

REPAIR ATTEMPT(S)

MAJOR GUARD 72/75/0 DED

K30 Automatic Transmission

Other

1 REPAIR ATTEMPT(S)

REPL @ 6656 MILES \$2K APPROX.

STEERING COLUMN LOCKS UP, ABS AND SERVICE TRACTION CONTROL LIGHT KEEP COMING ON FREQUENTLY

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

CUST STATE THAT HE HIS FRIGHTEN OF HIS VEHICLE. CUST STATE HIS WIFE HAD AN ACCIDENT ON JUNE 3 AROUND 5:00 P.M. CUSTOMER STATE THAT HE HAD TAKEN THE VEHICLE TO DAVIS CHEVROLET FOR THE STEERING LOCKING UP, ABS LIGHT, AND SERVICE TRACTION CONTROL LIGHT HAD BEEN COMING ON FREQUENTLY. THEY KEPT THE CAR FOR 5 DAYS. THIS WAS 2 WEEK PRIOR TO THE ACCIDENT. CUST THEN HAVE TAKEN THE VEHICLE TO MODERN CHEVROLET FOR THE SAME PROBLEM ON MAY 29 THEY KEPT THE CAR FOR 5 HOURS AND STATED IT WAS SOMETHING TO DO WITH THE SHIFT LOCK. CUST STATE THAT THERE IS SOMETHING OF MALFUNCTION WITH THIS CAR AND HE IS VERY FRIGHTEN OF THIS CAR.; 0; 329683029 2000-09-19

cust states tht he was advised to call gac before sending letter to request a replacmnt of his veh.... cust asks if i wld be able to handle ... crm adv tht the only person that makes decision on a buyback is the avm, adv can contact avm and make aware of the request to have veh replaced.....AVM--Joseph Schroer...node:40482, sb:8202.....crm left message for avm, and adv cust that it wld take a few days to get a response back.....atx; 0; 338227406

2000-09-19

crm contact ASM, Joe Shore..... ****NOT To Be Given out..cell# [REDACTED]*** adv that he is going to do more research into it and speak with the dlrship to review the history, and contact BRC for info on the par case cust had that is related to his current concern..... Joe will contact me once research is complete and he has an update.....

.....atx; 0; 338243430

2000-10-06

division has reviewed repurchase request with a. washington, l. dickinson, and e.d. jackson---repurchase declined. refer customer to his insurance company. jonathan posnick/tampa par; 0; 339698636
2000-10-12

AVM REQUEST INFO AND READ NOTES AND AVM THANKED CRM AND ENDED THE CALL. GLEN ORCUTT/AVM/TAMPA; 0; 340214252
2000-10-17

AVM, JOE SCHROER (800-363-0083 EX 8202) REQUESTS A MAJOR GUARD 72/75/0 DEDUCTIBLE. AVM STATES UNABLE TO ASSIST WITH REPURCHASE B/C OF PAR CASE. AVM STATES VEH'S STEERING COLUMN LOCK HAS FAILED 3 X'S AND CUST HAS ACCEPTED GMPP FOR CUST SATISFACTION. CRM ADVISED AVM THAT GMPP WILL BE PROCESSED FOR APPROVAL. REBECCA SKAGGS/AVM CAC/TAMPA; 0; 340643500
2000-10-17

AVM, JOE SCHROER (800-363-0083 EX 8202) REQUESTS A MAJOR GUARD 72/75/0 DEDUCTIBLE DUE TO STEERING COLUMN LOCK FAILURE 3X'S AND TRANSMISSION ASM REPL AT 6656 MILES. AVM STATES GMPP BEING ISSUED FOR CUST SATISFACTION. CRM ADVISED AVM THAT GMPP WILL BE PROCESSED FOR APPROVAL. REBECCA SKAGGS/AVM CAC/TAMPA; 0; 340643961
2000-10-17

****CMTE COPIED FROM PAR FILE #C00595676****

PAR CRM/JULIO VILLARINO 6/23/00 12:59PM

Crm contacted the customer and reviewed the inspection results. Crm advised the customer that based on the results of the inspection and the police report GM is declining responsibility and that the customer should pursue the issue through his insurance company. Customer approved the BAA inspection of the vehicle.

Crm advised the customer that GM is declining responsibility.

Crm is sending a decline letter to the customer.

Crm is forwarding the file to HSIS.

Crm is closing the file.

Julio Villarino/Tampa/Par ext 58967; 0; 340666037

2000-10-17

TEAM LEAD REVIEWED REQUEST FOR GMPP MAJOR GUARD 72/75,000 WITH ZERO DEDUCTIBLE. REQUEST FROM AVM MEETS SOG GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING.....
SHEARON IKELI/TEAM LEAD FOR AVM CAC/TAMPA; 0; 340666114
2000-10-18

FILE HAS BEEN PRE-APPROVED BY JOY NIXON-TAMPA APPROVAL GROUP; 0; 340749297
2000-10-19

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED GMPP MAJOR GUARD FOR 72/75/0 PER AVM JOE SCHROER. FORWARDING TO APPROVAL TEAM FOR LTR PROCESSING.; 0; 340845918
2000-10-20

gmpp on its way letter requested on 10/20/00, reference 167047. Jan Hawthorne/tpa/goodwill auditor; 0; 340921864
2000-10-23

Gmpp on its way letter released. Lara Dubose/Tpa; 0; 341165262
2000-11-06

MR. RECEIVED, ASSIGN ONLY DOC #0030800313. MARTHA PATRAM/TAMPA-FRVI; 0; 342379969
2000-11-16

GMPP ON ITS WAY LETTER MAILED 10/25/00. FRAN DUKES/GOODWILL APPROVAL GROUP/TPA.; 0; 343270912

*****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:
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:
BAR STATUS:

*****BAR 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:
MADA: 0
SALES TAX:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
ANCH:
COUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 20, 2000

[REDACTED]
Lexington, NC [REDACTED]

Request: C00595675

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/75,000 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

**General Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6888
Chicago, IL 60680-6888**

11-03-00P06:02 RCVD

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: _____

File Number: _____

Personal Use: ☒ **Commercial Use:** _____

Reason for offering GMPP: 3 Steering Column Lock Failure + Trans. Asm
Repl. @ 4656 mi.

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1YY22G4W5105419

Year: 1998 **In service Date:** 9/1/98 **Mileage:** 39,000

Division Dealer Code Information: (Circle one below)

Pontiac - 16-89101
Buick - 11-89001

GMC Truck - 48-61784
Chevrolet - 13-70011

Oldsmobile - 16-89001
Cadillac - 12-89000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

- ☒ Approve and pay for a new plan -- no GMPP coverage currently
☐ Authorize a new plan or upgrade; customer will pay total cost
☐ Approve and pay for an upgrade; apply original coverage refund to Division making request
☐ Pay for all coverage costs; refund the original coverage cost to customer
☐ Cancellation

Payment Approval: Rebecca Shaggs per Avon Joe Schroer
CRM (decision maker):

Plan Selection: Major Guard 72/75/0 ded

Team Manager/Supervisor: Carol Kubler **Date:** 12/17/98

976112654

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY22G4W5105419

YEAR

MAKE

MODEL

1998

Chevrolet

Corvette

CURRENT ODOMETER

PLAN PURCH. DATE

COMM.

TOW/

EMER.

4WD

33,000

10-17-00

(SELECT ONLY ONE)

GMPP

MRP

MAJOR GUARD

CUSTOM POWERTRA

X

X

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/miles option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

VEHICLE IN
SERVICE DATE

9/1/98

MONTHS

MILES

36

48

60

72

OPTIONAL
DEDUCTIBLE

\$100

54,000

60,000

75,000

100,000

\$200

The time and mileage of any plan selected below will be calculated from the date of mileage 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

OPTIONAL
DEDUCTIBLE

12/12,000

24/24,000

36/36,000

\$100

\$200

SmartCareSM and Mech. Coverage

TOTAL \$

PRICE \$

00

MECHANICAL
COVERAGE

TAX \$

TOTAL \$

00

\$

SMARTCARESM TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	50,000
	15,000			48	60,000
	24,000		36,000	60	75,000
24	30,000	36	45,000	72	100,000

SMARTCARESM

PRICE \$

00

TAX \$

TOTAL \$

FIRST NAME

MI.

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

Lexington

NC

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellations(s).

DEALER NAME

DEALER CODE

Chevrolet Motor Division

13-70011

ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

Detroit

MI 48232

LEASER NAME

GMAC or Chevrolet Motor Division

MAILING ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

Detroit

MI 48232

By signing this, I agree to all terms and conditions of this "front end 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 10/17/00

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Richmond, CA

CASE NUMBER: 1-58818123 VIN: 1G1YY22G4W5106019
MODEL YEAR: 1998
DATE OPENED: 2002-12-27 SERIES: Corvette
DATE CLOSED: 2002-12-27 MILEAGE: 41000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Bill Nelson Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 3233 Auto Plaza-Hilltop, Richmond, CA, 94806-1994, USA

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

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

Sticks

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

Cust; ; 2002-12-27
02-12-27

dlr; ; 2002-12-27
2002-12-27

contact GMPP Claims; ; 2002-12-27
2002-12-27

Service Request has been Closed Satisfied.; ; 2002-12-27

*****PDR 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:
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:
BHC WARRANTY DATE:
NADA: 0
SALES TAX:

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

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

NAME:

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:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:PEMBROKE PINES
FL

HOME PHONE:

CASE NUMBER: 01310602 VIN: 1G1YY22G4W5106439
MODEL YEAR: 1998
DATE OPENED: 2000-08-21 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-12-12 MILEAGE: 31000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: MAROONE CHEVROLET OF PEMBROKE PINES
BRC PARENT: DEALER ADDRESS: 8600 PINES BLVD, PEMBROKE PINES, FL, 33024, USA

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

M41 Steering Column/Lock/Attaching Parts Other
3 REPAIR ATTEMPT(S) LOCKS UP

Repeated part failure after repair

INFORM THE CALLER:

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

STEERING COLUMN LOCKS

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

PREVIOUS FILE:000142877 (LEGACY). CUST STATES HER VEH STEERING COLUMN HAS LOCKED UP 3x. CUST STATES IS CONCERNED BECAUSE THEY KEEP PUTTING THE SAME PART,WHICH DOES NOT SEEM TO BE EFFECTIVE. CUST STATES PART WAS REPALCED ON 12/24/99; 3/27/2000; 7/21/2000. CUST STATES IS CONCERNED THAT VEH WILL BE OUT OF WARRANTY SOON AND SHE WILL HAVE TO PAY FOR SOMETHING THAT IS OUR FAULT. CUST SEEKS TO GET SOME KIND OF ASSURANCE THAT WE WILL PAY FOR REPAIRS IF PART FAILS AFTER WARRANTY. CRM SPOKE TO JACK, SVC TECH AT DLR. JACK VERIFIED THAT THE ACTUATOR HAS BEEN REPLACED AND THAT THERE ARE NO RECALLS AS OF NOW. CRM ADV CUST ALL THAT CAN BE DONE AT THIS POINT IS TO DOCUMENT. CRM PROVIDED CAC FILE TO CUST.... ANDREA RIVAS//AUSTIN//CARS; 0; 335720124
2000-12-12

CUST CALLED IN STATING THAT SHE HAS NOT REC'D ANY RESPONSE FROM A LETTER THAT SHE SENT IN BACK IN AUG...CRM READ LETTER....

CUST STATES THAT SHE'S HAVING CONCERNS WITH THE STEERING COLUMN LOCKING UP.....COST CAN'T RECALL THE LAST TIME THIS OCCURED....CUST SEEKS ASSURANCE THAT CHEV WILL CONTINUE TO COVER REPAIRS...

CUST STATES THAT SHE CANT RECALL THE LAST CTC W/DLR...
CUST'S VEH IS LONGER IN WARRANTY.

CUST WAS HESITANT FOR CRM TO CTC DLR.....CRM ADVED CUST THAT SHE WOULD HAVE TO CTC DLR FOR ADDITIONAL INFORMATION....CUST DISC CALL AS SOON AS CRM PLACED HER ON HOLD.

*****NEXT CRM, PLS ASSIST ACCORDINGLY.

MIKA ALEXANDER/ATX; 0; 345503537

*****PAR 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: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERF:

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

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

COUNT 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:

01310602

PEMBROKE PINES, FLORIDA



7099 3400 0009 1514 6251



U.S. POSTAGE

POST
OFFICE
AUG 28 1988
DETROIT

\$2.98
NOV 1988-12

0000

CHEVROLET
P.O. BOX 33170
DETROIT, MI 48232-5170
ATTN: CORVETTE DIVISION

08-30-00P03:47 RCVD

48232-5170



August 28, 2000

Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170
Attn: Corvette Division

RE: File #C01310602
VIN #1G1YY22G4W5106439..

To whom it may concern,

I purchased my 1998 Corvette in October 1997. I've had several problems with this vehicle the main problem being the steering column locking up making the car unable to drive. The vehicle had to be towed to the dealer and this problem has occurred 3 times. My concern is that my warranty will expire in October of this year and it has been stated to me that I should expect this problem to occur again being the problem with the part has not been corrected. I would like some assurance that Chevrolet will continue to cover this situation until the problem is resolved by the manufacturer.

This problem has caused me great inconvenience I have lost time from work. I feel that as an owner of a luxury car I should not have to worry when my car will be inoperable. The dealer can offer no explanation as to why this occurs only that they are aware of the problem. I've been told this has happened in a number of Corvettes.

I feel it is time for Chevrolet to get involved and resolve this problem in a timely manner. I will be waiting for your prompt reply regarding this matter.

[REDACTED]
Pembroke Pines, Florida 1
[REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5957953	VIN Number:	1G1YY22G4W5107316
Date Opened:	10/14/2002	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B26439	Mileage:	62507
Address:	SCOGGINS CHE-OLD-BUICHIEFLAND	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING UNLOCK STEERING COLUMN LOCK B

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/14/2002 09:13:20 SBD TEMPLATE - KOSMOWSKI

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)

JASON HILL

CUSTOMER CONCERN -

CUSTOMER ALLEGES STEERING COLUMN IS LOCKED.

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

DEALER STATES THE VEHICLE WAS TOWED IN. DEALER STATES THEY CANNOT DUPLICATE THE CONCERN AT THIS TIME. DEALER STATES THEY CALLED LOOKING FOR INFORMATION.

TAC RECOMMENDATION -

ADVISED DEALER OF TSB 01-02-35-008.

10/14/2002 09:13:20 HISTORY - KOSMOWSKI

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

MILWAUKEE

WI

HOME PHONE:

CASE NUMBER: 05231077 VIN: 1G1YY22G4W5107655
MODEL YEAR: 1998
DATE OPENED: 2001-08-08 SERIES: UNKNOWN
DATE CLOSED: 2001-08-08 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: NORTHRIDGE CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS:

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

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

Notification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

*****NEXT INSTRUCTIONS*****

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

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

CUST STATES OWNS 98 CORVETTE AND POWERSTEERING COLUMN HAS LOCKED UP. CUST SEEKS TO KNOW
WHAT TO DO. CRM ADVISED WOULD LOOK AT VIN PROFILE TO SEE IF VEH FALLS UNDER OPEN CAMPAIGN.
CRM LOOKED UNDER VIN PROFILE AND VEH DOES NOT FALL UNDER CAMPAIGN # 01044. CRM DISCUSSED WITH
TM, HILLARY HIGHTOWER AND ADVISED CUST TO TAKE VEH TO DLR FOR DIAGNOSIS AND IF RELATED TO OPEN
CAMPAIGN THEN WILL REIM CUST. CRM ADVISED CUST TO TAKE TO DLR FOR DIAGNOSIS AND IF REPAIR IS
RELATED TO CAMPAIGN # 01044 THEN TO SEND IN APPROPRIATE DOCUMENTS FOR REIM. CUST WILL CALL
DLR AND TAKE VEH IN NEXT WEEK AND THEN CALL CAC BACK WITH DIAGNOSIS FOR FURTHER INSTRUCTION.
SUZANNE BURNETT/ATX; 0; 366130184

*****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:
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

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:	

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

NEW CANEY

TX

HOME PHONE:

CASE NUMBER: 05563985 VIN: 1G1YY22G4W5108398
MODEL YEAR: 1998
DATE OPENED: 2001-09-24 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-09-24 MILEAGE: 93000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MUNDAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 17800 NORTH FREEWAY, HOUSTON, TX, 77090, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) CUST STEERING COLUMN LOCKED UP, VIN NOT
INCLUDED IN CAMPAIGN.

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

"Recalls are vehicle identification (VIN) specific. If you provide me with a VIN, I can
check and see if your specific vehicle is involved."

AGENT INSTRUCTIONS: CHECK VIN PROFILE TAB FOR OPEN CAMPAIGNS. IF THERE IS NOT AN OPEN RECALL
ON THE VEHICLE INFORM THE CALLER:

"I have checked your vehicle identification number and at this time there are no open
recalls on your vehicle. If there should ever be a recall, KKK division will attempt to
notify you by first class mail.

IF THE CALLER IS A FIRST OWNER, VERIFY THE ADDRESS.

IF THERE IS AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"Yes, there is/are X recall(s) on your vehicle, the campaign number(s) is/are _____. We
recommend that you contact your XXX dealership in order to schedule an appointment to have
the recall performed on your vehicle."

**Use the Dealer Locator Process if caller would like their nearest dealer.
is My vehicle involved in a Recall Campaign?

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

CUST STATES THAT HE JUST BOUGHT VEH 2 DAYS AGO FROM PRIV PARTY, AND HE STOPPED TO GET GAS
AND WHEN HE STARTED VEH UP TO GO THE STEERING COLUMN WOULD NOT UNLOCK. CUST SEEKS TO KNOW
IF ANY OPEN CAMPAIGNS ARE ON VEH, AND IF SO WHAT ARE THEY. CRM ADVISED THAT NO CURRENT
CAMPAIGNS FOR THAT PROB ARE ON VEH, BUT THAT THERE WAS A SEATBELT CAMPAIGN #00034 ON VEH.
CUST STATES HE WAS JUST CHECKING. CLOSING FILE SATISFIED. HEATHER BIRDSALL/CAC/PDX; 0;
370210324
2001-09-24

CRM CALLED DLR SPOKE TO ASST SVC MGR, WHO STATES THAT THEY WOULD NOT OFFER ASST ON THIS DUE
MILEAGE. CRM ADVISED CUST THAT EVEN THOUGH HE WAS JUST CHECKING ON CAMPAIGNS, CRM ALSO
CHECKED ON ASST, AND WE ARE UNABLE TO OFFER ASST DUE TO MILEAGE ON VEH. CUST UNDERSTOOD, AND
STATED HE DIDNT WANT ASST, JUST WANTED TO CHECK RECALLS. HEATHER BIRDSALL/CAC/PDX; 0;
370210410

*****BAR 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:
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:

LEASE & 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:

LOCATION:

ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

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:

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

CASE NUMBER: 06312972 VIN: 1G1YY22G4W5109048
 DATE OPENED: 02/06/02 MODEL YEAR: 1998
 DATE CLOSED: 02/07/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 35000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06312972 VIN: 1G1YY22G4W5109048
 DATE OPENED: 2002-02-06 MODEL YEAR: 1998
 DATE CLOSED: 2002-02-07 SERIES: CORVETTE COUPE
 SOURCE: Phone MILEAGE: 35000
 TYPE: Yes DELIVERY DATE:
 PARENT: DEALER NAME: BLAKE CHE-CAD-OLD
 DEALER ADDRESS: 30401 S FEDERAL HWY., HOMESTEAD, FL, 33030, USA

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

A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	RECALL 01044A--STEERING COLUMN LOCK
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	INOOPERATIVE
S85 Dealer Resolved With Goodwill	Dealer Resolved With Good
0 REPAIR ATTEMPT(S)	DEALER RESOLVED WITH GOODWILL

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

- VIN required to check for recalls.
1. First check VIN profile tab for recalls
 2. Refer to [[Campaigns RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Bulletins/Campaigns/CampaignsMain.htm]] for recall details.
 3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.
- RECALL 01044A--CORVETTE STEERING COLUMN LOCK

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

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

CUST STATES SHE IS 2ND OWNER OF VEH BROUGHT FROM PRIVATE OWNER. CUST SAID THAT HER STEERING WHEEL COLUMN IS IN LOCK MODE AND SPOKE WITH BLAKE CHEVY DRLSHIP IN HOMESTEAD AND SRVC DEPT INFORMED CUST THAT THERE IS RECALLS ON THIS CONCERN. CUST SAID ONLY PURCHASES GM VEH'S AND THIS HAS NEVER HAPPENED BEFORE. CUST SELS GM ASSISTANCE WITH THIS REPAIR. CRM ADVISED CUST RESEARCHED THE RECALL 01044A WHIC DID NOT INCLUDE THE BREAKDOWN OF CUST'S VIN WHICH IS W5109048 AND RECALL VIN BREAKDOWN IS W5123355, IN BOWLING GREEN PLANT. CRM SPOKE WITH TM, KIM KELLY WHICH SAID TO CONTACT AVM AND ASK IF HE WILL AUTHORIZE THE RECALL REPAIR 1044A BECAUSE VEH IS CLOSE TO RECALL VIN BREAKDOWN. CRM EXPLAINED THIS TO CUST AND INFORMED HER WILL CONTACT AVM AND CONTACT CUST BACK WHEN AVM RESPONDS. ALFREDA MOORE/CAC/TPA/57482/PILOT; 0; 381868655
2002-02-06

CRM ALSO INFORMED CUST OF ANOTHER RECALL 2000034 WHICH CUST SAID SHE IS ALSO GOING TO HAVE THIS RECALL REPAIR DONE AT BLAKE CHEVY DRLSHIP. ALFREDA MOORE/CAC/TPA/57482/PILOT; 0; 381868728
2002-02-07

AVM, WES SHEFFIELD CALLED STATING THAT HE CANT AUTHORIZE RECALL REPAIR FOR THE ELECTRONIC STEERING LOCK BUT, BELIEVES IT CAN BE DONE UNDER THE REGULAR WARRANTY. CRM CONTACTED AVM, WES SHEFFIELD WHICH CONFERENCE CALL WITH SRVC DIRECTOR AND SRVC MGR AND THEY BOTH AGREED THAT REPAIR CANT BE DONE UNDER THE RECALL BECAUSE VIN# DOES NOT FALL WITHIN PERIMETERS BUT, THE REPAIR CAN BE DONE UNDER REGULAR WARRANTY LABOR OP AND TO CONTACT SRVC MGR, TONY GREGORY AT BLAKE DRLSHIP IN HOMESTEAD, FL AND ADVISED HIM OF HIS DECISON AND IF HE HAS ANY CONCERNS PLEASE CONTACT AVM, WES SHEFFIELD. CRM CONTACTED SRVC MGR, TONY GREGORY AND SRVC DIRECTOR, CRAIG WAS THERE AND THEY BOTH SAID OKAY. CRM CONTACTED CUST AND LEFT CALLBACK MESSAGE ON CELLPHONE TO CONTACT CRM MOORE. ALFREDA MOORE/CAC/TPA/57482/.PILOT; 0; 381958224
2002-02-07

CUST CALLED IN AND CRM EXPLAINED WHAT AVM SAID AND HAS CONTACTED SVC MGR, TONY GREGORY AND INFORMED HIM OF WHAT AVM SAID. CUST SAID WILL HAVE VEH TOWED TO DLRSHIP AND WILL CONTACT SRVC MGR. CUST THANKED CRM. CUST SATISFIED. CRM CLOSING FILE SATISFIED. ALFREDA MOORE/CA/CTPA/57482/PILOT; 0; 381959646

*****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:

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

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADP 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:

BROOKSVILLE

FL

HOME PHONE:

CASE NUMBER: 05484599

VIN: 1G1YY22G4W5109499

MODEL YEAR: 1998

DATE OPENED: 2001-09-10

SERIES: UNKNOWN

DATE CLOSED: 2001-09-14

MILEAGE: 37000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: GORDON CHEVROLET

BRC PARENT:

DEALER ADDRESS: 16414 N DALE MABRY HWY, TAMPA, FL, 33618, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCKED

S90 Dealer Referred Customer to CAC

Dealer Referred Customer

0 REPAIR ATTEMPT(S)

TOLD TO CALL CAC

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.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

STEERING COLUMN LOCKED

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

CUST STATES HIS STEERING COLUMN LOCKED UP THIS WEEKEND SO HE CALLED GORDON CHEV AND WAS TOLD THERE IS A RECALL BUT HIS VEH WAS NOT INCLUDED. CUST SEEKS ASSISTANCE ON REPAIR BECAUSE OF THE CAMPAIGN ON THIS PROBLEM. CRM TALKED TO SKIP GREANEY SVC. MGR. ATTORNEY ABOUT POSSIBLE ASSISTANCE AND HE STATED THE VEH HAS NEVER BEEN IN DEALERSHIP BUT IF THE CUST BROUGHT IT IN HE WOULD CONSIDER ASSISTANCE. CRM ADVISED THE CUST TO TAKE TO DEALER AND OF POSSIBLE ASSISTANCE. CRM ADVISED HE WOULD CALL THE CUST ON 9/11/01 BETWEEN 1-3 PM. KEVIN DREN/CAC/TAMPA; 0; 368987517

2001-09-11

CRM UNABLE TO MAKE CALL BACK BECAUSE OF COUNTRY EMERGENCY. WILL CALL ON 9/12 AT 1-3 PM

KEVIN DREN/CARS/TAMPA/57792; 0; 369080611

2001-09-12

CRM CALLED AND LEFT MESSAGE ON VM. WILL TRY TO CALL ON 9/13 AT 9-11AM KEVIN

DREN/CARS/TAMPA/57792; 0; 369169249

2001-09-14

CRM CONTACTED CUST. CUST STATES THE DEALERSHIP TOOK CARE OF HIS PROBLEM NO CHARGE. CUST
WANTS TO THANK US FOR OUR HELP BECAUSE HE STATED THE SVC MGR KNOWN HE WAS COMING AND TREATED
VERY WELL. CRM ADVISED HIM TO CALL IF THERE IS ANYTHING WE CAN HELP HIM WITH. REQUEST
CLOSED SATISFIED. KEVIN DREW/CARB/TAMPA/57792; 0; 369326520

*****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:

VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

MSRP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6600260	VIN Number:	1G1YY22G4W5109633	
Date Opened:	7/7/2003	Model Year:	1998	
Date Closed:		Series:	Corvette	
Dealer Code:	B15003	Mileage:	22113	
Address:	A & T CHEVROLET INC SELLERSVILLE		State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STERRING COLUMN LOCKED A

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/07/2003 15:30:23 SBD TEMPLATE - SANFORD

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) GUS WADSWORTH

CUSTOMER CONCERN - STEERING COLUMN LOCKED

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

VERIFY CONCERN LOOKING FOR INFORMATION TO REPAIR CONDITION.

TAC RECOMMENDATION - ADVISED INFO PER A000265A A001782A

07/07/2003 15:30:23 HISTORY - SANFORD

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

NORTH PLAINS

HOME PHONE:

CASE NUMBER: 05512994 VIN: 1G1YY22G4W5110670
MODEL YEAR: 1998
DATE OPENED: 2001-09-13 SERIES: UNKNOWN
DATE CLOSED: 2001-09-13 MILEAGE: 58700
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SUBURBAN CHEVROLET
BRC PARENT: DEALER ADDRESS: 36936 HIGHWAY 26, SANDY, OR, 97055, USA

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

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

Other
0

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Product Campaign Claim
STERRING LOCK MECH

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/CARSCT/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/CARSCT/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

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

CUST STATES THAT STERRING COLAM HAS LOCKED, AND BY THE TIME THAT ROADSIDE HAD SENT SOMEONE
TO, THE PROBLEM HAD RESOLVED... CUST WAS ADVISED BY ROADSIDE THAT THERE WAS A CAMPAIN ON
AT PART... CRM VERIF'D THAT THERE IS A CAMPAIN, HOWEVER, VEH DOES NOT FALL WITHIN VIN
BREAKPOINTS... CUST LOCATED CORVETT DLR FOR CUST, GAVE FILE INFO, AND CUST WILL MAKE
APPOINTMENT TO GET VEH DIAGNOSIED... CAMERON KINDER-CAC-PDX; 0; 369267657

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

LEASE @ BUY-BACK: 0
RP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
COUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

King Of Prussia
PA

HOME PHONE:

CASE NUMBER: 1-122592822

VIN: 1G1YY22G4W5111608

MODEL YEAR: 1998

DATE OPENED: 2003-07-23

SERIES: Corvette

DATE CLOSED: 2003-07-23

MILEAGE: 56000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: David Penske Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 240 Mall Blvd, King of Prussia, PA, 19406-2902, USA

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

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

Inoperative

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

Steering locked, ; 2003-07-23
2003-07-23

Svcmgr Steve Ronca, ; 2003-07-23
2003-07-23

svcmgr Steve Ronca, ; 2003-07-23
2003-07-23

Service Request has been Closed Satisfied, ; 2003-07-23

*****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:
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:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAME:

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:

LAKE WORTH

FL

HOME PHONE:

CASE NUMBER: 03318417

VIN: 1G1YY22G4W5111866

MODEL YEAR: 1998

DATE OPENED: 2001-02-27

SERIES: UNKNOWN

DATE CLOSED: 2001-03-01

MILEAGE: 44491

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: ROGER DEAN CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: 2235 OKEECHOBEE BLVD., WEST PALM

BEACH, FL, 33409, USA

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

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

STEERING COLUMN IS LOCKED

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

CRM STATES THAT HER STEERING COLUMN LOCKED AND SHE WAS TOWED AND THE TOW TRUCK TOLD HER THAT THERE HAVE BEEN PROBS W/THIS AND CUST DOES NOT FEEL THAT THIS IS SOMETHING THAT SHE SHOULD BE CHARGED FOR SINCE GM IS HAVING PROBLEMS W/THIS ALSO THAT THE DLR IS CHARGING HER \$500 FOR THE ELECTRICAL RELAY SWITCH

CRM TRIED CONTACTING SVC MNG BUT HE WAS NOT AVAIL

CRM SET UP CALL BACK W/CUST FOR TOMORROW

TIFFENIE MASHBURN/PDX/CAC; 0; 352146330

2001-02-28

CRM CONTACTED DLR AND SPOKE W/TODD SVC ADVISOR WHO STATED THAT CUST HAD ALREADY PICKED UP THE VEH AND LEFT AND PAYED THE BILL FOR \$340.00

TIFFENIE MASHBURN/PDX/CAC; 0;

352231415

2001-02-28

CRM CONTACTED SVC MNG BUT HE WAS UNAVAIL

TIFFENIE MASHBURN/PDX/CAC; 0; 352241662

2001-02-28

DUE TO EARTHQUAKE CANNOT MAKE SCHEDULED CALLBACK DUE TO SCHEDULE CANNOT CALL CUST UNTIL TUESDAY

TIFFENIE MASHBURN/PDX/CAC; 0; 352241939

2001-03-01

CRM TRIED CONTACTING SVC MNG BUT HE WAS NOT AVAIL

TIFFENIE MASHBURN/PDX/CAC; 0; 352321910

2001-03-01

CRM CONTACTED SVC MNG TRACY LONG WHO STATED THAT HE CAN NOT HELP CUST B/C SHE HAS NOT HAD PREV REPAIRS ON THIS AND ALSO B/C THERE ARE NO SPE OR RECALLS

TIFFENIE MASHBURN/PDX/CAC; 0; 352334292

2001-03-01

CRM TRIED CONTACTING CUST BUT SHE WAS NOT AVAIL

TIFFENIE MASHBURN/PDX/CAC; 0; 352334428

2001-03-01

CRM CONTACTED CUST AND ADVISED HER NO SPS OR RECALLS ON THE VEH AND CANNOT ASSIST HER W/HER
PAIR
CUST AGREED AND WANTED TO DOCUMENT HER CONCERNS
TIFFENIE MASHBURN/FDX/CAC; 0; 352338712

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:

MILEAGE @ BUY-BACK: 0
REP:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
ON RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

IL

CASE NUMBER: 01255488 VIN: 1G1YY22G4W5111950
MODEL YEAR: 1998
DATE OPENED: 2000-08-15 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-08-15 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: WOODFIELD CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 1100 E GOLF RD., SCHAMBOURG, IL, 60173, USA

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

M40 Steering Wheel Other
0 REPAIR ATTEMPT(S) locked

steering wheel locked

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

Cust states was transfered from roadside assistance to help with veh - states that the wheels are locked, will not unlock, and that when this had occurred last time that she had somehow gotten in touch with a technical assistance. CRM informed cust that TAC is a dealer only resource, and attempted to contact a dealership to help with cust concern. CRM contacted cust selling dealership, service closed for evening. CRM about to inform cust would need to have veh towed, cust states had resolved concern by forcefully depressing brake pedal 3 times, pulling wheel down to right very hard and starting engine.
Patrick Ireland //CAC/PDX; 0; 335151632

*****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:

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:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

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

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

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

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

KATY , TX

CASE NUMBER: 04808783 VIN: 1G1YY22G4W5113472
MODEL YEAR: 1998
DATE OPENED: 2001-07-05 SERIES: UNKNOWN
DATE CLOSED: 2001-07-05 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: WESTSIDE CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 23001 KATY FWY, KATY, TX, 77450, USA

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

M41 Steering Column/Lock/Attaching Parts Loose
1 REPAIR ATTEMPT(S) LOCKS UP WHEN STARTING

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES VEH STEERING HAS LOCKED UP FOR THE SECOND TIME. CUST STATES PART IN STEERING REPLACED JUST OVER A YEAR AND OVER 12,000 MILES AGO. CUST SEEKS IF DLR WILL REPAIR/REPLACE UNDER HIS GMPP OR UNDER REPLACEMENT WARRANTY. CUST INQUIRED IF THERE WILLBE A SPECIAL POLICY ON THIS PART BECAUSE DLR SVC ADVISOR "ADVISED" THAT THIS CONCERN OCCURRED ON ALL OF THE 'VETTES. CRM ADVISED THAT IF THIS HAPPENED ON ALL OF THIS MODEL THAN A CAMPAIGN OR SP WOULD HAVE STARTED. CRM ADVISED THAT WE CANNOT SPECULATE IF THERE WOULD BE ANY FUTURE CONCERNS W/THIS PART AND THAT IT WOULD BE UP TO SVC MGR IF HE IS ABLE TO REPAIR PART UNDER REPLACEMENT WARRANTY OR GMPP. CRM ADVISED IT WOULD ALSO BE UP TO DLRHP TO WAIVE \$50 DEDUCTIBLE IF GMPP IS UTILIZED.) JEFF GORE/CAC/FOX; 0; 363228862

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
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:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

BRANCH:
COUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS :

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE:

TREATED:

*******TRADE INFORMATION*******

FEDERAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE,

RESOLUTION SOUGHT:

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

NAME :

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

ORLANDO , FL

CASE NUMBER: 06407679 VIN: 1G1YY22G4W5114377
MODEL YEAR: 1998
DATE OPENED: 2002-02-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-12 MILEAGE: 27677
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: COURTESY CHEVROLET OLDSMOBILE ON WES
BRC PARENT: DEALER ADDRESS: 3707 W COLONIAL DR., ORLANDO, FL, 32808, USA

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

N41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Vibration Steering Column Lock
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwill Reimbursement in full
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction 199.13

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://carweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carweb/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*****

2of2 CRM adv customer that need more time to research, CRM set callback with customer for Monday 02/25/02 between 12:00pm and 2:00pm EST. Jonathan Simic/CARS/Tampa/S7117; 0; 383255200
2002-02-25

CRM pulled file to review and found that forgot to press add button for 1st half of notes. CRM adding this note from memory. Cust called due to steering column locked. Cust had Veh towed to dlr. Cust states was adv by dlr that this is problem on some Corvettes but this Veh doesn't fall between VIN Break points. Cust seeks cost assistance. CRM reviewed campaign and verified cust Veh doesn't fall within breakpoints. CRM found other document in WebKnowledge and found that some customers that are not involved in campaign are experiencing problems. CRM called dlr and verified that work done. CRM received over shoulder approval from TM Shannon Gelford to offer reimbursement on parts and labor charged for repair of the column lock only. Any other work done is customer's responsibility. CRM suspending file pending time set to call customer. Jonathan Simic/CARS/Tampa; 0; 383504515
2002-02-25

CRM called customer and discussed cust concern about Steering column lock. Cust states that he charged 399.13 for repair of steering column lock. CRM adv customer would like to review for reimbursement. CRM adv customer reimbursement is not guaranteed until reviewed and made sure all info is in order. CRM adv customer amount of reimbursement is not guaranteed until reviewed. CRM adv cust need original RO, original proof of payment, Proof of ownership, and cover letter. Cust states paid cash and is noted on RO. CRM adv will review once received. Cust satisfied with offer. CRM set callback with cust for 03/04/02 between 12:00pm and 2:00pm EST if have not received Docs yet. Cust satisfied at this time CRM suspending file pending Docs Received. Jonathan Simcic/CARS/Tampa/57117; 0; 383511363
2002-02-25

CRM business reasons for offering Reimbursement in full. Cust experiencing problem with veh that other like Veh are experiencing under campaign. Cust was adv by dealer that this is Chevrolet problem. Cust GM loyal by his own accord. CRM did VIN search and found no other files. CRM suspending file. Jonathan Simcic/CARS/Tampa/57117; 0; 383511520
2002-03-04

CRM called cust. CRM adv customer have not yet received Docs. Cust states mailed Tuesday last week. CRM adv can take up to 2 weeks to be received in this office. Cust states understands. CRM set callback for 03/11/2002 between 12:00pm and 2:00pm EST if not received yet otherwise will receive call to adv shortly after received. Jonathan Simcic/CARS/Tampa/57117; 0; 384113721
2002-03-04

docs attached.....forwarding to crm simcicj. amanda fields/corr/tpa; 0; 384144187
2002-03-05

CRM verified address with customer. CRM Level 1 empowered. Breakdown of Reimbursement charges as follows 155.95 Labor, 204.98 Parts, 15.60 Misc, 22.60 Tax at 6%. For a total of 399.13. Jonathan Simcic/CARS/Tampa/57117; 0; 384204427
2002-03-06

LIAISON PRE-APPROVING REQUEST FOR REIM IN THE AMOUNT OF \$399.13. VIN SEARCH REVEALS NO PREVIOUS REQUESTS. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 384286174
2002-03-06

FINAL APPROVAL OF REIMB FOR \$399.13 BY SHANTA MORRIS/TPA GWL
VIN SEARCH COMPLETED; 0; 384301751
2002-03-12

CHECK# 900494748 FOR AMOUNT \$ 399.13 MAILED ON (3/8/02)
Edward J. Brown II/Goodwill/Tampa; 0; 384821222

*****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:
INJURING:

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:
LEASE:

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:

North American Operations
 General Motors Corporation
 Disbursements (2813)
 PO Box 82530
 Phoenix, AZ 85062-2530



CHECK No. 900494748

DATE
03/02

06407679

DATE
03/08/02

*****399 DOLLARS

*****13 CENTS *****399.13

MAR 18 2002

PAY
TO THE
ORDER
OF

ORLANDO FL

North American Operations
 General Motors Corporation
 Disbursements (2813)

[Signature]

SIGNATURE

For Cash Disbursement Bank, N.A.
 Syracuse, New York

AMOUNT

⑈900494748⑈ ⑆021309379⑆ ⑆01⑈2⑈62520⑈

ENDORSE
 NAME NO. NO 000001189

North American Operations
 General Motors Corporation
 Disbursements (2813)
 PO Box 82530
 Phoenix, AZ 85062-2530

REACH REPORT DEPOSITORS CHECK

CHECK NO. 900494748

PAYMENT
 DATE 03/08/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YT280485114377	03/06/02 06407679	YN 00000000004285 0000000000000000	01.0000	399.13	.00	399.13
TOTAL				399.13	.00	399.13

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT OR QUESTIONS CALL 800-462-6782

Orlando, FL



MAR 01 2002

Chevrolet Motor Division
P.O. Box 33170
Detroit, Michigan 48232

% Mr. Simic

48232/3170



11331 Riverbank Boulevard
Orlando, Florida 32828

Chevrolet Motor Division
Post Office Box 33170
Detroit, Michigan 48232

February 25, 2002

Dear [REDACTED]

Thank you for your timely reply regarding the problem I had with the locked steering on my 1998 Corvette (File #C06407679). I am enclosing the documentation that you requested

Please do not hesitate to contact me if you need any further information or documentation.
Thank you again for your time and assistance in resolving this issue.

Sincerely,

[REDACTED]

Courtesy Chevrolet

West Colonial

3707 W. Colonial Drive
ORLANDO, FLORIDA 32808
Telephone (407) 255-7000
www.chevrolet.com

Genuine Chevrolet
REPAIR DEPARTMENT HOURS ARE
FROM 7:00 A.M. TO 7:00 P.M.
MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M.
All Cars Must Be Picked Up
By 8:00 P.M.

STATE OF FLORIDA REGISTRATION # MV-11848

File # C 06407679

CP# # 2000034
Sgt Bill

Customer No.	23501	NAME	ANDREW TAYLOR	DOB	8170	SSN	3289	DATE	02/20/02	VEHICLE	CVCSS6121
ADDRESS	ORLANDO, FL	MAKE	CHEVROLET	MODEL	CORVETTE	YEAR	2000	PRICE	27,877	DATE	02/19/02
VEHICLE IDENTIFICATION	1G1YY22G4W5114377	VEHICLE TYPE	2 DOOR HATCHBACK	VEHICLE COLOR	BLACK	VEHICLE MAKE	CHEVROLET	VEHICLE MODEL	CORVETTE	VEHICLE YEAR	2000
VEHICLE MAKE	CHEVROLET	VEHICLE MODEL	CORVETTE	VEHICLE YEAR	2000	VEHICLE MAKE	CHEVROLET	VEHICLE MODEL	CORVETTE	VEHICLE YEAR	2000
VEHICLE MAKE	CHEVROLET	VEHICLE MODEL	CORVETTE	VEHICLE YEAR	2000	VEHICLE MAKE	CHEVROLET	VEHICLE MODEL	CORVETTE	VEHICLE YEAR	2000

JOB# 1 CHARGES
LABOR
CH 1.45CVZ STEERING/SUSPENSION TECH(S) 18274 155.95
CUSTOMER STATES STEERING COLUMN LOCK IS ON
TEST COLUMN LOCK MOTOR - DRIVE CIRCUIT OK
REPLACE STEERING COLUMN LOCK MOTOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
	1	20050360	LOCK 2.195	204.98	204.98
				TOTAL - PARTS	204.98

JOB# 1 TOTALS
LABOR PARTS 155.95 204.98
JOB# 1 JOURNAL PREFIX CYCS 360.93
JOB# 1 TOTAL 360.93

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL
JOB # A	SS	SUPPLIES		15.60
			TOTAL - MISC	15.60

TOTALS
TOTAL LABOR 155.95
TOTAL PARTS 204.98
TOTAL SUBLET 0.00
TOTAL G.O.B. 0.00
TOTAL MISC CHG 15.60
TOTAL MISC DISC 0.00
TOTAL TAX 22.60
TOTAL INVOICE \$ 399.13

PARTS MAILED WITH * ABOVE ARE COVERED BY A LIFETIME WARRANTY
THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the repair shop for the disposal of hazardous waste materials such as oil, antifreeze, and other fluids. This charge is assessed on a per vehicle basis and is not refundable.

The State of Florida requires a \$1.00 fee to be collected for each new car sold in the state. This fee is collected for each new car sold in the state.

DISCLAIMER OF WARRANTY
UNLESS OTHERWISE SPECIFIED, THE ONLY WARRANTY APPLICABLE TO THE PARTS REPLACED OR SUPPLIED IN ACCORDANCE WITH THIS INVOICE AND THEREIN IS THE WARRANTY OF THE MANUFACTURER. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY AGREES NOT TO ACCEPT ANY OTHER FORM OF WARRANTY FOR ANY PRODUCT IN CONNECTION WITH THE SALE OF PRODUCTS OR SERVICES. THIS WARRANTY IS VOID WHEREVER THE PRODUCT IS USED OR WHEREVER THE PRODUCT IS USED OR WHEREVER THE PRODUCT IS USED.

ALL PARTS NEW UNLESS OTHERWISE INDICATED

ORIGINAL

PAID
FEB 21 2002

IDENTIFICATION NUMBER 1Q1YY284W8114377	YEAR 1998	MAKE CHEV	MODEL	BODY 2D	WT-L-HP 3198	VEHICLE REG. NO.	TITLE NUMBER 74780228
-------------------------------------------	--------------	--------------	-------	------------	-----------------	------------------	--------------------------

REGISTERED OWNER

DATE OF ISSUE

04/17/2001

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED

BY

TITLE

DATE

MAIL TO:

ORLANDO FL



CERTIFICATE OF TITLE

SATISFACTORY PROOF OF POSSESSION HAS BEEN SUBMITTED UNDER SECTION 318.06(1), FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE
OR VEHICLE DESCRIBED BELOW IS VESTED IN THE OWNER'S NAME HEREIN, AND OFFICIAL CERTIFICATE OF TITLE IS ISSUED
FOR SAID MOTOR VEHICLE OR VEHICLE.

IDENTIFICATION NUMBER 1Q1YY284W8114377	YEAR 1998	MAKE CHEV	MODEL	BODY 2D	WT-L-HP 3198	VEHICLE REG. NO.	TITLE NUMBER 74780228
PREV STATE FL	COLOR RED	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE PVT	PREV REG. DATE 10/31/2000	PREV REG. DATE 10/31/2000
ODOMETER STATUS OR VEHICLE MANUFACTURER 34137 MILES 10/31/2001 ACTUAL				MILEAGE			

REGISTERED OWNER
OR
ORLANDO FL

1ST LIENHOLDER

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES

Current Number 49246293

DIRECTOR

TRANSFER OF TITLE BY REGISTRATION

ODOMETER CERTIFICATION - Federal and state law require that you read the mileage is consistent with the wear and tear of the vehicle.

Signature or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be true from any time except as noted on the face of this certificate and the motor vehicle or vehicle described hereon.

Signature

Address

I/We hereby certify that ☐ I or ☐ We are the owner of the vehicle described herein, and

and I/We hereby certify that the vehicle described herein, and

and of the odometer mileage is as stated.

CAUTION

DO NOT CHECK

BOX IF ACTUAL

MILEAGE

☐☐☐☐

I hereby certify that in the event of any transfer of the vehicle, the amount of mileage is stated in the certificate.

I hereby certify that the odometer mileage is as stated.

WARNING - ODOMETER CERTIFICATION IS REQUIRED.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE INFORMATION IS TRUE.

Signature of
Registrant
Signature of
Co-Registrant
Signature of
Seller
Signature of
Buyer

Printed Name of
Registrant
Printed Name of
Co-Registrant
Printed Name of
Seller
Printed Name of
Buyer

Applicant

Dealer's License Number

Agent's Name

Tax No.

License Number

STATE OF FLORIDA

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

GRANDBERRY

TX

HOME PHONE:

CASE NUMBER: 00623320

VIN: 1G1YY22G4W5114962

MODEL YEAR: 1998

DATE OPENED: 2000-06-14

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-06-14

MILEAGE: 35900

SOURCE: Phone

DELIVERY DATE:

ERC TYPE:

DEALER NAME: DURANT CHEVROLET OLDSMOBILE JEEP

ERC PART#: 1

DEALER ADDRESS:

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

M01 Steering General
1 REPAIR ATTEMPT(S)

Interference
locks up

INFORM THE CALLER: "For accessories and/or options that are installed by the dealer, you need to refer to the dealer that installed it." **Use the Dealer Locator process if the caller would like their nearest dealer.
steering locked

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

cust called in stated this is the second time his steering wheel is locked up cust states took vehicle to the dlr and they found no codes cust states dlr adv him that he would have to wait until THIS HAPPENED AGAIN CUST NOT HAPPY WITH THIS CRM CONTACTED DLR SPOKE TO SVM TIM AND HE ADV ME THAT HE WOULD CONTACT TECH ASST AND THEN HE WOULD CL COST BK CRM ADV CUST CUST OKED ANISSA STOVALL/ATX; 0; 99999
2000-06-14

cust called for update on file. crm advised cust that previous crm cmnts. cust will wait the rest of the day before doing anything else. claudette huggins/austin, texas; 0; 329860315

*****BAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
CREATED:

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:
HOME PHONE:

PEARLAND, TX

CASE NUMBER: 04932722 VIN: 1G1YY22G4W5115089
MODEL YEAR: 1998
DATE OPENED: 2001-07-16 SERIES: UNKNOWN
DATE CLOSED: 2001-07-19 MILEAGE:
SOURCE: Phone DELIVERY DATE:
SRC TYPE: Yes DEALER NAME: LANDMARK CHEVROLET CORP
SRC PARENT: DEALER ADDRESS: 9111 N FWY, HOUSTON, TX, 77037, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

STEERING LOCK

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

CUST STATES THAT HIS VEH STEERING WAS LOCKED SO HE COULD NOT DRIVE THE VEH. THE VEH WAS LEFT OVERNIGHT BECAUSE OF THE FLOOD IN THE HOUSTON AREA. THE NEXT DAY IT WAS DISCOVERED THAT THE VEH WAS VANDALIZED. THE VEH WAS TAKEN TO LANDMARK CHEV AND IS BEING REPAIRED. NOW THE HDLR IS TELLING HIM THAT HE IS GOING TO HAVE TO PAY FOR THE REPAIR TO THE STEERING LOCK. CUST STATES THAT HE SHOULD NOT HAVE TO PAY FOR THIS, CRM TRIED TO CONTACT THE DLR FOR VEH INFO AND THE SVC DEPT PHONE CONTINUED TO RING FOR 2+ MINUTES. CRM TRIED TO CALL BACK OPERATOR AND WAS NOT ABLE TO GET THRU TO DLR. CRM ADVISED THE CUST WOULD HAVE TO CONTACT THE DLR. SCOTT BUNNELL CARB/ATX; 0; 364248946
2001-07-17

CRM CALLED THE DLR AND SPOKE WITH RONNIE WHO STATED THE VEH IS NO LONGER IN THE BODY SHOP THAT GEORGE IN SVC HAS IT. CRM WAS TRANS MULTIPLE TIMES. LIZ IN SVC STATES THAT GEORGE IS

ON LUNCH AND WILL BE BACK AROUND 2:30.
CRM TO CALL BACK. SCOTT BUNNELL CARS/ATX; 0; 364249142
01-07-17

THIS VEH IN FRONT OF CAMP 01044 BY ABOUT 8266. SCOTT BUNNELLS CARS/ATX; 0; 364249533

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:

MILEAGE @ BUY-BACK: 0

MP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GM RESTRICTED

375875

CASE NUMBER: 04932722 VIN: 1G1YY22G4W5115089
 DATE OPENED: 07/16/01 MODEL YEAR: 98
 DATE CLOSED: 07/19/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE:
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: TX
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: PEARLAND, TX
 HOME PHONE:

CASE NUMBER: 04932722 VIN: 1G1YY22G4W5115089
 DATE OPENED: 2001-07-16 MODEL YEAR: 1998
 DATE CLOSED: 2001-07-19 SERIES: UNKNOWN
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: LANDMARK CHEVROLET CORP
 SRC PARENT: DEALER ADDRESS: 9111 N FWY, HOUSTON, TX, 77037, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 - (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/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/chronic_repair.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

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

375875

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/sbs customer requests vehicle
repurchase.htm]]

STEERING LOCK

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

CUST STATES THAT HIS VEH'S STEERING WAS LOCKED SO HE COULD NOT DRIVE THE VEH. THE VEH WAS
LEFT OVERNIGHT BECAUSE OF TH EFLOOD IN THE HOUSTON AREA. THE NEXT DAY IT WAS DISCOVERED
THAT THE VEH WAS VANDELIZED. THE VEH WAS TAKEN TO LANDMARK CHEV AND IS BEING REPAIRED.
NOW TH EDLR IS TELLING HIM THAT HE IS GOING TO HAVE TO PAY FOR THE REPAIR TO THE STEERING
LOCK

CUST STATES THAT HE SHOULD NOT HAVE TO PAY FOR THIS,
CRM TRIED TO CONTACT THE DLR FOR VEH INFO AND THE SVC DEPT PHONE CONTINUED TO RING FOR 2+
MINUTES. CRM TRIED TO CALL BACK OPERATOR AND WAS NOT ABLE TO GET THRU TO DLR.
CRM ADVISED THE CUST WOULD HAVE TO CONTACT THE DLR
SCOTT BUNNELL CARS/ATX; 0; 364248946
2001-07-17

CRM CALLED THE DLR AND SPOKE WITH RONNIE WHO STATED THE VEH IS NO LONGER IN THE BODY SHOP
THAT GEORGE IN SVC HAS IT. CRM WAS TRANS MULTIPLE TIMES. LIZ IN SVC STATES THAT GEORGE
IS ON LUNCH AND WILL BE BACK AROUND 2:30.
CRM TO CALL BACK. SCOTT BUNNELL CARS/ATX; 0; 364249142
2001-07-17

THIS VEH IN FRONT OF CAMP 01044 BY ABOUT 8266. SCOTT BUNNELLS CARS/ATX; 0; 364249533

*****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:

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

375875

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:

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

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

NAME:

INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:
 ADDRESS: ,
 CITY/STATE: ,

LOCATION:

GM RESTRICTED

375875

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:

*****SRC 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: 1-20183429 VIN: 1G1YY22G4W5115089
 DATE 07/30/02 MODEL 1998
 DATE 07/31/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 57000.
 CUSTOMER
 ADDRESS
 HOME PHONE: [REDACTED] STATE TX
 BUS. PHONE:

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

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Pearland, TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-20183429 VIN: 1G1YY22G4W5115089
 MODEL YEAR: 1998
 DATE OPENED: 2002-07-30 SERIES: Corvette
 DATE CLOSED: 2002-07-31 MILEAGE: 57000.0000000
 SOURCE: Phone DELIVERY DATE:
 C TYPE: N/AYes DEALER NAME:
 SRC PARENT: DEALER ADDRESS:

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

M01 General
 0 REPAIR ATTEMPT(S) No Symptom Indicated

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

steering concern; ; 2002-07-30
 2002-07-30

call back due to disconnect.; ; 2002-07-30
 2002-07-30

steering concern; ; 2002-07-30
 2002-07-31

to check up on repairs; ; 2002-07-31
 2002-07-31

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

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

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

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:
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

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

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

SALES TAX:

DEPRECIATION:

GRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

KENT, WA

CASE NUMBER: 05308152 VIN: 1G1YY22G4W5115917
MODEL YEAR: 1998
DATE OPENED: 2001-08-14 SERIES: UNKNOWN
DATE CLOSED: 2001-08-14 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL HAZELLETT CHEVROLET CO
BRC PARENT: DEALER ADDRESS: 619 WASHINGTON AVE N, KENT, WA, 98032, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATED HIS CORVETTE COLUMN LOCKED. CUST IS NOT UNDER CAMPAIGN. CRM ADVISED CUST THAT EACH CAMPAIGN IS VIN SENSITIVE. ADVISED THAT VEH. NEEDS TO BE DIAGNOSED. CUST WANTED TO HAVE HIS CONCERN DOCUMENTED. UNDERSTOOD THAT CAR NEEDED TO BE DIAGNOSED. CRM GAVE FILE # .
BILL GREENALCH/PDX/CAC; 0; 366673643
2001-08-14

CUST STATES HE HAD VEH DIAGNOSED AND VEH NEEDS A NEW STEERING WHEEL LOCK ACTUATOR. CUST STATES DLR ADVISED THIS IS SAME PART AS REPLCD IN CAMPAIGN REPAIR. CUST SEEKS COVERAGE OF REPAIR. CRM ADVISED SHE WILL CALL DLR. SVC MGR GONE FOR DAY. CRM ADVISED CUST SHE WILL CALL SVC MGR TOMORROW MORNING AND CONTACT CUST BACK AT 11-12 P M PST. TARI VANLOO/CAC/PDX;
0; 366673660
2001-08-14

CRM CONTACT SVC DIRECTOR AT DLR. SVC DIRECTOR CHARLES ADVISED THAT NO ASSIST FROM DLR B/C
CUST 2ND OWNER, NO HIST AT DLR, 14,000 MILES OUTSIDE OF WRNTY. TERI VANLOO/CAC/PDX; 0;
36673719
2001-08-14

CUST HAS EXISTING FILE# 05281730. PLEASE USE THIS FILE FOR DOC PURPOSES. TERI
VANLOO/CAC/PDX; 0; 366673838
2001-08-14

CRM CONTACTED CUST. CUST STATES HE HAS SPOKEN TO ANOTHER CRM WHO ADVISED AVM DENIED
COVERAGE. CRM ADVISED SHE WILL CALL DLR. TOM SVC ADVISOR ADVISED THAT RODGER SVC MGR IS
UNAVAIL BUT AVM HAS BEEN CONTACTED AND DENIED ASSIST. CRM ADVISED THAT GM WILL NOT COVER
REPAIR. CUST STATES HE WILL HAVE TO GO TO CONSUMER PROTECTION AGENCY. CRM CLOSING FILE
DIBAT W/ TM ANDY BECK APPROVAL. CRM SENDING BBB LETTER. TERI VANLOO/CAC/PDX; 0; 366674885
2001-08-14

approval crm reviewed file & bbb letter & is sending to mx for
printing.....april newcomb/pdx/app; 0; 366697965

*****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:

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
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
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:

05308152

August 14, 2001

[REDACTED]
Kent, WA [REDACTED]

Request: C05308152

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 1998 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Teri Vanloo
Customer Relationship Manager

MN0001-P/aln

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

BROOKLYN CENTER
MN

HOME PHONE:

CASE NUMBER: 05246832 VIN: 1G1YY22G4W5116078
MODEL YEAR: 1998
DATE OPENED: 2001-08-08 SERIES: UNKNOWN
DATE CLOSED: 2001-08-08 MILEAGE: 30000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ITEN CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 6701 BROOKLYN BLVD, BROOKLYN CENTER, MN, 55429, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKED

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) FIX

A01 Open Campaign Product Campaign Claim
0 REPAIR ATTEMPT(S) 00034

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplora.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\Iexplora.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\Iexplora.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STS VEH STEERING IS LOCKED. CUST SEEKS WHAT TO DO. CRM ADVED TO HAVE VEH TOWED TO DLR SO VEH CAN BE REPAIRED. CRM LOCATED CLOSEST DLR TO CUST. CUST STS ALREADY HAS ROADSIDE PHONE NUMBER AND WILL CALL IN THE MORNING. CRM ADVED CUST OF OPEN CAMPAIGN #00034 FOR THE SEAT BELT. CUST STS HAS NO FURTHER QUESTIONS OR CONCERNS. BETH GILLILAND/CAC/CRM/PDX; 0; 366174256

*****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 EAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
SRC WARRANTY DATE:
MADA: 0
SALES TAX:

VEHICLE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

IMAGE:

PIER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

HINESVILLE

GA

HOME PHONE:

CASE NUMBER: 04592109

VIN: 1G1YY22G4W5116520

MODEL YEAR: 1998

DATE OPENED: 2001-06-18

SERIES: UNKNOWN

DATE CLOSED: 2001-06-18

MILEAGE: 37000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: NESMITH CHEVROLET OLDSMOBILE OF HINE

BRC PARENT:

DEALER ADDRESS: US HWY 84, HINESVILLE, GA, 31313, USA

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

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

STEERING COLUMN PROBLEM

E40 Tires

Other

1 REPAIR ATTEMPT(S)

TIRE MONITOR SYSTEM PROBLEM

A07 Referred to Dealer

Customer Satisfaction

1 REPAIR ATTEMPT(S)

REFERRED TO FORD DLR WHERE SHE PURCHASED

VEH

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 STS VER HAS A TIRE MONITOR SYSTEM LIGHT ILLUMINATED ALSO HAD A MONITOR STEERING COLUMN LIGHT ILLUMINATED SHOWING THERE IS A PROBLEM WITH THESE TWO SYSTEMS. SHE JUST HAD THE TIRES REPL AND FEELS THAT THERE IS A GLITCH IN THAT SYSTEM AND IS NOT TOO CONCERNED ABOUT THE TIRE PROBLEM. CUST SKS TO GET THE MONITOR STEERING COLUMN LIGHT TURNED OF B/C THE STEERING WHEEL IS LOCKED IN PLACE AND WILL NOT MOVE. CUST OWNERS MANUAL STS TO HAVE VEH TOWED TO DLR TO FIX THIS PROBLEM. CUST PURCHASED VEH SECOND HAND AND PURCHED FROM A FORD DLR. CRM ADV TO CALL FORD AND DISCUSS ISSUE WITH TME AND SEE HOW THEY WANT TO HANDLE ISSUE FOR HER. CRM / MIKE
SHELTER/ ATK.; 0; 361743080

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER 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:
LEASE 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:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CARY, NC

CASE NUMBER: 05330198 VIN: 1G1YY22G4W5116713
MODEL YEAR: 1998
DATE OPENED: 2001-08-15 SERIES: UNKNOWN
DATE CLOSED: 2001-08-15 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_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 WANTS TO KNOW IF THERE IS A CAMPAIGN ON HIS VEH. CUST SEEKS WHY HIS VEH STEERING IS ALWAYS LOCKING UP. CUST HAS 98 CORVETTE AND THIS IS THE SECOND TIME THIS HAS HAPPENED IN THE LAST 8 MYS. CUST ALSO STATED THAT HIS DEALER STATED THAT HIS VEH IS NOT THE ONLY ONE W/ THIS CONCERN. CRM ADVISED WOULD DOC HIS COMPLAINT. LINELL KOENIG/CAC/PDX; 0; 366762500

*****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:

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:

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:
HOME PHONE:

Richmond, IN

CASE NUMBER: 1-10710245 VIN: 1G1YY22G4W5116971
MODEL YEAR: 1998
DATE OPENED: 2002-06-24 SERIES: Corvette
DATE CLOSED: 2002-10-04 MILEAGE: 20700.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/Ayes DEALER NAME:
SRC PARENT: DEALER ADDRESS:

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

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

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

steering column; ; 2002-06-24
2002-08-05

NOTICE TO CRM ERICA BOULDIN; ; 2002-09-26
2002-08-30

docs needed; ; 2002-08-30
2002-09-09

cust; ; 2002-09-09
2002-09-19

cust follow up; ; 2002-09-19
2002-09-26

cust; ; 2002-09-26
2002-09-26

unable to contact; ; 2002-09-26
2002-09-26

Created: CAC_RS0006. SR#1-10710245; ; 2002-09-26
2002-09-26

unable to contact; ; 2002-10-01
2002-10-01

approved letter; ; 2002-10-01
2002-10-04

Service Request has been Closed Satisfied.; ; 2002-10-04

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
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:

IS 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
SERP:

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

BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

1-10710245

October 23, 2003

Richmond, IN

Service Request: S1-10710245

Dear

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

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

Sincerely,

Erica Bouldin
Customer Relationship Manager

RS0006-A/crs

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Flower Mound
TX

HOME PHONE:

CASE NUMBER: 1-98576831 VIN: 1G1YY22G4W5120924
MODEL YEAR: 1998
DATE OPENED: 2003-05-12 SERIES: Corvette
DATE CLOSED: 2003-05-12 MILEAGE: 70000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Serra Chevrolet-Oldsmobile, Inc.
BRC PARENT: DEALER ADDRESS: 3003 E Colorado Blvd, Pasadena, CA, 91107-3860, USA

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

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

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

wheel won't turn; ; 2003-05-12
03-05-12

cust; ; 2003-05-12
2003-05-12

Service Request has been Closed Satisfied.; ; 2003-05-12

*****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:
PERMANENCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

LINE TYPE:
MILEAGE @ BUY-BACK: 0
MRP:

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:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

NAME :
COMPANY :
ADDRESS :

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5692907	VIN Number:	1G1YY22G4W5120938
Date Opened:	06/25/2002	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B17007	Mileage:	15781
Address:	STEVE JONES CHEVROLEFORREST CITY	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCKUNLOCK STRG COLUMN WILL NOT UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/25/2002 10:50:44 SBD TEMPLATE - STEVENS

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) VIRGIL MCKENZIE

CUSTOMER CONCERN - STRG COLUMN WILL NOT UNLOCK INTERMITTENTLY

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

TECH SAID THERE WAS A CODE BUT HE DOES NOT KNOW WHAT IT IS

HAD TECH CHECK FOR CODE AND IT IS A B2682

TAC RECOMMENDATION -

CHECK CIRCUIT 1604 FOR A CHAFE TO GROUND

ALSO A POSS LOCK CONCERN

06/25/2002 10:50:44 HISTORY - STEVENS

GM RESTRICTED

373416

CASE NUMBER: 05061420 VIN: 1G1YY22G4W5121183
 DATE OPENED: 07/25/01 MODEL YEAR: 98
 DATE CLOSED: 08/14/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 73000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] PASADENA, CA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05061420 VIN: 1G1YY22G4W5121183
 DATE OPENED: 2001-07-25 MODEL YEAR: 1998
 DATE CLOSED: 2001-08-14 SERIES: UNKNOWN
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: TEAM CHEVROLET-OLDSMOBILE
 REC PARENT: DEALER ADDRESS: 3003 E COLORADO BLVD, PASADENA, CA, 91107, USA

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

A01 Open Campaign Product Campaign Claim
 0 REPAIR ATTEMPT(S) 01044

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm]]
- * Review specific solutions ([SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm]]
-
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

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

373416

CUST STATES: VEH STEERING LOCKED UP WHILE CUST WAS IN SAN DIEGO. DLRSHF THERE ADV'D CUST THERE IS NO CAMPAIGN ON THIS VEH, WHEN IN FACT CAMPAIGN # 01044 IS OPEN. CUST STATES: NOT COMFORTABLE W/THIS DLRSHF & WANTS TO HAVE VEH TOWED BACK TO TEAM CHEV IN PASADENA. CUST STATES: SHE HAS AAA TOWING & WILL USE THEM TO TOW VEH. CRM ADV'D WOULD FOLLOW UP W/CUST IN MID-AUGUST TO MAKE CERTAIN CAMPAIGN WORK WAS PERFORMED. CUST HAD STATED THAT SHE JUST RECENTLY PURCHASED VEH AS USED VEH & THAT THERE IS AN EXTENDED COVERAGE UP TO 100,000 MILES. CUST DID NOT HAVE VIN SO CRM CONTACTED SAN DIEGO DLRSHF. CRM NOTES THAT ANY EXT SVC CONTRACT MUST BE THROUGH AN INDEPENDENT AS IT DOES NOT SHOW IN VIN PROFILE. CRM ADV'D CUST THAT A FOLLOW UP WOULD BE MADE IN MID-AUGUST, MON, 8/14 BETWEEN 12:30 & 1 PM. CUST THANKED CRM FOR ASSIST & FOLLOW UP. -CRM WANDA STRONG-PDX; 0; 364944839
2001-07-25

CUST CALLED BACK IN TO SEE IF THE CAMPAIGN COVERED HER VEH. HER VIN IS NOT IN THE CAMPAIGN. CUST IS OUT OF WRTY, UP TO DLR. CUST STATES SVC MGR IS CONTACTING AVM. WANDA/CAC/PDX WILL BE GIVING CALL BACK TO CUST 8/14/01. HEATHER HOOTS/CAC/PDX; 0; 364946418
2001-07-26

cust stated veh has abs column concern that she was told was covered under a recall but her vin didn't fall within breakpoints. cust seeks cost assistance for concern. crm called svc mgr who stated avm would not authorize goodwill at 73000 miles. crmadvised cust unable to assist since veh was 37000 miles outside of warranty. cust understood. KEVIN LAMB/pdx/crm; 0; 365018546
2001-08-14

(TIME: 10:34 AM) CRM PULLED FILE FOR REV & NOTES THAT CUST WAS DENIED COST ASSIST & THAT HER VEH DID NOT FALL W/I THE VIN BREAKPOINTS FOR CAMPAIGN. NO FURTHER ACTION REQ'D. -CRM WANDA STRONG-PDX; 0; 366665597

*****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:

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

373416

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

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

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

WORK:
ADDRESS: ,

LOCATION:

GM RESTRICTED

373416

STATE: .
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Gonzales , LA

CASE NUMBER: 1-12624775 VIN: 1G1YY22G4W5123497
MODEL YEAR: 1998
DATE OPENED: 2002-07-01 SERIES: Corvette
DATE CLOSED: 2002-08-13 MILEAGE: 40000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: All Star Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 11377 Airline Highway, Baton Rouge, LA, 70816,

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

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

Sticks

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

Ignition cylinder lock; ; 2002-07-01
2002-07-01

Service Request has been Closed Satisfied.; ; 2002-07-01
2002-07-01

Campaign #01044A - Corvette Electronic Column Lock; ; 2002-07-01
2002-07-01

Service Request has been Closed Satisfied.; ; 2002-07-01
2002-07-02

Service Request Ownership has changed FROM: DOWN TO: LOWDENJ; ; 2002-07-02
2002-07-02

Campaign; ; 2002-07-02
2002-07-02

Svc Advisor; ; 2002-07-02
2002-07-02

Kia store; ; 2002-07-02
2002-07-02

CUST. SEEKS UPDATE CUSTOMER CAN BE REACHED AT 225-715-7832 CELL; ; 2002-07-02
2002-07-02

left message; ; 2002-07-02
2002-07-02

cust would only speak to a supervisor; ; 2002-07-02
2002-07-02

Escalated call; ; 2002-07-02
2002-07-02

01044a; ; 2002-07-02
2002-07-02

Campaign 01044a; ; 2002-07-02
2002-07-02

Campaign 01044A; ; 2002-07-02
2002-07-02

BBB refferal; ; 2002-07-02
2002-07-02

Submitting BBB letter; ; 2002-07-03
2002-07-03

Svc mgr; ; 2002-07-03
2002-07-03

AVM Jeff Richardson node 972075 mailbox 8103; ; 2002-07-03
2002-07-08

Processing BBB letter; ; 2002-07-08
2002-07-08

Created: CAC_MN0001. BR#1-12624775; ; 2002-07-08
2002-07-08

Submitting for approval; ; 2002-07-10
2002-07-10

Approved letter; ; 2002-07-10
2002-07-10

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

Avn; ; 2002-07-11
2002-07-11

update; ; 2002-07-11
2002-07-12

AVM input; ; 2002-07-12
2002-07-15

avn; ; 2002-07-15
2002-07-18

avn; ; 2002-07-18
2002-07-22

avn info; ; 2002-08-02
2002-07-22

Jeff Richardson; ; 2002-07-22
2002-07-26

info; ; 2002-07-26
2002-08-02

CAMPAIGN REIMBURSEMENT; ; 2002-08-08
2002-08-02

REIMBURSEMENT FOR CAMPAIGN CAMPAIGN 01044A; ; 2002-08-02
2002-08-05

seeking status; ; 2002-08-05
2002-08-05

CRM left message; ; 2002-08-05
2002-08-08

dlr input; ; 2002-08-08
2002-08-08

update; ; 2002-08-08
2002-08-08

Service Request has been Closed Satisfied.; ; 2002-08-08
2002-08-12

transferred to previous crm; ; 2002-08-12
2002-08-13

handling crm; ; 2002-08-13
2002-08-13

update; ; 2002-08-13
2002-08-13

response to message; ; 2002-08-13
2002-08-13

Service Request has been Closed Satisfied.; ; 2002-08-13

*****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:

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:

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:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SITTING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

1-12624775

October 23, 2003

[REDACTED]
Gonzales, LA [REDACTED]

Service Request: S1-12624775

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 1998 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Cynthia Cabrera
Customer Relationship Manager

MN0001-P/kaw

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

PORT NECHES

TX

HOME PHONE:

CASE NUMBER: 04195207

VIN: 1G1YY22G4W5123712

MODEL YEAR: 1998

DATE OPENED: 2001-05-15

SERIES: UNKNOWN

DATE CLOSED: 2001-05-17

MILEAGE: 24600

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: J K CHEVROLET

BRC PARENT:

DEALER ADDRESS: 1451 HWY 69 N, NEDERLAND, TX, 77627, USA

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

S01 Service General

Other

1 REPAIR ATTEMPT(S)

CUST SEEKS COST ASST W/REPAIRS

M01 Steering General

Inoperative

1 REPAIR ATTEMPT(S)

STEERING LOCKED UP

TED

TED

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

CUST STS THAT VEH IN DLRSHP FOR REPAIRS. CUST SEEKS COST ASST W/ REPAIRS. CRM ADVISED CUST THAT CRM WOULD HAVE TO RESEARCH INFO AND CALL CUST BACK. BETTY IMMER/TMCARS; 0; 358801724
2001-05-15

CUST SEEKS UPDATE ON FILE. CRM ADV CUST THAT PREVIOUS REP IS STILL DOING RESEARCH AND WOULD ADV HER TO CALL BACK AT EARLIEST CONVENIENCE. LISA CLARDY/ATX/TIER2; 0; 358815440
2001-05-16

CUSTOMER STATED THAT HE WANTS TO CHECK STATUS OF FILE.....CRM REVIEWED COMMENTS.....CUSTOMER STATED THAT THE TRANSMISSION IS LEAKING, AND STEERING WHEEL LOCKED UP....CUSTOMER JUST PURCHASED VEHICLE ON MAY 1,2001.....CUSTOMER IS SEEKING GOODWILL ASSISTANCE ON REPAIRS. CRM CONTACTED DEALERSHIP AND SPOKE TO BRIAN POWELL SVM.....SVM STATED THAT VEHICLE IS USED, NOT PURCHASED FROM THERE DEALERSHIP.....STATED THAT ON THE REPAIR ORDER CUSTOMER COMPLAINT WAS ONLY THE STEERING WHEEL LOCKING UP.....NO ASSISTANCE....CUSTOMER SHOULD CONTACT DEALERSHIP HE PURCHASED VEHICLE FROM. CRM ADVISED CUSTOMER OF INFORMATION.....CUSTOMER STATED THAT HE HAS AN INVOICE FROM SELLING DEALER THAT STATED THEY TOOK VEHICLE INTO A CHEVROLET DEALER BEFORE WARRANTY ENDED AND VEHICLE WAS FINE.....NOW HE IS HAVING PROBLEMS....CRM ADVISED CUSTOMER THAT HE NEEDS TO REFER TO HIS SELLING DEALER TO SEE IF THEY WOULD BE WILLING TO ASSIST. HEATHER ALEXANDER/AUSTIN; 0; 358881454

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

IDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

REPORTED 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:

ROAD 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:

OWNER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

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 SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3908991	VIN Number:	1G1YY22G4W5126982
Date Opened:	05/01/2000	Model Year:	1998
Date Closed:	05/26/2000	Series:	Corvette
Dealer Code:	B47635	Mileage:	0
Address:	UFTRING CHEV-OLDS IN WASHINGTON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/01/2000 09:08:00 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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)

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

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

05/01/2000 09:08:00 HISTORY - MILLER DEALER (MIKE) STATES

THE CUSTOMER ALLEGES THE STEERING COLUMN WOULD NOT UNLOCK. CANNOT DUPLICATE THE CONCERN AND HAS NO CODES. ADVISED DEALER OF PI A000265.

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.**

**06/26/2000 13:19:16 MILLER
CASE CLOSING.**

- REPLACED LOCK ACTUATOR. FAXED

06/06/2000 15:57:39 BRYANT

- DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM
GM RESTRICTED

PAGE: 1

311213

CASE NUMBER: 3939627 VIN: 1G1XY22G4W5127713
DATE OPENED: 05/17/00 MODEL YEAR: 98
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 013743
CUSTOMER: B26314
ADDRESS:
HOME PHONE: STATE: FL
BUS. PHONE:

SYMPTOM ABSTRACT---- STEERING SERVICE COLUMN LOCK LAMP ON
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

05/17/2000 16:07:11 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

1. NUMBER OF TIMES IN FOR THE SAME CONDITION
- NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- (Y/N) S/W SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/17/2000 16:07:11 HISTORY - HAJJ

CUSTOMER SAYS SERVICE COLUMN LOCK LAMP ON AND COLUMN IS STILL LOCKED .

DEK SAYS SWS CHECKED FOR CODES NO CODES PRESENT , DLR SWS SYS OPERATING AS PER DESIGN AT THIS TIME . DLR SWS LAST VISIT 7K MILES AGO DLR HAS REPLACED STEERING LOCK MOTOR. DLR HAS NOT CHECKED TERMINAL PIT . DLR LOOKING FOR INFO.

ADVISED DLR TO CHECK TERMINAL DRAG AT BCM, LOWER COLUMN , RELAY AND LOCK MOTOR , WIGGLE HARNESS AROUND . IF NO TROUBLE IS FOUND DLR TO REPLACE RELAY. HAJJ 40772

05/25/2000 09:03:14 RADELOCH

DEALER CONTACT NAME (WHO ARE YOU TALKING TO) KEN

DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

TECHNICAL ASSISTANCE SYSTEM
GM RESTRICTED

PAGE: 2

311213

___3___ NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS
CONDITION

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE
TECH STATES CAR BACK FOR SAME CONCERN, CUSTOMER ALLEGED, STARTED CAR WENT
TO BACK OUT OF DRIVEWAY AND CAR STALLED AND COLLISION MESSAGE DISPLAYED.
TECH STATES CAR TOWED INTO SHOP AND EVERYTHING IS WORKING PROPERLY, NO
DTC. TECH STATES HE DID REPLACE THE RELAY.

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

ADVISED TECH TO RECHECK

1. KEY IN-OUT STATUS
2. IF THE KEY IS THE SAME ONE THE CUSTOMER IS USING.
3. CONNECTION AT THE BASE OF THE COLUMN AND BCM.
4. GROUNDS IN BOTH A PILLAR (G201,202)

CHEVROLET CASE 000110026 TYPE: G-GENERAL
DEALER: CAPITOL CHEVROLET CADILLAC, IN
YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: SALEM STATE: OR ZIP: [REDACTED]
VIN: 1G1YY22G4W5127839 DELIVERY DATE: 06/06/1998
RESP DEALER: 00000
MILEAGE: 13000 CORPORATE CASE #:
YEAR/MODEL: 1998/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 03/07/2000 ORIG OPEN DATE: 03/07/2000
REOPENED: N
LAST ACTIVITY DATE: 03/10/2000 BY: QIANA DANIELS
CLOSE DATE: 03/10/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00
RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 19071
CONTACTED DATE: 03/07/2000 NAME: CAPITOL CHEVROLET CADILLAC, IN
DEALER CLOSED : 03/07/2000 CITY: SALEM ST: OR

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
D10	0		HEATER CONTROL HAS TO BE REPLACED FOR THE 4TH
M41	0		LOCKS UP
N01	0		PRE SET MEMORY MALFUNCTIONS

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/07/2000 14:00:50
CUST STATES THAT HE WANTS HIS VEHICLE HE REPURCHASED. HE STATES THAT HIS VEHICLE HAS BEEN TO THE DEALER 4 TIMES FOR THE SAME THING. THE HEATER CONTROL MALFUNCTIONS. THE UNIT HAS TO BE REPLACED. THE STEERING COLUMN LOCKS UP. THE DRIVER'S SEAT MALFUNCTIONS. HE HAS POWER SEATS THAT DO NOT ALWAYS WORK. CRM PLACED CUST ON HOLD. SOMHOW WE WERE DISCONNECTED. CRM TRIED TO CALL CUST BACK BUT THE NUMBER ON THE BASE SCREEN IS NOT WORKING FOR SOME REASON. CRM IS CALLING THE DEALER FOR ASSISTANCE WITH THE NUMBER. CRM CONTACTED CUST BACK. CRM ADVISED CUST THAT THE AVM WOULD BE CONTACTED. CRM ADVISED THAT SHE WOULD CALL HIM BACK AS SOON AS THERE IS MORE INFORMATION AVAILABLE. CRM CALLED THE DEALER AND SPOKE WITH MARK. HE STATES THAT TAC HAS BEEN CONTACTED. THIS IS A KNOWN PROBLEM WITH THE VEHICLE. THEY ARE WORKING WITH TAC ON THIS CONCERN NOW AMS WILL WAIT TO HEAR BACK FROM THEM WITH MORE INFORMATION AS TO HOW TO CORRECT THE CONCERN. CRM ADVISED MARK THAT THE CUST IS SEEKING A BUY BACK. CRM ADVISED THAT SHE IS CONTACTING THE AVM. CRM CONTACTED THE AVM AND LEFT A MESSAGE.
QIANA DANIELS/CBC/ATX

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/08/2000 17:58:12
CRM CALLED AVM DON BRISER AT HOME. HE STATES THAT HE WILL BE CONTACTED THE CUST THIS WEEK TO LET HIM KNOW WHAT THE DECISION WILL BE. AVM REQUESTED A COPY OF THE FILE. CRM ADVISED THAT SHE WOULD FAX IT TO HIM.
NEXT CRM*****
IF CUST CALLS BACK BEFORE I CAN CALL HIM PLEASE ADVISE THE AVM WILL BE CONTACTING HIM THIS WEEK WITH MORE INFORMATION. HE IS AWAITING OUT FILE TO BE SENT TO HIM.
QIANA DANIELS/CBC/ATX

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 03/10/2000 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/10/2000 13:01:07
CRM CALLED AVM. HE STTS THAT HE CALLED THE CUST AND WILL EITHER REPURCHASE THE VEHICLE OR GIVE THE CUST AN EXTENDED WARRANTY FOR 100,000. WHEN CUST DECIDES HE WILL CALL THE AVM.
QIANA DANIELS/CBC/ATX

GM 1241

GM 1241 Data available for this case.
GM 1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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: TRY BOTH NUMBERS

ADDRESS: [REDACTED]

CITY: SALEM

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: OR

HOME PHONE: [REDACTED]

EXTENTION: [REDACTED]

DATE:

DATE:

ZIP: [REDACTED]

Injured Parties

● Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Clarkston

MI

HOME PHONE:

CASE NUMBER: 1-122360507 VIN: 1G1YY22G4W5128067
MODEL YEAR: 1998
DATE OPENED: 2003-07-23 SERIES: Corvette
DATE CLOSED: 2003-07-23 MILEAGE: 99000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: John Bowman Chevrolet, Inc.
BRC PARNT: DEALER ADDRESS: 6750 Dixie Hwy, Clarkston, MI, 48346-2919, USA

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

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

Sticks

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

Steering column lock; , 2003-07-23
2003-07-23

Steering column lock; , 2003-07-23
2003-07-23

Steering column lock; , 2003-07-23
2003-07-23

Steering column lock; , 2003-07-23
2003-07-23

Follow up; , 2003-07-23
2003-07-23

Service Request has been Closed Satisfied.; , 2003-07-23

*****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:
PURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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:
HOME PHONE:

CROWLEY , TX

CASE NUMBER: 06743948 VIN: 1G1YY22G4W5130093
MODEL YEAR: 1998
DATE OPENED: 2002-04-19 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-02 MILEAGE: 61000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LYNN SMITH CHEVROLET
BRC PARENT: DEALER ADDRESS: 925 N HURLESON BLVD, BURLINSON, TX, 76028, USA

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

A01 Open Campaign Technical Bulletin
0 REPAIR ATTEMPT(S) 01044
M01 Steering General Other
1 REPAIR ATTEMPT(S) steering column locked

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

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

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

cust. stated that he purchased a used 1998 corvette in october of 2001. cust. stated that shortly afterwards the steering column locked up on it and he discovered that there was a recall on it. cust. stated that the recall should have been performed before the vehicle was sold. cust. stated that his vehicle has been at the dealer since tuesday. cust. seeks a rental vehicle. crm contacted the dealer and spoke to cindy barrett svc. adv., who stated that the vehicle was there and it was there for the locked steering colum 01044. the svc. mgr. gene skaggs, is out to lunch. crm asked if the vehicle would be ready or not. cindy did not know. crm advised the cust. that she will call at one o' clock to determine if the vehicle is ready or not. cust's wife's no. is [REDACTED] crm advised the cust. of his request no. and no other recalls. crm is suspending the file. jmoore, atx, cars, 48967; 0; 388083395
2002-05-02

CRM SPOKE TO TONY PRATER AN DISCOVERED THAT THE VEHICLE HAD BEEN REPAIRED AND PICKED UP. CUST. WAS NOT AT HOME SO CRM LET A MESSAGE WITH THE CUST.'S WIFE. CRM CLOSING SATISFIED. JMOORE, ATX, CARS, 48967; 0; 389208808

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BEC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

AGE:

YEAR:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:
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:
IS 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:

ORLANDO , FL

CASE NUMBER: 02183384 VIN: 1G1YY22G4X5100061
DATE OPENED: 2000-11-08 MODEL YEAR: 1999
DATE CLOSED: 2001-05-30 SERIES: CORVETTE COUPE
SOURCE: Phone MILEAGE: 36950
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME: DON MEALEY CHEVROLET OLDSMOBILE
DEALER ADDRESS:

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

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) 60/72 gmpp

N01 Electrical General Other
1 REPAIR ATTEMPT(S) electrical problems

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

Chronic repair

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

cust states he is very dissatisfied with his veh b/c of the chronic problems cust has had.....cust seeks to get out of veh.....crm attempted to contact the avm by take was not in.....crm advised cust crm will contact avm and get back to cust.....cust states he would be happy w/ a gmpp for 72 months.....crm kerrie lindholm/atx; 0; 342556142
2000-11-09

CUST CALLED STATEING CRM IS TO CONTACT WITH RESOLUTION TO ISSUE. CRM ADVISED CUST THAT CRM CAN CONTACT SERVICE MANAGER. CUST STATES HE HAS SERVICE MANAGER ON OTHER LINE, CUST CONFERENCED CRM, SERVICE MANAGER, ANDY AND CUST. DLR STATES VEH HAS HAD A GREAT DEAL OF CHRONIC ISSUES. CRM ADVISED THAT PREVIOUS CRM WAS GOING TO WORK ON A GMPP FOR CUST. DLR STATES THIS WOULD BE NICE. CRM ASKED CUST WHAT IS IT HE IS SEEKING FROM CHEVROLET. CUST STATES A GMPP WOULD BE NICE; HOWEVER, A BUY BACK WOULD BE BETTER. DLR STATES A BUY BACK WOULD BE THE BEST OPTION FOR CUST. CRM ADVISED DLR THAT AVM SHOULD BE INVOLVED IN THIS ISSUE. DLR STATES HE WILL CONTACT RANDY JORDEN, AVM FOR A WIN-WIN RESOLUTION ON VEH ISSUE. CRM WILL NOTIFY PREVIOUS CRM TO LET HER KNOW ISSUE HAS BEEN RESOLVED THROUGH DLRSHIP. CAROLJO HIPPS/PDX; 0; 342639107
2000-11-09

ANDY TAYLOR IS CORVETTE SPECIALIST. HE STATED THAT RANDY JORDAN AVM WILL BE IN ON MONDAY THE 13TH AND HE WILL PHONE MR TRUHLAR AND LET HIM KNOW WHAT WILL BE DONE.; 0; 342656152
2000-11-09

HAS READ THE UPDATED INFO IN THIS REQUEST. THANK YOU...CAROLJO HIPPS/PDX; 0; 342657232
2000-11-15

CUST HAS CALLED BACK B/C AVM NEVER CONTACTED HIM. CUST STATES SVC MGR HAS AGREED THIS IS A LEMON AND HE WANTS TO SPEAK WITH THE AVM DIRECTLY. CRM ADVSD CUST THIS MAY NOT BE POSSIBLE AND WOULD CONTACT THE SVC MGR ANDY TAYLOR FOR A DATE WHEN CONVENIENT FORAVM TO DISCUSS THIS WITH CUST. CALL BACK WITH CUST FOR 2:30 ET. TRISH CHAMBERS/PDX.CAC; 0; 343191195

2000-11-16

CRM states that prev crm, chambetr, was suppose to call him back yesterday after contact'd crm...cust states that she spoke w/sandy, svc mgr...she states that she's not aware of cust concern. crm was transfer'd to andy, corvette specialist. he states that he spoke w/avm who rev'd cust repair history and denied request for reim. he states that when he spoke w/prev crm, hippsc, on 11/9 he wasn't able to speak w/directly w/crm due to cust conf dlr/cac. he states that cust brought up the concern of repurchase and he inform crm that cust veh might fall under the guidelines. he states cust veh has had basic problems that all corvette's have (sterring column problems). he states cust purchase'd veh used from another dlr @ roughly 20,000 miles w/an ext warranty. he states that cust has an aftermarket stereo system which is causing alot of his problems (electrical component problems, door panels problems, battery, etc). he states that veh doesn't have any current concerns. dlr is waiting on a part for campaign 00034.; 0; 343234148

2000-11-16

****CONT****he states that cust veh doesn't need to be repurchased. cust is seeking warranty to be extended to 72,000miles which avm didn't address. crm thank'd andy for him taking the time to clarify cust situation. crm spoke w/tm regarding request. he states that he will authorize a 60/72 gmpp. crm relay'd to cust info recv'd by andy. crm inform cust that request for repurchase has been denied by avm. cust dissat w/decision. crm inform cust that he will receive a 60/72 gmpp as a goodwill gesture due to inconvenience of cust. cust satisfied. crm confirm'd address. cust satisfied. crm forward request to tm for approval. Christie Edwards/atx; 0; 343238418

2000-11-16

CRM SET CALL BACK WITH CUST FOR 11/16 @ 2:30 ET. CUST CALLED BACK BEFORE CRM HAD THE CHANCE TO CONTACT SVC MGR AND DISCUSS CONCERN. FROM NOTES IN FILE, CONCERN HAS BEEN TAKEN CARE OF. TRISH CHAMBERS/PDX/CAC; 0; 343252478

2000-11-29

CRM TO ALARM PREVIOUS CRM TO PLEASE UPDATE CUST AT TO STATUS OF FILE. CUST STATES HE HAS NOT RECEIVED ANY INFO ON EXTENDED WARRANTY.....JANET ST. CLAIR/PDX/CAC; 0; 344397414

2000-11-30

crm recv'd tm feedback form. tm has approved 60/72 gmpp (major guard) due to corvette tech, Andy, stating that veh is experiencing the problems that are known w/the corvettes. cust purchased veh used as a demo veh. cust has had 39 warranty repairs listed on vin since cust took ownership of veh. per prev crm, HIPPS, entry on 11/9, dlr (Andy) stated that veh should be repurchased due to problems w/veh. avm denied repurchase so, prev crm, HIPPS, and dlr offer'd cust gmpp (60/72) as a goodwill gesture. gmpp was never submit't'd. crm rev'd request w/tm who states that he would authorize goodwill due to cust already accepting offer and to re-establish the relationship (cust/gm). crm c/b cust. cust accepts offer. crm confirm'd address. cust satisfied. crm submit'd request to tm for approval. Christie Edwards/atx; 0; 344451196

2000-12-02

TM APPROVES GMPP. CUST WAS DENIED BUY BACK AND SVC MGR STATED THE CUST DESERVES THE GMPP. CUST HAS HAD SEVERAL CHRONIC REPAIRS. TM APPROVING GMPP TO MAINTAIN CUST LOYALTY AND SATISFACTION AND TO RESTORE FAITH IN VEH.

TM MICHAEL SCHOPPE AUSTIN; 0; 344640833

2000-12-04

CUST STATES THAT HE IS WAITING FOR GMPP THAT HE WAS PROMISED. NOBODY EVER GETS BACK TO HIM. CUST SEEKS INFO RE GMPP.

ADVISED THAT I WOULD RESEARCH AND CALL CUST ON FRI, BETWEEN 11-12AM, PST. CRM APOLOGIZED TO CUST FOR MANY, MANY DELAYS AND LONG PROCESS OF PROVIDING ASSISTANCE.

JANICE WATANABE/PDX/CAC; 0; 344831085

2000-12-08

CUST SEEKS UPDATE ON GOODWILL;

CRM ADVISED CUST WE HAVE NO INFO AT OUR SITE, I SENT AN ALARM TO TM IN AUSTIN REQUESTING

THAT THEY CALL CUST W/ UPDATE. CRM WILL CONTINUE TO FOLLOW THIS CASE, AND WILL CHECK IN W/ CUST NEXT TUES, BETWEEN 10-12AM, PST.

JANICE WATANABE/CARS/PDX; 0; 345152718
2000-12-08

CRM RECEIVED E-MAIL FROM APPROVAL TM, CONFIRMING THAT CUST'S REQUEST IS INDEED IN THE APPROVAL QUEUE; FINAL APPROVAL SHOULD TAKE ABOUT 2 WKS. CRM CALLED CUST AND LEFT A MESSAGE RE THIS UPDATE.

JANICE WATANABE/CARS/PDX; 0; 345169735
2000-12-13

APPROVER HAS REVIEWED REQUEST FOR GMPP 60M/72K MAJOR GAURD AND WILL SUBMIT TO GMBFL FOR FINAL APPROVAL. APPROVER TIM CHRISTIAN AUSTIN*,TX; 0; 345587606
2000-12-15

gm final approval, gmpp, 60/72
james grose, mgr. training/quality
austin,tx 12/15/00; 0; 345788202
2000-12-19

CRM CALLED CUST TO INFORM THAT GMPP RECEIVED FINAL APPROVAL ON 12/15/00. LEFT MESSAGE ON CUST'S MACHINE.

JANICE WATANABE/CARS/PDX; 0; 346100885
2001-01-09

gm final approver reviewed file a 2nd time on 01/08/01 and ok'd the policy to be issued using the following guide lines: 60 months / 75,000 miles. Note, we do not offer any plans with 72, 000 mile coverage. Reviewed with approval team and team manager. Note approver Naaman Phillips while manually processing this request brought the mileage discrepancy to my attention. I attempted to modify the goodwill screens but the system would not allow modification. Approving a Major Guard 60 month 75,000 mile policy with a Zero deductible. Jim Grose, mgr. quality and training austin,tx. 01/08/01; 0; 347908361
2001-01-09

CRM HAS COMPLETED THE GMPP CONTRACT FOR MAJOR GUARD 60/75,000 \$0 DED. AND HAS SUBMITTED THE GMPP IS ON ITS WAY LETTER TO THE APPROVERS. THE CONTRACT WILL BE GIVEN TO THE TM FOR MAILING.

NAAMAN PHILLIPS/APPROVER/ATX; 0; 347911418
2001-01-09

GMPP MAJOR GUARD LETTER FOR 60 MONTHS 75,000 MILES NO DEDUCTIBLE HAS BEEN APPROVED AND SUBMITTED FOR PRINTING. LOIS PRICE/APPROVER/ATX; 0; 347918618
2001-01-19

GMPP letter sent 01/11/01. Cookie McCormick/TPA Approval Group/01-19-01; 0; 348792239
2001-05-18

CUST STATES HE IS PLANNING TO SELL HIS VEHICLE. CUST SEEKS TO KNOW IF GMPP 60/75 GIVEN BY CHEVROLET WOULD BE TRANSFERABLE TO NEW OWNER. CUST STATES HE HAS CALLED GMPP AND WAS ADV THAT WARRANTY IS NOT TRANSFERABLE AND CUST WOULD NOT GET REFUND FOR WARRANTY. CRM CONTACTED GMPP AND CONFERENCED CUST WITH GMPP. ELLEMINO CRAWFORD @ GMPP ADV CUST AND CRM THAT CUST MAY TRANSFER POLICY TO NEW OWNER, HOWEVER HE MAY NOT GET REFUND FOR POLICY. CUST STATES HE HAS TAKEN VEHICLE TO DON MEALEY CHEVROLET 407-295-7000 EXT 5144, CUST STATES SM-ANDY TAYLOR IS AWARE OF SITUATION. CUST SEEKS TO GET REFUND FOR POLICY OF APROX \$1200, CUST FEELS HE SHOULD GET REFUND SINCE GMPP WAS GIVEN TO HIM BECAUSE OF ALL THE REPAIRS AND INCONVENIENCE HE HAD TO THROUGH WITH HIS VEHICLE. CRM ADV CUST I WOULD TRANSFER HIM TO A CUSTOMER DISTANCE ESPECIALIST. CRM ESCALATED TO TIER2. LILIANA LOPEZ/CARS/TAMPA/TIER1.; 0; 348048814
2001-05-18

CUST STATES THAT HE WAS GIVEN MISINFORMATION BY JOHN AT GMPP. CUST STATES THAT JOHN TOLD HIM THAT HIS WARRANTY WAS TRANSFERABLE AND THAT IF HE TURNED IN HIS WARRANTY THAT HE WOULD BE ELIGIBLE FOR A \$1,202.00 REFUND ON THE POLICY. CUST FURTHER STATES THAT WHEN GM ISSUED

HIM THE EXTENDED WARRANTY THAT HE WAS NOT ADVISED THAT HE WOULD NOT BE ELIGIBLE FOR THE SAME BENEFITS THAT OTHER GMPP HOLDERS WERE. CUST CONFERENCED THIS CRM IN WITH BOB NOLDER AT P. MR NOLDER ADVISED CUST THAT THE TWO OPTIONS THAT GMPP COULD EXERCISE WERE, 1. TRANSFER THE WARRANTY TO THE NEW OWNER OF THE VEHICLE OR, 2. REFUND \$1,202.50 TO THE CHEVROLET DIVISION OF GENERAL MOTORS, SINCE THAT WAS WHO HAD PURCHASED THE PLAN. CUST STATES THAT THE WARRANTY WAS ISSUED TO HIM FOR ALL OF HIS INCONVENIENCE WITH HIS VEHICLE. CUST STATES THAT HE DOES NOT UNDERSTAND WHY HE AS THE POLICY HOLDER CANNOT BE REIMBURSED THE \$1,202.50 SINCE HE IS THE POLICY HOLDER. CUST ALSO STATES THAT IF GM HAD ISSUED HIM THE CHECK FOR HIM TO PURCHASE THE...CONTINUED; 0; 359053083

2001-05-18

GMPP INSTEAD OF DOING IT INTERNALLY THAT HE WOULD BE ABLE TO TURN IT IN FOR REIMBURSEMENT. CUST ALSO STATES THAT THE POLICY WAS ISSUED TO HIM FOR HIS INCONVENIENCE, NOT TO GM FOR THEIR INCONVENIENCE. CUST SEEKS TO BE ABLE TO TURN THE POLICY IN FOR \$1,202.50. CRM ADVISED CUST THAT I WOULD RESEARCH THIS CONCERN FOR HIM AND RETURN HIS CALL. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 359053260

2001-05-18

CRM ATTEMPTED TO CONTACT CUST. NEGATIVE. CRM WILL ATTEMPT CONTACT 2:00PM 5/18/01. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 359060353

2001-05-18

CRM RECEIVED OVER THE SHOULDER APPROVAL TO OFFER CUST \$1,500. OLC. APPROVAL FOR OLC FROM SHANNON GOLFORD. THERESA THACKRAY CARS/TAMPA/TIER 2.; 0; 359066159

2001-05-18

CRM CONTACTED CUST AND ADVISED HIM THAT GM WOULD NOT BE ABLE TO OFFER HIM A MONETARY SETTLEMENT FOR THE BALANCE OF HIS WARRANTY. I ALSO ADVISED CUST THAT I HAD BEEN AUTHORIZED TO OFFER HIM A \$1,500. OLC. CUST ADVISED CRM THAT THIS WAS NOT A GOOD TIME FOR HIM. CUST STATED THAT HE WILL CALL CRM BACK AT CAC. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 359066313

2001-05-23

CRM CONTACTED CUST. AGAIN CUST STATED THAT IT WAS NOT A GOOD TIME FOR HIM. CUST STATED THAT HE WILL CONTACT CRM WHEN HE IS NOT SO ENCUMBERED. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 359495763

2001-05-30

CRM RESUMED FILE TO CLOSE. WILL REOPEN WHEN CUST MAKES CONTACT. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 360099162

*****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: , ,
FACT: ,
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: ,

LOCATION:

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

02183384

01-17-01P06:24 REVU

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 8858
Chicago, IL 60680-8858

Please process the attached GMPP Contract Registration form:

Customer Information:

Customer Name: _____

File Number: _____

Personal Use: ☒

Commercial Use: _____

Reason for offering GMPP: AVM Request

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile PontiacVIN # 1G1YY22G4X5100061Year: 1999 In service Date: 8/4/98 Mileage: 32000

Division Dealer Code Information: (Circle one below)

Pontiac - 16-89123

GMC Truck - 48-81784

Oldsmobile - 15-89001

Buick - 11-89001

Chevrolet - 13-70011

Cadillac - 12-89000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

☒

Approve and pay for a new plan - No GMPP coverage currently

Authorize a new plan or upgrade; Customer will pay total cost

☐ Approve and pay for an upgrade; apply original coverage refund to Division making request☐ Pay for all coverage costs; refund the original coverage cost to customer☐ Cancellation

Payment Approval:

CRM (decision maker): Christe EdwardsPlan Selection: Major Guard 60/75,000 B.D.N.D.Team Manager/Supervisor: Denise DriesDate: 1/10/01

975649646

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY2264X5100061

MAKE

CHEVROLET

MODEL

CORVETTE

CURRENT ODOMETER

320100

PLAN PURCH. DATE

1/9/01

COMM.

TOW/

DRIVE

TRACT ONLY ONE

GNP*

MRP*

MAJOR GUARD*

CUSTOM

POWERTRAIN

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 term and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and as set forth, and until the expiration of the selected term/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

VEHICLE IN

SERVICE DATE

8/11/98

MONTHS

MILES

24

48

60

72

36

48

60

72

96

108

120

132

OPTIONAL DEDUCTIBLE

\$100

\$200

The term and mileage of any plan selected below will be calculated from the date and mileage 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

OPTIONAL DEDUCTIBLE

MONTHS

MILES

12/12,000

24/24,000

36/36,000

48/48,000

60/60,000

72/72,000

84/84,000

96/96,000

108/108,000

120/120,000

132/132,000

144/144,000

156/156,000

168/168,000

180/180,000

192/192,000

204/204,000

216/216,000

228/228,000

240/240,000

252/252,000

264/264,000

276/276,000

288/288,000

300/300,000

312/312,000

324/324,000

336/336,000

348/348,000

360/360,000

372/372,000

384/384,000

396/396,000

408/408,000

420/420,000

432/432,000

444/444,000

456/456,000

468/468,000

480/480,000

492/492,000

504/504,000

516/516,000

528/528,000

540/540,000

552/552,000

564/564,000

576/576,000

588/588,000

600/600,000

612/612,000

624/624,000

636/636,000

648/648,000

660/660,000

672/672,000

684/684,000

696/696,000

708/708,000

720/720,000

732/732,000

744/744,000

756/756,000

768/768,000

780/780,000

792/792,000

804/804,000

816/816,000

828/828,000

840/840,000

852/852,000

864/864,000

876/876,000

888/888,000

900/900,000

912/912,000

924/924,000

936/936,000

948/948,000

960/960,000

972/972,000

984/984,000

996/996,000

1008/1008,000

1020/1020,000

1032/1032,000

1044/1044,000

1056/1056,000

1068/1068,000

1080/1080,000

1092/1092,000

1104/1104,000

1116/1116,000

1128/1128,000

1140/1140,000

1152/1152,000

1164/1164,000

1176/1176,000

1188/1188,000

1200/1200,000

1212/1212,000

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1272/1272,000

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1356/1356,000

1368/1368,000

1380/1380,000

1392/1392,000

1404/1404,000

1416/1416,000

1428/1428,000

1440/1440,000

1452/1452,000

1464/1464,000

1476/1476,000

1488/1488,000

1500/1500,000

1512/1512,000

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1560/1560,000

1572/1572,000

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1764/1764,000

1776/1776,000

1788/1788,000

1800/1800,000

1812/1812,000

1824/1824,000

1836/1836,000

1848/1848,000

1860/1860,000

1872/1872,000

1884/1884,000

1896/1896,000

1908/1908,000

1920/1920,000

1932/1932,000

1944/1944,000

1956/1956,000

1968/1968,000

1980/1980,000

1992/1992,000

2004/2004,000

2016/2016,000

2028/2028,000

2040/2040,000

2052/2052,000

2064/2064,000

2076/2076,000

2088/2088,000

2100/2100,000

2112/2112,000

2124/2124,000

2136/2136,000

2148/2148,000

2160/2160,000

2172/2172,000

2184/2184,000

2196/2196,000

2208/2208,000

2220/2220,000

2232/2232,000

2244/2244,000

2256/2256,000

2268/2268,000

2280/2280,000

2292/2292,000

2304/2304,000

2316/2316,000

2328/2328,000

2340/2340,000

2352/2352,000

2364/2364,000

2376/2376,000

2388/2388,000

2400/2400,000

2412/2412,000

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2436/2436,000

2448/2448,000

2460/2460,000

2472/2472,000

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2748/2748,000

2760/2760,000

2772/2772,000

2784/2784,000

2796/2796,000

2808/2808,000

2820/2820,000

2832/2832,000

2844/2844,000

2856/2856,000

2868/2868,000

2880/2880,000

2892/2892,000

2904/2904,000

2916/2916,000

2928/2928,000

2940/2940,000

January 9, 2001

[REDACTED]
Orlando, FL

Request: C02183384

Dear [REDACTED]

Thank you for your support of Chevrolet Motor Division. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks.

The Major Guard plan is for the following:

- 60 months or 75,000 odometer miles, whichever comes first
- Standard rental
- No 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,

Naaman Phillips
Customer Relationship Manager

R35-A/lgp

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GN RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Hollywood FL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-2727029 VIN: 1G1YY22G4X5101355
DATE OPENED: 2002-05-20 MODEL YEAR: 1999
DATE CLOSED: 2002-05-20 SERIES: Corvette
SOURCE: Phone MILEAGE: 29812.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME:
DEALER ADDRESS:

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

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

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

Possible electronic steering Column lock campaign concern (01044); ; 2002-05-20
2-05-20
Service Request has been Closed Satisfied.; ; 2002-05-20

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

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

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
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
MP:

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:

1-2727029

October 23, 2003

[REDACTED]
Verona, WI [REDACTED]

Service Request: S1-14457029

Dear [REDACTED]

We are sorry you have experienced concerns with your 2000 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Scott Mudge
Customer Relationship Manager

RS0022-T/lkd

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

CHAPEL HILL

NC

HOME PHONE:

CASE NUMBER: 01478017

VIN: 1G1YY22G4X5102800

MODEL YEAR: 1999

DATE OPENED: 2000-09-06

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-09-08

MILEAGE: 35640

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: PERFORMANCE CHEVROLET

BRC PARENT:

DEALER ADDRESS: 4611 MADISON, SACRAMENTO, CA, 95841, USA

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

M01 Steering General
2 REPAIR ATTEMPT(S)

Inoperative
STEERING COLUMN LOCKS UP

VEHICLE COMPLAINT

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

CUST STATED THAT HE HAS HAD HIS VEHICLE IN THE SHOP 2X'S NOW BECAUSE THE STEERING COLUMN
CKE UP. CUST STATED DEALERSHIP HAS CALLED TAC AND THEY ARE AWARE OF THE PROBLEM, BUT THEY
HAVE NO FIX AS OF YET. CUST STATED THAT THIS IS UNSATISFACTORY AND WANTS HIS VEHICLE FIXED
OR BOUGHT BACK. CRM TRIED TO CONTACT DEALERSHIP SVC MGR, JIM HESS, BUT GOT ANSWERING
MACHINE. CRM WILL TRY AGAIN LATER TODAY TO SEE WHAT WE CAN DO FOR THE CUST AND POSSIBLE GET
AVM INVOLVED. IRIS HICKMAN/PDX.; 0; 337106094
2000-09-06

CRM CONTACTED SVC MGR, JIM HESS, AT DEALERSHIP WHO WAS VERY FAMILIAR WITH CUST AND HIS
VEHICLE PROBLEM. JIM STATED THAT HE CONTACTED TAC AND THEN CONTACTED ANDY BRENE, WHO IS A
SVC ENGINEER, WHO SUGGESTED THAT THE DEALERSHIP STOP TRYING TO FIX THE PROBLEM. GM HAD A
MEETING LAST NIGHT TO SEE WHAT THE PROBLEM IS AND WHAT CAN BE DONE, BUT JIM HAS NOT HEARD
ANYTHING YET. ANDY STATED TO JIM THAT WE HAVE NO CONFIRMED CASES THAT THE STEERING HAS
LOCKED UP WHEN DRIVING DOWN THE ROAD, ONLY WHILE VEHICLE IS STOPPED OR PARKED. HE STATED
THAT THIS IS A NATIONAL CONCERN AND THEY ARE WORKING 1000% ON THE PROBLEM. JIM STATED THAT
THE VEHICLES INVOLVED AT 1997 TO 2000 CORVETTES. JIM STATED THAT A BUY BACK IS NOT AN
OPTION AT THIS TIME, BUT COULD BE IN THE FUTURE. JIM STATED FOR CUST TO BE PATIENT AND TO
GIVE THEM SOME MORE TIME TO WORK ON THE PROBLEM. CRM THANKED JIM FOR ALL OF HIS HELP AND
WILL CONTACT CUST AND INFORM. IRIS HICKMAN/PDX.; 0; 337122181
2000-09-06

SVC MGR, JIM STATED THAT THERE WAS NOTHING THE AVM COULD DO BECAUSE IT IS AN ENGINEERING
PROBLEM. CRM WILL NOT TRY TO CONTACT HIM. IRIS HICKMAN/PDX.; 0; 337122262
2000-09-06

CRM CONTACTED CUST AT WORK NUMBER: [REDACTED] AND INFORMED THAT GM IS DOING EVERYTHING
POSSIBLE TO CORRECT THE PROBLEM WITH THE STEERING COLUMN AND THAT UNFORTUNATELY THERE IS
NOTHING ELSE WE CAN DO. CRM STATED THAT IF THERE IS A DECISION TO BUY BACK THE VEHICLE, THE
CUST WOULD BE SENT A LETTER IN THE MAIL. CUST THANKED FOR CALLING. IRIS HICKMAN/PDX.; 0;
337122699
2000-09-07

CUST STATES HE IS NOT SAFE IN CAR AND WANTS TO PURSUE A BUY BACK. CUST SEEKS INFO. CRM
INFORMED CUST THERE ARE SPECIFIC DIRECTIONS FOR CUST WHEN THEY ARE NOT SATISFIED AT THE

CUSTOMER SERVICE LEVEL IN THE BACK OF THEIR MANUAL.
N OFFOR ATK; 0; 337193030

*****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:

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:
ERC 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:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

REATED:

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:

Y: CHEVROLET CASE 000033554 TYPE: G-GENERAL
 NAME: CREST CHEVROLET
 YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: SAN BERNARDINO
 VIN: 1G1YY22G4X5104093
 RESF DEALER: 00000
 MILEAGE: 19136
 YEAR/MODEL: 1999/CORVETTE

STATE: CA ZIP: [REDACTED]
 DELIVERY DATE: 09/15/1998
 CORPORATE CASE #:

CASE TYPE : G-GENERAL
 OPEN DATE : 01/25/2000
 REOPENED: Y

STATUS: C
 ORIG OPEN DATE: 01/18/2000

LAST ACTIVITY DATE: 01/28/2000
 CLOSE DATE: 01/28/2000

BY: NICOLE LONGHELLO
 SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:
 LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
 LETTER 99-04, THROTTLE CONTROL SYSTEM

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N
 CONTACTED DATE: 01/18/2000
 DEALER CLOSED : 01/18/2000

DEALER NUMBER: 20084
 NAME: CREST CHEVROLET
 CITY: SAN BERNARDINO ST: CA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
J03	0		CUST STATES VEH WON'T START AFTER DRIVING 5 M
M01	0		CUSTOMER STATES STEERING COLUMN LOCKS UP
1	0		WARNING CHIMES GO OFF FOR NO REASON
0	0		SECURITY LIGHT IS STAYING ON
T28	0		POSSIBLE LEMON LAW CASE BEE CASE # IS CHEV0083

Certificates

o Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/18/2000 14:47:09
CRM RCVD ACTIVE BBB CASE # CHV0083490
DOC # IS 000189455

CUSTOMER'S CONCERNS ARE THAT THE STEERING COLUMN LOCKS UP, THE VEHICLE WILL NOT RESTART AFTER DRIVING FOR 5 MIN AND SHUTTING OFF, WARNING CHIMES GO OFF WITHOUT REASON, SECURITY LIGHT IS STAYING ON. CUSTOMER STATES THAT BOTH HE AND THE DEALERSHIP THINK THAT IT IS SOMETHING TO DO WITH THE ALARM SYSTEM, BUT THE DEALER CAN'T GET CHEVY TO COME UP WITH THE FIX. CUSTOMER STATES THAT HE NO LONGER HAS FAITH IN HIS VEHICLE BECAUSE HE NEVER KNOWS WHEN IT WON'T START. CUSTOMER SEEKING REPURCHASE OF HIS VEHICLE.

NICOLE LONGELLO/BRC/ADR/58510

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/20/2000 15:50:47
CRM CONTACTED CUSTOMER AND SPOKE WITH HIM IN REGARDS TO HIS VEHICLE. CUSTOMER STATES THAT AT THIS TIME THE STEERING COLUMN LOCKS UP IS FIXED, THE VEHICLE WON'T START AFTER SITTING FOR 5 MIN IS FIXED, WARNING CHIMES GO OFF WITHOUT REASON IS FIXED, SECURITY LIGHT IS STAYING ON, I WAS NOT ON WHEN VEHICLE WAS PICKED UP ON THURSDAY BUT ON SATURDAY IT CAME BACK ON, CUSTOMER STATES THAT HIS WIFE'S KEYLESS ENTRY IS NOT WORKING PROPERLY, CUSTOMER IS UNABLE TO SET THE HORN TO LET THEM NOW WHEN THE VEHICLE IS LOCKED. CUSTOMER STATES THAT THEY REALLY ARE READY TO HAVE THE VEHICLE REPURCHASED BECAUSE THE ALARM SYSTEM IS CAUSING SO MANY PROBLEMS THAT CANNOT BE FIXED. CRM CONTACTED SVC MGR AND LEFT A MESSAGE FOR HIM TO GET BACK WITH ME.

NICOLE LONGELLO/BRC/ADR/58510

CRM CONTACTED SVC MGR AT DEALERSHIP AND REQUESTED RO'S.
SVC MGR STATES THAT THIS GENTLEMAN HAS BEEN TO THE DEALERSHIP 16 X'S.
SVC MGR STATES THAT THIS VEHICLE NEEDS TO BE BOUGHT BACK.

NICOLE LONGELLO/BRC/ADR/58510

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/21/2000 10:13:39
CRM CONTACTED AVN AND LEFT A MESSAGE FOR HIM TO GET BACK TO ME

NICOLE LONGELLO/BRC/ADR/58510

CRM SPOKE WITH AVN. AVN STATES THAT THIS IS RIDICULOUS THAT THIS CASE SHOULD HAVE HAD A FIEL REP WORKING ON THIS VEHICLE A LONG TIME AGO/. AVN STATES THAT WE NEED TO SEE IF HE CAN GET THE CUSTOMER TO AGREE TO TAKE THE VEHICLE TO RICHARD HIBBARD CHEVROLET WHICH IS A CORVETTE SERVICE DEALERSHIP. IF HE DOES NOT AGREE THEN I WILL NEED TO GO AHEAD AND CONTACT LEE BACK.

NICOLE LONGELLO/BRC/ADR/58510

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/25/2000 09:58:44
CRM RCVD RO'S FROM CREST CHEVROLET
DOC # IS 000259027

NICOLE LONGELLO/BRC/ADR/58510

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/26/2000 19:06:44
CRM SPOKE WITH SVC MGR OVER AT RICHARD HIBBARD DEALERSHIP AND ASKED IF
MR. NILSON COULD BRING HIS VEHICLE OVER TO THE DEALERSHIP. SVC MGR S
AID HE HAD NO PROBLEM WITH THAT JUST HAVE THE CUSTOMER BRING IN THE RO
'S FOR WHAT WAS DONE TO THE VEHICLE. I ALSO EXPLAINED THAT A RENTAL V
EHICLE WOULD BE PROVIDED TO THE CUSTOMER. I WAS ASKED TO SEND A FAX A
UTHORIZING THIS AS WELL AS EXPLAINING IT AGAIN. I WILL BE FAXING INFO
RMATION OVER TOMORROW. CRM CONTACTED CUSTOMER AND SPOKE WITH HIM. CU
STOMER WILL BE BRINGING THE VEHICLE INTO THE DEALERSHIP ON MONDAY OR T
UESDAY OF NEXT WEEK.

NICOLE LONGELLO/BRC/ADR/58510

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/27/2000 12:35:52
CRM RCVD SETTLEMENT LETTER FROM THE BBB

DECISION - REPAIRS AT RICHARD HIBBARD CHEVROLET
JUSTIFICATION - CUSTOMER WAS OFFERED FINAL REPAIRS AT ANOTHER DEALERSH
IP THAT DOES A LOT OF WORK ON CORVETTS
DECISION MAKER - CUSTOMER, CRM AND AVM
FOLLOW UP - FOLLOW UP AND SEE HOW REPAIRS WENT

NICOLE LONGELLO/BRC/ADR/58510

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 01/28/2000 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: SAN BERNARDINO

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: CA

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENTION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

TO:Nicole Longello COMPANY:Chevrolet Motor Division

13000033554

To: Nicole Longello
Fax#: 13133810022
From: Kirby Peng
Jan 12, 2000

Re: Chevrolet Motor Division/CHV0083490
TotalPages: 5



AUTO LINE

January 12, 2000

Re: cam8 1716 X 1858 CHV0063490 :Nileon vs Chevrolet Motor Division

Ms. Nicole Longello
Chevrolet Motor Division
Tampa, FL

Dear Ms. Longello:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form*, a *Manufacturer's Response Form (MRF)*, and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our assistance sooner, please contact me.

Please send us:

- (a) your position in this dispute in writing on the attached *MRF*; and
- (b) provide copies of any documents relevant to this dispute including the following:

- Technical service bulletins (if any);
- Recall notices (if any);
- Vehicle repair records; and
- Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to a hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see extension listed below) if you have any questions.

Sincerely,

Kiry Peng at Extension 210

Customer Claim Form

Case Number: CHV0083490

Contact Date: 01/12/00

Start Date: 01/12/00

Customer Name Address:

SAN BERNARDINO, CA

Day Phone:

Evening Phone:

Fax Number:

E-mail address:

Vehicle Information

Name(s) that appear on vehicle title: Robert Nilson

Is vehicle titled to a business? no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles registered in California by vehicle owner/lessee: 2

Make: Chevrolet

Model: Corvette

Model Year: 1998

Current Mileage: 18138

Vehicle Identification Number: 1G1YY22G4X5104093

Servicing Dealer/City/State: Great Chevrolet,

Selling Dealer/City/State: Great Chevrolet, San Bernardino

Insurance Carrier: GEICO

Policy Number: 7780428

Has vehicle been in an accident? Yes ___ No ☒ Date of accident:

Description of Damage:

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

Purchase Date: Mileage at purchase:

Lease Date: 08/18/00 Mileage at lease:

Purchased As:

Leased As: New

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name:

Leasing Company's Name: GMAC

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone:

Phone: () -

Resolution Sought

He & the dealer believe the problem is in the alarm system but the dealer can't get Chevrolet to come up with what it takes to fix it. He no longer has faith in the vehicle because he never knows when it won't start. He wants the car replaced.

Signature of Owner(s):

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

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

Customer Claim Form

Customer Name: [REDACTED]

Case Number: CHVD083490

[illegible]

Place an asterisk (*) next to any current problems)

TO: Nicole Longello COMPANY: Chevrolet Motor Division



Chevrolet Motor Division

MANUFACTURER RESPONSE FORM
(CALIFORNIA)

Case Number: CHV0083490

Vehicle: 1999 Corvette

Customer Number: [REDACTED]

VIN: 1G1YY22G4X5104093

Manufacturer's Position: _____

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)
☐ Recall Notice(s)
☐ Vehicle Repair Records
☐ Purchase/Lease documentation
☐ Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing ☐ By phone ☐ In person ☐ In writing

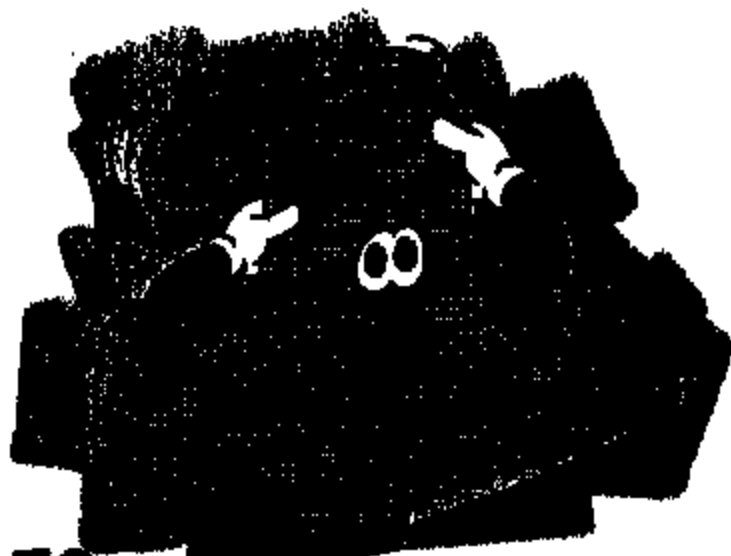
Form completed by: _____ Date: ____/____/____

Future Contact: _____

Phone: _____ Fax: _____

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700



HOT OFF THE FAX

TO: Nicole Longello

FROM: Sam Barnett @ Crest
Chevrolet

OUR FAX#: _____

DATE: 1-24-00

PAGES(EXCLCOVER) 13

COMMENTS: _____

CREDIT CARD		DATE		TIME		MILEAGE		OIL		FUEL		WASH		TIRE		TOTAL	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
SAN BERNARDINO, CA		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
STATE REG# AF000000		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

WASH.

REMOVED BY:

DATE:

TIME:

MILEAGE:

OIL:

FUEL:

WASH:

TIRE:

TOTAL:

AUTHORIZED BY:

IN PERSON:

BY PHONE:

CURRENTS: WATER-LSI

U 050VZENG17

ENGINE LIGHT ON
WHILE DRIVING

C.S.I.

NO CODES STORED IN LIGHTNING BOLT
IN DRIVEABILITY SYSTEMS REPRESENTATION ROAD TEST

N 140VZG000E

INSTRUMENTS/GAUGES
OK CHANGE IN LIGHT COMING ON--WAS JUST CHANGED HERE

G 020VZACC

ACCESSORIES
WITH EVERYTHING OFF KEYS IN THO. CRIMES STAY ON--SEE BACK UP
PAPERWORK

AT-6 E7200 .8

C.S.I. WAIT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

<input type="checkbox"/> OIL	TECHNICIAN CERTIFIED: I understand that my vehicle will be reassembled within _____ days of the date shown above. I agree that in performing this service, I understand that I am not responsible for any damage to the vehicle or its contents.
<input type="checkbox"/> GREASE	
<input type="checkbox"/> TIRE FLUID	
<input type="checkbox"/> WHEEL NUTS	

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 A.M. to 5:30 P.M.
FOR YOUR CONVENIENCE
WE ACCEPT THE FOLLOWING:
CASH • AMERICAN EXPRESS •
MASTERCARD • VISA •
DINERS CLUB INTERNATIONAL
GM CARD

Thank You
CREST CHEVROLET



165641

CREST CHEVROLET

900 West 21st Street • P.O. Box 601
SAN BERNARDINO, CA 92405

Phone (909) 822-3532

S.A.R. REG. # AF000000
E.P.A. I.D. # CAD0000000

81/24/2000 09:43 909-883-7968

CREST CHEV

PAGE 03

[illegible]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

MULBERRY, FL

CASE NUMBER: 04998812 VIN: 1G1YY22G4X5104546
MODEL YEAR: 1999
DATE OPENED: 2001-07-20 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-24 MILEAGE: 46810
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MICHAEL HOLLEY CHEVROLET
BRC PARENT: DEALER ADDRESS: 1025 HWY 98 S, LAKELAND, FL, 33801, USA

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

M41 Steering Column/Lock/Attaching Parts Vibration
1 REPAIR ATTEMPT(S) recall

S13 Reimbursement Requested Other
1 REPAIR ATTEMPT(S) recall has been done and paid for

GMPP GENERAL

GM INSTRUCTIONS:

to document customer comments. The dealership is in a position to verify component coverage. CRM to contact dealership for further information about customer concern. If there is a discrepancy between the dealership and the customer, CRM to refer customer to GMPP as they are in the best position to verify component coverage.

[[Phone List RUN C:\Progra-1\Plus\Micros-1\Iexplora.exe
http://carsweb/webknowledge/plists/PhoneList.asp]]

GMPP GENERAL

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

Cust states that he has paid a deductible of \$60.00 for a Campaign 01044 on 1998-2000 Corvettes for any electronic steering column lock issues. Cust seeks reimbursement on Campaign. CRM was advised to forward file to Tier 2 PatrickT. Chaquita Slater/Tier1/Tampa; 0; 364503313
2001-07-20

Customer states that his steering column locked up about two months ago and that he had to have the vehicle towed into the dealership for the repairs. Customer states that within the past week, he received a recall notice involving the steering column locking up. He states that he has a GMPP and that it covered the repair. Customer states that he was charge about \$58 dollars for the repair and he had to pay about \$27 for the towing expense.

Customer seeks reimbursement for the total amount paid for the recall.

CRM advised that research would be needed. CRM asked the customer if he had a deductible on his GMPP and he said that he did not know. Customer states that Michael Holley did the repair. CRM advised that GMPP pays \$50 toward towing expense. CRM deducted that the total bill was \$77...the customer had to pay the \$27 for the balance of the tow. CRM called the dealership to follow up on the other charges. CRM spoke with Dennis Dials in the service department. Mr. Dials received the; 0; 364504788
2001-07-20

the customers account and saw the fee, however, he could not determine why the fee was charged to the customer. Initially he thought that it was a diagnostic fee, however, he

said that the customer should not have been charged a diagnostic fee for a recall. MR. Dials requested that CRM call him back in one hour and he would pull the actual invoice and time at that time.

CRM provided the customer with this information. Customer stated that he was at work and requested CRM to call him back at his home number on the request screen and leave any information obtained regarding the reimbursement. CRM advised the customer of CRM's extension of 5770.

Request suspended to contact the dealership back in one hour.

todd patrick/tier2/tampa; 0; 364504989
2001-07-20

Request resumed to contact Dennis Dials at the dealership regarding follow up on this customers charges. CRM called and informed that Mr. Dials was not available. CRM left an extensive message requesting that he contact CRM with the information.

CRM called the customer's house and left an extensive message on his answering machine, per his request, informing him that CRM did not have the information he was requesting and that further follow up was needed.

Request suspended to call the dealership on Monday.

todd patrick/tier2/tampa; 0; 364517757
2001-07-24

Request resumed to contact Dennis Dials regarding customers request. Mr. Dials stated that he did review the charges to the customer. He states that the \$27 dollars charged was the balance of the tow bill. Total tow bill was \$77 dollars and his MajorGuard covered \$50 and the customer is responsible for the balance. Mr. Dials stated that the remainder of the bill was for additional service work that was not covered by his Major Guard and was unrelated to the campaign correction repairs.

CRM called the customer at this time to leave an extended message on his answering machine, which he had requested CRM to do in that he was unable to take calls at his work.

CRM advised the customer to contact CRM if further assistance was needed or he could contact MR Dials at the dealership.

Request will be closed until further contact from the customer.

todd patrick/tier2/tampa; 0; 364842092

*****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:
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:
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:

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

CASE NUMBER: 00717484 VIN: 1G1YY22G4X5104787
MODEL YEAR: 1999
DATE OPENED: 2000-06-23 SERIES: corvette
DATE CLOSED: 2000-12-07 MILEAGE: 44000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: BOB PULTE CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 909 COLUMBUS AVN., LEBANON, OH, 45036, USA

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

T57 Component Service Letter Customer Satisfaction
2 REPAIR ATTEMPT(S) complaint
M41 Steering Column/Lock/Attaching Parts Other
2 REPAIR ATTEMPT(S) locking up

Seeks repurchase

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

CUST STATES-WHILE ON ROADTRIP, VEH BROKE DOWN W/ SERVICE COLUMN LOCK; TOWED TO NEARBY DLR (HUBER CHEV 402/496-0220 IN OMAHA, NE) CUST SEEKS REPURCHASE OR ASSISTANCE GETTING INTO "A NEWER CAR". REPAIRING DLR HAS NOT YET SEEN VEH BUT IS GETTING HISTORY FROM REGULAR DLR. CRM ALSO SPOKE W/ REGULAR DLR SVC ADVISOR (LARRY MILLER) WHO STATED THAT SVC MGR IS OUT UNTIL MONDAY. CRM TO CALL REPAIRING DLR BACK TO GATHER INFO AFTER DIAGNOSIS IS MADE. ANN HAYS/AUSTIN CARS; 0; 330625032
2000-06-23

CRM SPOKE W/ REPAIRING DLR: HAS NO DIAGNOSIS YET; LEFT MSG FOR CUST ADVISING THAT SELLING DLR SVC MGR WAS OUT UNTIL MONDAY 6/26. ANN HAYS/AUSTIN CARS; 0; 330645175
2000-09-08

CUST C/B STTS: NEVER REC'D C/B FROM PREVIOUS CRM. ALSO STTS THAT HE HAS A 3 YEAR LEASE ON VEH & WOULD LIKE GM/CHEV TO EXTEND TO HIM A 1 YEAR EXTENDED WARRANTY TO COVER REPAIRS ON VEH. STTS HAS HAD CHRONIC REPAIRS ON VEH SINCE BEGIN OF LEASE. CRM ADV CUST WILL NEED TO RESEARCH & WILL CONTACT HIM ON 9/11. CUST HAS MOVED TO DIFF STATE & WILL BE BRINGING VEH TO BOB PULTE CHEV 513-932-0303 FOR ANY SVC. CRM TO CONTACT PREVIOUS DLR & NEW ONE FOR RESEARCH. KATT ZADWANY/PDX; 0; 337295664
2000-09-11

CRM UNABLE TO REACH SVC MGR, PHONE @ DLR RINGS FOR A LONG TIME & THEN GET VME. CRM TO TRY AGAIN BEFORE CALLING CUST. KATT ZADWANY/PDX; 0; 337546048
2000-09-12

CRM UNABLE TO CONTACT SVC MGR JAMES AIRS. HE IS IN MEETINGS ALL DAY W/ AVN. LEFT MESSAGE VME FOR HIM TO C/B W/ ANY INFO RE: CUST & VEH. ADV THAT CUST IS WANTING WARRANTY COVERAGE TIL END OF LEASE. ETC. KATT ZADWANY/PDX; 0; 337630479
2000-09-12

****NEXT CRM*****WHEN SVC MGR, JAMES C/B, PLEASE DOCUMENT ANY INFO HE MAY HAVE RE: CUST & VEH. INQUIRE ON GOOD TIME FOR ME TO CONTACT HIM BACK IF NEEDED. KATT ZADWANY/PDX; 0; 337630561
2000-09-12

crm c/b dlr as asked @ time asked, req'd vme. crm left message for svc mgr to call w/ any
info on cust & veh. katt zadworny/pdx; 0; 337732526
2000-09-13

crm attempted to contact svc mgr, svc mgr off for the day. left msg on vme to o/b with any info. also adv that it is the 4th attempt. crw will try until tuesday 9/19/00 and then escalate. crm to adv cust. katt sadwamy/pdx; 0; 337891506
2000-09-15

crmspoke w/ james ahrs, svc mgr @ dlx, he adv of work tat has been done @ this dlx. crm adv that cust wanting gmpp, repurchase, or replacement. crm inquired if svc mgr sees any reason giving gmpp, he attd "no", & that he is out by mileage for a repurchase. crm thanked svc & will research further to see what can be done. katt zadwary/pdx; 0; 338154521
2000-09-19

cust stated that he wanted to update file. cust stated he took vehicle to dlr for oil change and was told that rear differential is leaking. crm to forward file back to sadwarnk and send alarm. jdobbins atx; 0; 338232640
2000-09-21

cust states he has not heard anything from crm handling request..crm advd cust that his request for QMPP or Repurchase has been denied but crm handling request is still seeking other assistance possibilities..cust seeks to know what his next recourse is because he is getting ready to ctc his attorney..crm advd cust that once he ctc his attorney he cannot seek assistance from cust assist..crm reminded cust that previous crm ZADWARK is still researching..cust upset and began arguing and vented..Crm advd would send msg and ended call..pam brown/aus; 0; 338400946
2000-09-22

SVC MGR JIM HESS FROM THE SELLING DLRSDP CALLED INTO CAC ON 9-22-00. JIM STATES THAT HE WOULD LIKE FOR THIS CUST TO GET ASSISTANCE. JIM STATES THAT THE CUST HAS ALL OF THE REPAIRS THAT WOULD CONSTITUTE A REPURCHASE BUT IS NOT SEEKING A REPURCHASE OR TOGET OUT OF HIS LEASE EARLY. JIM STATES THAT THIS CUST HAS BEEN A BIG CHEV CUST AND PURCHASES THEM FOR HIS BUSINESS, JIM STATES THAT HE DOESN'T WANT TO LOSE THIS CUST. JIM RECOMMENDS A GMPP ON THE VEH DUE TO THE FACT THAT THE CUST'S CONCERNS ARE THAT THE VEH WILL COST HIM TOO MUCH MONEY WHEN IT IS OUT OF WARRANTY. JIM STATES THAT THE CUST HAS 11K MILES LEFT ON THE LEASE. JIM RECOMMENDS A 12/12 MAJOR GUARD. CRM ADV THAT THE ONLY CONCERN THAT THE REPAIRS WILL COST HIM TOO MUCH MONEY AFTER HE IS OUT OF WARRANTY. ONLY OTHER CONCERN CRM AND SVC MGR HAVE IS THAT THE CUST NOW HAS BETWEEN 36-37K MILES AND THAT EXCEEDS THE PARAMETERS FOR GMPP. CRM SVC MGR THAT I WOULD RESEARCH AND SPEAK W/ TM AND CALL HIM BACK ON COMPANY CELL PHONE @ (919) 291-0923; D; 338500662

2000-09-22

CRM HAS SPOKEN W/ TM AND HAS DECIDED TO MAKE A PHONE CALL TO THE ASM IN OHIO (THE SVC DLSEHPH ONE) AND SEE WHAT SUGGESTIONS CAN BE MADE AS FAR AS A GIPP OR A COMPONENT LETTER.
CRM/DANIKA WHITMAN/POK; 0; 338501803

2000-09-22

CHANGE IN PLAN: CRM IS TO CONTACT THE SELLING DLRSHPS (IN NC) ASM AND SEE IF ASSISTANCE CAN BE OFFERED. CRM CONTACTED JIM HESS AND ADV HIM OF THE NEW PLAN. JIM STATES THAT HE IS PUSHING FOR A GMPP (48/50K) CRM WILL LEAVE THE MESSAGE FOR THE ASM. CRM/DANIKA WHITMAN/PDX; 0; 338502784
2000-09-22

CRM LEFT A MESSAGE FOR THE ASM OF PERFORMANCE CHEVROLET (CHAPEL HILL LOCATION). CRM WILL WAIT FOR A RESPONSE. CRM/DANIKA WHITMAN/PDX; 0; 338505720
2000-09-22

CRM REC'D A MESSAGE FROM THE ASM IN NC. ASM ADV CRM THAT THE SVCING DLRSHPS IN OHIO IS THE ONES WHO HAVE MADE THE DECISION AND THAT THEY ARE MORE FAMILIAR W/ THE VEH AND THAT THEY MUST HAVE A REASON TO DENY THE CUST ANY KIND OF ASSISTANCE ON THE REQUEST. CRM WAS ADV TO CONTACT THEM W/ ANY FURTHER INFORMATION. CRM/DANIKA WHITMAN/PDX; 0; 338518104
2000-09-25

JIM HESS STATES HE IS THE SERVICE MANAGER AT THE SELLING DEALERSHIP IN N.CSERVICE MANAGER SEEKS UPDATE ON FILE ...CRM ADVISED HESS THAT THE REQUEST OF BUY BACK OR GMPP HAS BEEN DENIEDSERVICE MANAGER STATES THE VEHICLE HAS NEVER BEEN SERVICED AT THIS DEALERSHIP AND DOES NOT UNDERSTAND THAT HIS AVM WAS INVOLVEDSERVICE MANAGER STATES THE AVM OF THE SERVICING DEALERSHIP SHOULD BE INVOLVEDSERVICE MANAGER STATES THAT THIS CUST IS EXTREMELY LOYAL TO HIS DEALERSHIP AND THAT HE HAS MAJOR PROBLEMS WITH THIS VEHICLE ONE OF WHICH IS A SAFETY ISSUE -THE STEERING COLUMN LOCKS-.....SERVICE MANAGER SEEKS FOR PREVIOUS CRM TO CONTACT HIM SO HE CAN EXPLAIN SITUATIONCRM ADVISED SERVICE MANAGER THAT MESSAGE WILL BE SENT TO PREVIOUS CRM
AMINE.KRIHN/AUSTIN; 0; 338766619
2000-09-25

CRM CONTACTED JIM HESS AND WAS ADV THAT HE HAD SPOKEN W/ THE CUST AND WAS ADV THAT THE CUST WAS UNDER THE IMPRESSION THAT THE DLRSHPS IN OHIO WAS WILLING TO BACK UP ANY KIND OF ASSISTANCE. JIM HESS STATES THAT HE THINKS THAT INFORMATION WAS NOT RELAYED CORRECTLY. CRM ADV JIM OF THE MESSAGE FROM HIS ASM AND ADV THAT I WOULD CONTACT THE SVC MGR AT THE DLRSHPS IN OHIO. CRM/DANIKA WHITMAN/PDX; 0; 338770769
2000-09-25

CRM CONTACTED BOB PULTE CHEV, AND CUST HAS ONLY BEEN IN THERE ONE TIME FOR AN OIL CHANGE. CRM CONTACTED SUPERIOR CHEVROLET AND SPOKE W/ SVC MGR STEVE WHO ADV ME THAT I NEEDED TO CONTACT HIM TOMORROW. CRM WILL DO SO. CRM/DANIKA WHITMAN/PDX; 0; 338771307
2000-09-27

crm attempted to contact steve, svc mgr @ superior chev, adv he is on vacation all week & london is his asst in charge, however he is @ lunch. crm to c/b @ 11:30am pet 9/27/00.
katt sadwary/pdx; 0; 338929955
2000-09-29

CRM RECEIVED CALL FROM SVC MGR JIM HESS @ PERFORMANCE CHEV IN NC (SELLING DLR). SVC MGR STATED CUST CALLED HIS DLR THIS AM AND SPOKE TO ADVISOR AND WAS EXTREMELY UPSET BECAUSE NO ONE IS DOING ANYTHING TO HELP HIM. SVC MGR STATED CUST IS GETTING EXTREMELY FRUSTRATED AND COULD PURSUE FURTHER STEPS IF NOTHING HAPPENS SOON. SVC MGR STATED HE FEELS CUST SHOULD RECEIVE SOMETHING FOR ALL OF THE CONCERNS THAT HE HAS HAD W/VEHICLE (ESPECIALLY THOSE ABOUT THE STEERING COLUMN LOCKING UP). SVC MGR STATED THIS IS A KNOWN PROBLEM BY GM AND AFTER SPEAKING TO TAC, SVC MGR WAS ADVISED THAT THERE IS A SPECIAL FUND SET UP TO REPURCHASE CORVETTES WITH THIS EXACT PROBLEM (STEERING COLUMN) AND IF CUST DOES NOT RECEIVE ANY SATISFACTION SOON, HE WILL MOST LIKELY PURSUE THAT AVENUE AND WIN AND GM WOULD LOOSE A VERY Loyal CUST. SVC MGR STATED CUST HAS PURCHASED MANY MANY VEHICLES FROM HIS DLR, BUT THEY NEVER PERFORM ANY SVC ON VEHICLES BECAUSE CUST DOES NOT LIVE IN NC. CONT...; 0; 339098702
2000-09-29

SVC MGR STATED ASM/AVM/DSM FOR DLR IN OHIO NEEDS TO BE CONTACTED IN REGARDS TO CUST'S REQUEST. SVC MGR STATED HIS AVM CAN NOT DO ANYTHING BECAUSE VEHICLE HAS NEVER BEEN INTO DLR FOR SVC, JUST PURCHASE. SVC MGR STATED CUST NEEDS AN ANSWER SOON BECAUSE HE IS LOOSING

PATIENCE AND GM WILL LOOSE AN EXTREMELY GOOD CUST IF NOTHING IS DONE SOON. SVC MGR STATED CUST IS NOT SEEKING REPURCHASE AT THIS TIME; ALL HE WANTS IS AN EXTENDED WARRANTY TO LAST TILL HIS LEASE HAS EXPIRED (A 12 OR 24 MONTH GMPP MAJOR GUARD W/\$0 DEDUCTIBLE). CRM ADVISED WOULD RESEARCH FILE AND READ PREVIOUS CRM'S NOTES AND SEE WHAT, IF ANYTHING, CAN BE DONE FOR CUST. CRM ADVISED WOULD CALL CUST AFTER READING NOTES TO LET CUST KNOW THAT THIS CRM IS GOING TO TAKE OVER FILE AND SEE WHAT CAN BE DONE. CRM ADVISED WOULD CALL SVC MGR AND LET HIM KNOW WHAT IS GOING ON AS THINGS BECOME AVAILABLE.***CATHERINE CARLTON-BERTONCINI/TAMPA; 0; 339099248

2000-10-04

SERV MGR JIM CALLED SEEKING STATUS OF REQUEST SERV MGR STATED THAT CUST HAD CALLED HIM AND HAS NOT HEARD ANYTHING FROM CAC CRM ADVISED WILL SEND PREVIOUS CRM ALERT...ASANCHEZ; 0; 339539681

2000-10-06

svc mgr Jim Hess called in stating what is prev stated on file on 9/29/00 by CARLTONC, and wants to know status. crm informed that doesn't see too much is going on, but will research and see if something can be done. crm set c/b w/him for 4:30pm PST @919-291-0923...allen rasmussen-pdx; 0; 339712215

2000-10-06

crm s/w cust to find out more information. cust current mileage is 38000. states has had it in for repairs 4x on steering wheel column. states has had repairs also on battery, alternator, rear differential, power seat controls. didn't purchase ext. svc contract. is 1st gm veh. states works as a consultant to dealerships regarding customer service. states that decision made here can affect the decision of the new purchase of a veh for his wife in a few months and the leasing of a veh for him in a year..states is only seeking 1 year gmpp coverage. .crm informed cust that would need to research more to see if gmpp would be possible...allen rasmussen-pdx; 0; 339716611

2000-10-06

crm s/w 3 dealerships that cust said has taken to for repairs. crm called Don, svc mgr at Bob Pulte chevrolet - states has seen veh 1x for rear differential and an oil change, and no other times. crm s/w Erwin at Huber chevrolet who states veh was in on 6/23/00 for steering wheel column at 30,196 miles and one other time for oil change. crm s/w James, svc mgr at Superior chevrolet, who states that veh has been in a few times for oil changes, not much history on veh, but only in 1x for steering wheel column lock...allen rasmussen-pdx; 0; 339716985

2000-10-06

crm s/w Jim Hess, svc mgr of Performance chevrolet - where veh was purchased, and informed him that can't offer gmpp because cust is outside of warranty...svc mgr is very dissat. states veh was in warranty when case was started. crm denied assistance to cust because there aren't substantial repairs to issue a GMPP (no chronic repairs - only steering column lock 2x - other than that no major repairs), even if veh was in warranty. cust only stated, "unbelievable" and hung up...allen rasmussen-pdx; 0; 339717560

2000-10-09

CRM called the svc mgr, James Hess, at the Superior dlr and he advised to call back in half hour. CRM will call svc mgr back. Kyu Choi/pdx.; 0; 339964009

2000-10-09

Cust states that his paint is peeling. Cust seeks to know if his car is covered under the warranty. CRM advised cust that his vehicle would not covered under warranty=. Kyu Choi/pdx.; 0; 339972615

2000-10-09

To next CRM please disregard the notes on the paint peeling. Computer glitch. Computer has switched this message from another person's file. Kyu Choi/pdx.; 0; 339972811

2000-10-09

CRM spoke with the svc mgr at superior and he states that GMPP would not be recommended based on the fact that there are no abundant repairs, oil change and one time for the

steering wheel column locking up. CRM called the svc mgr, James Hess, and notified him that GMPP was not recommended. James Hess then advised CRM to call the customer at home to get more information. Kyu Choi/pdx.; 0; 339972948
2000-10-09

Cust state that he wants us to give him one year extended warranty for the problems he faced with his car. CRM advised cust that James Air at Superior Chevy does not recommend any Goodwill or GMPP. CRM advised cust that we will try to find out more information on this matter. Kyu Choi/pdx.; 0; 339974467
2000-10-09

CRM spoke with the svc mgr at Hubard Chevy and discussed the customer's history. SVC MGR could not comment on whether to give this customer a GMPP or not. Kyu Choi/pdx.; 0; 339975231
2000-10-09

CRM contacted the AVM for an approval on the GMPP. Kyu Choi/pdx.; 0; 339977639
2000-10-10

AVM DICK EDDY (800-823-0055X8186) HAD A VM FORWARDED TO HIM FROM THE AREA SALES MGR. AVM STATES HE IS THE AVM FOR BOB PULTE DEALERSHIP. AVM STATES HE DOESNT RECOMMEND A GMPP FOR THE CUST. AVM SUGGESTS A COMPONENT LETTER FOR THE CUST COVERING THE CONCERN. AVM SUGGESTS MAYBE 5YR/60000. AVM REQUEST THE FILE UPDATED AND FORWARD TO CRM CHOIK (SO THE CRM CAN TALK WITH THE TM ABOUT THE SUGGESTION). CRM ADV AVM SHE WOULD DO THIS.
BRENDAMATCHELL/TPA/AVM LINE; 0; 340055794
2000-10-11

CRM is currently working on a component letter for the steering column tilt due to history of failures. CRM is waiting upon the cust's information on the actual mileage of the vehicle. CRM called cust and left message for him to call cac with this information. TO next CRM- please input and document this information and transfer this file to CHOIK. Thanks. Kyu Choi/pdx.; 0; 340128220
2000-10-11

JAMES HESS STATES THAT A COMPONENT SERVICE LETTER IS NOT ACCEPTABLE. DEALER STATES THAT HE WANTS A GMPP FOR THIS CUSTOMER AND WILL GOT TO ANY EXTENT TO GET THIS. CRM INFORMES HIM THE AVM HAS DENIED THIS REQUEST AND SUGGESTED A COMPONENT LETTER. JAMES SAYS THIS NOT ACCEPTABLE. CRM GAVE HIM AVM #. JENNIFER CORPUS/ATX; 0; 340135728
2000-10-11

AVM DICK EDDY CALLED FOR UPDATES IN THE FILE. CRM READ THE NOTES TO THE AVM. AVM STATES HE FEELS IF THE CUST ISNT HAPPY WITH THE COMPONENT LETTER OFFER, THEN THE OFFER SHOULD BE WITH DRAWN. CRM ADV AVM SHE WOULD UPDATE THE FILE AND FORWARD TO CRM CHOIK. BRENDAMATCHELL/TPA/AVM LINE; 0; 340151458
2000-10-16

CRM left message with cust and asked cust to call us because we are offering the component letter. CRM will close file until cust calls cac. Kyu Choi/pdx.; 0; 340566854
2000-10-16

Cust called and would like previou CRM to call him at 702-525-1151 asap.
Paul Meyer/cars-pdx; 0; 340577994
2000-10-16

Cust states that he will take the component letter and wants us to know that he feels that should offer the GMPP. CRM will process this component letter. Kyu Choi/pdx.; 0; 3585414
2000-10-16

CRM left message with the cust to call us back with the mileage. CRM can't process the component letter without the mileage of the car. Kyu Choi/pdx.; 0; 340585631
2000-10-16

CRM spoke with cust and the mileage on the car was 39,049 miles. Kyu Choi/pdx.; 0; 340591114
2000-10-30

APPROVAL CRM REVIEWED FILE...REJECTED PENDING FURTHER ATTENTION FROM CRM...
GOODWILL APPROVAL/ELIZABETH YOULIN/PORTLAND; 0; 341790187
2000-11-03

CRM waiting for GM personnel's approval on granting this cust a component letter with the guidance of the approver YOULINE. CRM notified TM on the status. Kyu Choi/pdx.; 0; 342120959
2000-11-08

Three Business Reasons:

1. Customer Loyalty; 0; 342574828
- 2000-11-08

Three Business Reasons:

1. Customer Loyalty
2. Steering Column locking up twice
3. SVC MGR/ AVM approves

Kyu Choi/pdx.; 0; 342574927
2000-11-08

CRM has offered cust Component letter on the steering wheel and this is good for 4 years / 48,000 miles. Kyu Choi/pdx.; 0; 342575037
2000-11-08

CRM forwarding file to TM Hanacek for his approval. Kyu Choi/pdx.; 0; 342575068
2000-11-09

TM * APPROVED MIKE HANACEK TM/PDX; 0; 342657327
2000-11-13

App crm called and left mess for AVM Dick Eddy. Crm needs to verify that he wants to issue to cust, per veh is out of Manuf. Warr. In SOG 2.7.9D it states that the veh should be under the 3/36. Crm waiting for response from AVM before proceeding further. Katie Rogers/app crm/pdx; 0; 342993552
2000-11-14

Crm received call back from AVM Dick Eddy, he adv that if the veh is out of 3/36 manuf warr then we should not be issuing a component letter (per SOG 2.7.9D).
Crm returning to crm. Please see feedback form.

Katie Rogers/app crm/pdx; 0; 343092524
2000-12-01

EXEC ADVISES RECEIVED A CALL FROM JIM HESS AND HE STATES THAT HE IS RECEIVING CALLS FROM THE CUSTOMER IN REGARDS TO HIS NOT RECEIVING AN COMPONENT COVERAGE LETTER. EXEC ADVISED DUE TO THE VEHICLE BEING OUT OF WARRANTY THAT A COMPONENT LETTER WAS DENIED BUT THAT AN OLC MAY BE IN SUIT FOR THE CUSTOMER. EXEC ADVISED THAT HE WOULD CONTACT THE CUSTOMER AND REVIEW THE SITUATION. MICHAEL THOMAS// EXEC CAC; 0; 344535791
2000-12-01

EXEC ADVISES THAT THE CUSTOMER HAS HAD TWO COLUMN LOCK CONCERNS. THE CUSTOMER IS A LOYAL CUSTOMER AND ALSO THE AVM SUGGESTED THAT IF THE CUSTOMER IS HAPPY WITH THE COMPONENT COVERAGE LETTER THAT IT SHOULD BE OFFERED BUT A GMPP WOUL NOT BE OFFERED DUE TO THE LACK OF WORK FOR REPAIRS. EXEC ADVISES THAT A MESSAGE WAS LEFT FOR THE CUSTOMER TO CONTACT THE EXEC OFFICE IN REGARDS TO THE SITUATION. EXEC ALSO ADVISES THAT THE CUSTOMERS CONTACT TO CAC BEGAN AT 6-23-2000 WHEN THE VEHICLE WAS IN WARRANTY AT 30,019 MILES. MICHAEL THOMAS// EXEC CAC; 0; 344537120
2000-12-01

exec advises that he spoke to mr tewart the vehicle owner and he advised that we have an obligation to offer him the cert. exec advised that we would do this. exec asked the current

mileage on the vehicle which is 44,000 miles. exec advises that the terms will be adjusted to reset the extra mileage. exec advises that the component service coverage will be for the 52,000 miles or until 9-14-2002 which ever comes first the customer excepted the offer. michael thomas// exec cac; 0; 344538458
2000-12-01

EXECUTIVE BUSINESS SUMMARY.

COMPONENT SERVICE LETTER COVERAGE IS UNTIL 9-14-2002 OR 52,000 MILES WHICH EVER COMES FIRST FOR THE COLUMN LOCK.

1. THE CUSTOMERS CONCERN WAS DOCUMENTED BY CAC ON 6-23-00 WHEN THE VEHICLE WAS IN WARRANTY.
2. THE AVN, DICK EDDY, AGREES WITH OFFER IF CUSTOMER IS SATISFIED.
3. HE SOG 2.79D STATES THAT THE COMPONENT COVERAGE SHOULD BE OFFERED WHILE THE VEHICLE IS UNDER WARRANTY BUT DOES NOT STATE THAT IT MUST. EXEC CONFERRED WITH BRAND PROCESS LEADER DENVER MOYE AND HE CONFIRMS THAT THE OFFER CAN BE OFFERED.
4. THE CUSTOMER WILL BE SATISFIED AND HE HAS HAD 2 COLUMN LOCK FAILURES.

EXEC ADVISES FORWARDING TO TM FOR APPROVAL. MICHAEL THOMAS// EXEC CAC; 0; 344538893
2000-12-01

I HAVE REVIEWED AND APPROVE COMPONENT SERVICE LETTER FOR COLUMN LOCK ACTUATOR UP TO 9-14-2002 / 52000 WHICHEVER COMES FIRST. CLEARED BY DENVER MOYE/BRAND PROCESS MANAGER-TAMPA./PAUL BYTHER-ACTUNG TEAM MANAGER-EXEC 12-01-00 11:31AM; 0; 344539769
2000-12-05

APPROVER HAS PRE-APPROVED REQUEST FOR COMPONENT LETTER. NOTE TWO OTHER REQUEST WITH THIS VIN HAVE BEEN CROSS REFERENCED: C01977329, C00367142. FORWARDING TO GM FOR FURTHER CONSIDERATION. J HODGES/GOODWILL APPROVAL GROUP/TPA; 0; 344897628
2000-12-05

1st LEVEL OF APPROVAL BY SHANTA MORRIS/TAMPA APPROVAL GROUP.; 0; 344901606
2000-12-07

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED COMPONENT SERVICE LETTER FOR COLUMN LOCK ACTUATOR PER TM; 0; 345074013

*******FOR 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:
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:

*****FAR 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
NERP:

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:

00717484

December 5, 2000

[REDACTED]
Shawnee, OH [REDACTED]

Request: C00717484

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Customer Satisfaction on your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G4X5104787. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until September 14, 2002 or 52,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering column lock

Chevrolet will not be responsible for conditions arising from tampering, abuse, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Corvette. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. This Service Manager should then contact the Chevrolet Customer Assistance Center for confirmation and authorization of these claims.

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 Thomas
Executive Office

RS0025-T/jeh

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

LITTLETON

CO

HOME PHONE:

CASE NUMBER: 05393288

VIN: 1G1YY22G4X5106068

MODEL YEAR: 1999

DATE OPENED: 2001-08-24

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-11-05

MILEAGE: 23000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BURT CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: 5200 S BROADWAY, ENGLEWOOD, CO, 80110, USA

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

A01 Open Campaign
1 REPAIR ATTEMPT(S)

Customer Satisfaction
01014

N41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)

Other
LOCK UP / CAMPAIGN 01014

S86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)

CAC Resolved With Goodwill
OIL CHANGE

Maintenance Certificate (Oil Change)
0 REPAIR ATTEMPT(S)

Customer Satisfaction
OIL CHANGE

C14 Seat Lumbar
1 REPAIR ATTEMPT(S)

Broken
control wire was being pitched

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

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

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

Vehicles involved in product recall campaigns

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

CUST STATES HE HAS A CAMPAIGN 01014 FOR THE STEERING COLUMN LOCKUP. HE WAS HAVING PROBLEMS WITH HIS VEH AND HAD AN APPT SET UP WITH BURT ON 8-27. CUST TRIED TO START HIS VEH LAST NIGHT AND WORK AND THE STEERING COLUMN WAS LOCKED UP. THERE IS A DISPLAY LIGHT TO HAVE THE STEERING COLUMN CHECKED. CUST SEEKS ASSIST WITH VEH AND POSSIBLE RENTAL. CRM ADVISED CUST AS LONG AS IT WAS DISPLAYING CODES NOT TO TRY TO START IT. CRM CONF CUST IN WITH ROADSIDE TO VEH TOWED TO HIS DLRSH. CRM HAS TRIED CALLING DLRSH THREE TIMES AND NO ONE PICKS UP IN

JUDY FRANCO/CAC/PDX; 0; 367521441

2001-08-24

CUST WORK NUMBER IS 303-334-2524. CRM WAS ABLE TO GET TO DLRSH AND MADE THEM AWARE THAT CUST VEH WAS BEING TOWED IN. CRM ADVISED OF CAMPAIGN AND THAT IT WAS SHOWING DASH DISPLAY REGARDING THE STEERING COLUMN. CRM MENTIONED RENTAL AND SVC STATES THEY MAYNOT GET TO VEH UNTIL MONDAY. CRM CALLED CUST AT WORK AND LEFT MSG ON VM. JUDY FRANCO/CAC/PDX; 0; 367522103

2001-09-19

CUST STATES: THAT HE HAD TO PAY FOR HIS OTHER VEH TO BE INSURED IN ORDER TO GET TO WORK SINCE THE DEALER BURTON CHEVROLET (303) 761-0333 HAD HIS VEH FOR 1 WEEK FOR A CAMPAIGN 0104 AND A WARRANTED SEAT LUMBAR REPAIR. CUST STATES THAT HE HAD TO PAY \$50.00 FOR THE INSURANCE ON THE OTHER VEH WHILE HIS VEH WAS AT THE DEALER. CUST STATES THAT HE HAS BEEN INCONVENIENCED IN A MAJOR WAY, AND STATES THAT THE DEALER BROKE ANOTHER PART ON THE SEAT WHEN HE TOOK THE VEH TO THE DEALER FOR THE SEAT LUMBAR. CUST HAS LOST CONFIDENCE IN CHEVROLET AND THE DEALER TO RESOLVE HIS CONCERNS. CUST STATES THAT THE DEALER ADVISED HIM THAT A RENTAL IS NOT WARRANTED FOR THE REASONS HIS VEH WAS AT THE DEALER FOR.

CUST SEEKS: TO BE REIMBURSED \$50.00 FOR INSURING HIS OTHER VEH SINCE HIS VEH WAS AT THE DEALER AND WAS NOT GIVEN A RENTAL TO DRIVE.

CRM ADVISED: CUST THAT IF CUST VEH WAS AT THE DEALER FOR A CAMPAIGN, THEN THE CUST WOULD NOT BE GRANTED A RENTAL, CUST SHOULD HAVE BEEN GIVEN A RENTAL IF THE VEH HAD A WARRANTED REPAIR,
0; 369782942
2001-09-19

AND WAS REQUIRED TO BE AT THE DEALER FOR MORE THAN ONE DAY. CRM SPOKE WITH TIM MOREHEAD THE SVC MGR WHO STATED THAT THE CUST VEH WAS AT THE DEALER FROM AUG 24-AUG 31 AND THE VEH WAS DROPPED OFF BY ROADSIDE ASSISTANCE, AND CUST DID NOT GET A RENTAL. TIM STATED THAT CUST CAN BRING IN THE RECEIPT FOR THE COST OF HIS INSURANCE AND HE WILL CONSIDER REIMBURSEMENT WITH THE AMT AND FILL OUT A REQUEST FOR REIMBURSEMENT. CRM ADVISED CUST TO TAKE IN PROOF OF OWNERSHIP, AND ORIGINAL RECEIPT FOR THE INSURANCE. CRM WOULD LIKE TO OFFER CUST AN OIL CHANGE FOR CUST INCONVENIENCE AND AS AN APOLOGETIC GESTURE. CUST WAS ENTITLED TO A RENTAL BUT HAD TO TAKE HIS OWN INITIATIVE TO GET ALTERNATE TRANSPORTATION. CUST SATISFIED. CUST ACCEPTED THE OFFER IF CRM COULD GET APPROVAL AND CRM VERIFIED CUST ADDRESS. REBECCA GRASSER/AUSTIN/CARS; 0; 369783231

11-09-19

CRM WILL GET OVER THE SHOULDER APPROVAL FROM TM DENISE URIAS TO SEE IF THE GOODWILL CONSIDERATION IS APPROPRIATE. CHERIE VARNES/AUSTIN/CARS; 0; 369783485
2001-10-27

CRM AUDITING OPEN FILES; WILL SEEK TM'S APPROVAL FOR OIL CHANGE LTR.
REBECCA GRASSER/ATX/CAC; 0; 373048293
2001-11-02

Cust states that he has been working with CRM Rebecca Grasser.

Cust states that he would like an update on his file.

CRM noticed that previous CRM was considering an oil change, offered an oil change, and cust accepted.

CRM contacted dealer @ (303) 761-0333, and spoke with Svc Mgr Tim Morehead, and verified all the previous notes.

CRM advised cust that we are going to send him the oil change, and that he should receive it within 4-6 weeks.

Cust thanked CRM.

CRM has level one empowerment, and is processing oil change due to the following reasons:

- 1. Cust inconvenience
- 2. Veh in dealer for 8 days, and was not provided a loaner, and now has to submit to dealer for reim.
- 3. Keep cust loyal to GM
- 4. Apologetic gesture

No callback arranged. Anthony Buckley/Austin/CRM/CAC/ext 48271; 0; 373565057
2001-11-02

CEM spoke with Goodwill Liaison Doris Winn. She stated to forward file to her.

CEM verified address. CEM forwarding file to Goodwill Liaison Doris Winn for processing.
Anthony Buckley/Austin/CEM/CAC/ext 48271; 0; 373572521
2001-11-02

CALLED THE DLR AND SPOKE TO TED THE SERV MGR ASKED HIM WHAT HAD HAPPENED TO THE THE LUMBAR SEAT AND WAS TOLD THAT THE CONTROL WIRE WAS PITCHING IN THE AIR LINE AREA WHICH MADE THE SEAT INOPERATIVE. THE THE LUMBAR SEAT WAS REPLACED AND THE VEH IS IN WORKING CONDITION NOW. THE VEH HAS BEEN IN THE DLR TWICE SINCE THIS REPAIR. ONE TIME WAS FOR COMPLETION OF THE LUMBAR SEAT(THERE WAS A COUPLE OF THINGS THAT NEEDED TO BE DONE TO THE SEAT) THE OTHER TIME WAS FOR A RECALL. THE VEH IS FIXED NOW. I THANKED TED AND ENDED THE CALL. THIS REQUEST HAS BEEN REVIEWED FOR AN OIL CHANGE TERMS 6 MONTH AND WILL BE SENT TO THE GOODWILL QUE FOR APPROVAL. DORISWINN/ATX/LIAISON; 0; 373581557
2001-11-05

LIAISON REVIEWED THE REQUEST FOR ONE COMPLIMENTARY OIL CHANGE AND WILL GRANT FINAL APPROVAL. THE OFFER HAS BEEN MADE AND ACCEPTED GM WILL HONOR THAT COMMITMENT. PERCY
EDWARDS/AUSTIN/LIAISON.; 0; 373827102

*****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: INSPECTOR'S NAME: INSPECTION DATE:
DAMAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

PAR STATUS:

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

SOURCE: TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

IDENT:

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:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

05393288

November 5, 2001

[REDACTED]
Littleton, CO [REDACTED]

Request: C05393288

Dear [REDACTED]

We are sorry you have experienced concerns with your 1999 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary oil change, which includes an oil filter. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Anothny Buckley
Customer Relationship Manager

RS0015-A/dkw

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column. Claim must be submitted with a "G" authorization code. This original letter should be retained in the customer's file.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

ALBERTSON

NY

HOME PHONE:

CASE NUMBER: 05022402 VIN: 1G1YY22G4X5106619
MODEL YEAR: 1999
DATE OPENED: 2001-07-23 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-25 MILEAGE: 43000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: EAST HILLS CHEVROLET-OLDSMOBILE INC
BRC PARENT: DEALER ADDRESS: 1039 NORTHERN BLVD., ROSLYN, NY, 11576, USA

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

M01 Steering General
1 REPAIR ATTEMPT(S)

Other
STEERING COLUMN LOCKED UP

B50 Roadside Assistance Complaint
0 REPAIR ATTEMPT(S)

Customer Satisfaction
CUST IS DISSATISFIED

Roadside Assistance: Miscellaneous complaint

INSTRUCTIONS:

Advise customer that their comments are appreciated and are being documented. Advise customer that Roadside Assistance will be in a better position to address their concerns. Transfer customer to Roadside Assistance for further assistance.

[[Phone List RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carweb/webknowledge/plists/]]

Roadside Assistance: Miscellaneous complaint

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

CUST STATES HE RECEIVED CAMPAIGN LETTER ON STEERING WHEEL COLUMN LOCKING UP. VEH STEERING WHEEL COLUMN IS CURRENTLY LOCKED UP AND VEH IS OUTSIDE MILEAGE FOR ROADSIDE. CUST SEEKS REIMBURSEMENT FOR PRIVATE TOW DUE TO CAMPAIGN. CRM ADVISED WILL CALL SVC MGR DONOVAN AT EASTHILLS CHEV. AND WILL CALL CUST BACK 5-8 EDT (2-5 PDT) SARA STAFFORD/CAC/PDX; 0; 364794151
2001-07-24

CRM CALLED SVC MGR DONOVAN ABOUT CUST CONCERN. SVC MGR STATES THAT THERE WILL BE NO CHARGE TO CUST FOR TOW DUE TO THE CAMPAIGN. SARA STAFFORD/CAC/PDX.; 0; 364858578
2001-07-24

CRM ATTEMPTED TO CALL CUST TO INFORM HIM THAT DLR WILL PAY FOR TOW. CRM L/M ON CUST CELL PHONE AND AT CUST'S RESIDENCE. CRM WILL CALL BACK FOR FOLLOW UP ON 7-25-01 BETWEEN 2-5 PM PST. SARA STAFFORD/CAC/PDX.; 0; 364865960
2001-07-25

CUST STATES VEH IS FIXED, HAS VEH. CUST SEEKS FOR DLR TO LET HIM OUT OF LEASE EARLY. HE IS TALKING W/ DLRSHIP. CRM ADVISED THIS IS A SALES ISSUE. CUST WANTS IT TO BE KNOWN THAT HE HAS A MAJOR COMPLAINT W/ ROADSIDE CUST ASSISTANCE. CUST FEELS THEY WERE NOT COMPASSIONATE TO HIS NEEDS WHEN HE WAS STRANDED. CRM ADVISED IT WOULD BE NOTED. SARA STAFFORD/CAC/PDX.; 0; 364953355

*****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:
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 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:
LEASE & BUY-BACK: 0
MERP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE: