EA02-031

GM 10-27-03 LETTER TO ODI FROM GM ATTACHMENT 4F **BOOK 11 OF 22 PART 3 OF 3**

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED G K

CUSTOMER: ADDDVÝĆ: EOME PHOME:

TAMPA FL

CASE NUMBER:

05101000

VIN:

1G1YY22G4X5106653

MODEL YHAR:

1999

DATE OPENED: 2001-07-27

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-08-03

MILEAGE :

30600

SOURCE:

ADR NO

DELIVERY DATE:

DEALER MAME: ROGER WHITLEY CHEVROLET INC

BRC TYPE: BRC PARHNT:

05090738

DEALER ADDRESS: 11300 N FLORIDA AVE, TAMPA, FL, 33612, USA

aasaaaeeeeeeeaaaaeeeeeeeeeeeaaag<u>eneral</u>, case impormationeeaaaeeeeeeeeeeeeeeeee

M41 Steering Column/Lock/Attaching Parts

Inoperative

3 REPAIR ATTEMPT(8)

COLUMN LOCKS AND VEHICLE CAN NOT BE DRIVEN

Adr - BBB case

CTRM CALLED CUSTOMER AND LEFT MEG REQUESTING A CALL BACK.; 0; 365448849 M01-07-31

CRM CALLED CUSTOMER AT SECOND NUMBER LISTED AND GOT A ANSWERING MACHINE.; 0; 365448947 2001-07-31

CRM SPOKE WITH SERVICE MGR JIM BRINKLEY @ ROGER WHITLEY CHEVY. SERVICE MGR STS THE CUSTOMER HAS BEEN TO THE DEALER AND HAS HAD THE CAMPAIGN PERFORMED FOR THE STEERING COLUME LOCK. SERVICE MGR STS THIS WAS DONE ON 7/26.; 0; 365449857 2001-07-31

CRM CALLED CUSTOMER DAY NUMBER AND GOT RECORDING.; 0; 365449928 2001-07-31

CR, M LEFT MSG FOR AVM DOM REEVES TO ADVISE OF CASE AND CUSTOMER CONCERN. CRM ADVISED THAT CUSTOMER HAS HAD CAMPAIGN PERFORMED FOR THE STEERING COLUMN LOCK.; 0; 365450177 2001-08-03

CRM SPOKE WITH CUSTONER WHO TO SHE HAS HAD THE VEHICLE IN FOR REPAIRS 4 TIMES FOR THE STEERING COLUMN LOCK CONCERN AND THAT SHE SHEKS REPURCHASE. CUSTOMER STS SHE HAS HAD THE CAMPAIGN PERFORMED BUT SHE DOES NOT LIKE THAT THE STREETING WHEEL NO LONGER LOCKS. CRM APOLOGIZED FOR HER CONCERNS WITH THE VEHICLE AND ADVISED THAT THE ENGINEERS BELIEVE THAT DOING THIS CAMPAIGN WILL RESOLVE ANY FURTHER CONCERNS WITH THE STEERING COLUMN LOCK AND THAT THE VERCILE IS NOT ELIGIBLE FOR REPURCHASE.; 0; 365710455 2001-08-03

*****DECISION --- INELIGIBLE FOR REPURCHASE. JUSTFICATION-- VEHICLE IS REPAIRED AND BEYOND 26 MONTHS SINCE PURCHASE. DECISION MAKER --- BBB REP AMANDA GOOM. FOLLOW UP -- FILE TO DRAGE.: 0; 365710617

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

RCAD SURFACE:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

ROAD CONDITION:

BODY INJURY:

MNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 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: THE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD THST DESCRIPTION:

ROAD TRAT RESULT:

COMP INSPECTED:

INVESTIGATIVE SUGMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER MANE

DEALER ADDRESS: , ,

CONTACT: ,

PROME MUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGR . BUY-BACK: 0

MERP:

PAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA 1 0

BALES TAX:

PRECIATION:

SEADE:

AFTERMARKET:

LEASE TERN:

DAMAGE:

OTHER:

BRANCH:

MANE:

ACCOUNT NUMBER:

INTERBST RATE: INTEREST PAID: DEALER BUYOUT: OUNT BALANCE: GAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: · TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINBSS: \$ BUSINESS: D DATE OF ACCIDENT: CIDENT: CRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF FURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DORS OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER: 1

COMPANY:

ADDRESS:

CONTACT TYPE:

CONTACT PROBE:

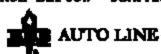
7/31/01 11:51 PAGE 1/2 RightFAX CREB TO: Ron Bartow COMPANY:

05101000

To: Ron Bartow 13132035001 Fax#: From: A Jul 31, 2001 Amanda Goon

/CHV0171944 Re:

TotalPages: 2



July 31, 01

Tampa, FL

lva Chevrolet Motor Division # CHV0171844

Dear

After excelul seriew of your case, we have determined that your complaint is not eligible for further handling in the BBB AUTO LINE program. We have made this determination for the following reasons:

If you are seeking repurchase or replacement of your vehicle, your claim must be based on an alleged defect or condition that was reported to the manufacturer or its authorized service agent before the end of the Lamon Law Rights Period; AND your claim must be filed with the BBB AUTO LINE no later than 60 days after the end of the Lemon Law Rights Period (the lemon law rights period means the period ending 24 months after your vehicle's initial retail delivery).

While we notified the manufacturer of your complaint, we cannot require the manufacturer to submit to arbitration unless the claim falls within the program limits. The program eligibility information is emplained in the Program Survey.

like I am sorry we were not able to help you with your automotive complaint, I want to thank you for your interest in the BBB AUTO LINE program. Please contact us if you have any questions or if you believe we have made an orus. For futher information, please contact the Florida Division of Communer Services at 1-800-321-5366.

Sincerely,

Amende Goon at Extension 240

oc: Ron Bartow

CBBB 7/25/01 8:54 PAGE 1/7 RightFAX TO:Ron Bartow COMPANY: Chevrolet Motor Division

To: Ron Bartow Fax#: 1 From: A Jul 25, 2001 13132035001 Amanda Goon

Chevrolet Motor Division/CHV0171944

TotalPages: 7

Lockett, Victoria

<u>CHVO 171944</u>

From Sont: Subject: Debbie + Sie (zoomer@pienetzoomer.com) Baturday, July 21, 2001 1:09 PM aggy@cobb.bdb.orp ACRYPHODES. SCHOOL WY BEBS AUTO LINE Champlaint

Customer Information Tempe, FL Phone (day): Phone (swe): Feb: E-Mali:

Vehicle information:

Vehicle tilled under: Make: charrolet Model: Corvette Model Year: 1899 Mileage: 30600 Purchase/Lagge Information

161443264x5106653

Purchase type: purchased Purchased as: new Purchased Date: 10 Mileage: 000005 10/14/96

Declar Info

Degler: Roger Whitey Chevrolet

State: floride County: Hilleborough

County: Hillaborough
Date of First Repair: (03/09/99)
Mileage at First Repair: 4138
Resolution (03/00/00

Relief under the Floride Lemon Lew. Purchase the defeative vehicle from me. Description of Complaint and Resolution Requested

Car has been lowed 3 times for the stating column being locked. The car has been serviced for the steering polumn lock defect 4 times. The first time the electing column was serviced was due to the warring column was serviced was due to the warring miseage indicator displaying that it needed to be serviced. The next 5 times, the electing column was actually locked and could not be original. Service dates for our being fowed are: 03/09/1999 miseage 4,135; 06/20/2000 miseage 21,752; 07/16/2001 miseage 29,957

L

TO: Ron Bartow COMPANY: Chevrolet Motor Division



uly 25, 2001

Rs: m09 1716 X 1811 CHV0171944 Two Chevrolet Mater Division

Mr. Ron Bertow Chevrolet Motor Division Tampa, FL

Deer Mr. Bartow:

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

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

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

Sincerely,

Amenda Goon at Extension 240

CBBB

7/25/01 B:54 PAGE 4/7

RightFAX

TO: Rob Bartow COMPANY: Chevrolet Motor Division

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Cusumor Name:	CHV0171844			Statt Detri Statt:	U/124UI FL
VIN:	101YY22G4X810				
	(Windowsky DOTE of the control of				
		meet VIN:			
	us you willing to offer	r the customer to settle br repairs, specific dolls			ele u zwi
If you obsoked YE If The contensors If The contensors	n communicated to the S, plane indicate the s secreted the offer or spected the offer or secret indicated a scap	estamar'ı sespenic lick		D	
	copus this office, when to ar time fame:	rii de soulement le ;	(Shearafta	Please indica	o a specific
ARRITRATION I	NFORMATION				
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Plaga write year;	position as to the muse	of cach problem finted	un the Cente	ner Chin Ford	ML.
Please indicate th	o doukiuu yaa megaest (the arbitrator to madez	:		
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BBB AUTO LINE	:	Paters seatest:			
Fac: 703.247.9700	Phone				

CBBB TO: Ron Bartow COMPANY: Chevrolet Motor Division

7/25/01 8:54 PAGE 5/7

RightFAX

<u>CHV0171944</u>

Lockett, Vistoria

Debbie Hillie (zoomen@plenetzoomer.com) Selurday, July 21, 2001 1:00 PM appropriate to the company of the compa

[G1443864x5106653

Sent:

Ťa;

SEE ALTO URLE Complaint Subject:

Customer Information Me Debble Hills 13105 Nullonal Dr AC Tampa, FL 33617 Phone (day): 613-676-7837 Phone (eve): 613-686-6443

From:

Perc E-Mair 200men@pienetzoomer.com

Vehicle Information:

Vehicle filled under: Debra L Hills

Males: chevrole Model: Corvette

Model Year: 1999 Mileage: 30800 Purchase/Legae Information

Purchase type: purchased Purchased as: new Purchased Date: 10/14/98

Mileage: 000005 Dealer into

Dealer: Roger Whilley Chevrolet State: floride

County: Hillaborough Date of First Repair: 03/06/99 Mileage at First Repair: 4135 02/06/98

Recolution

Relief under the Florida Lemon Lew. Purchase the delective vehicle from me.
Description of Complaint and Resolution Requested

Car has been toward 3 limes for the steering column being locked. The car has been serviced for the steering column lock defect 4 limes. The first time the sleering column lock carried 4 kmae. The first time the sleering column was serviced was due to the warning message indicator displaying that it readed to be serviced. The next 3 times, the steering column was actually locked and could not be of Are. Service dates for our being towed are: 03/09/1969 mileage 4,136; 08/20/2000 mileage 21,762; 07/16/2001 mileage 29,957

CBBB 7/25/01 8:54 PAGE 6/7
TO:Ron Bartow COMPANY:Chevrolet Motor Division

RightFAX

Customer Claim Form

Case Number: CHV0171844 Contact Date : 07/24/01 Start Date : 07/24/01

Customer Name Address	
TAMPA, FL	
Day Phone	Evening Phone:
Fax Number:	E-mail address :
Vehicle Information	
Name(s) that appear on vehicle title:	
	of time vehicle used for business purposes:
7 •	vehicles owned or lessed by the business : 0
Make: Cheyrolet Model: Coryette	Model Year: 1999 Current Mileage: 30600
Vehicle Identification Number: 1G1YY22G4X51088	
Servicing Dealer/City/State : ROGER WHITLEY CHE	WROLET INC,
Salling Doules/City/State : same, same	
Insurance Carrier :	Policy Number:
Has vehicle been in an accident/had body damage? You	No X Date of socident:
Description of Damego :	 -
Purchase Date: 10/1468 Mileage at purchase: Puschased As : New Is the vehicle in your possession? yes Lienbukker's Name: Address: City/St/Zip: Phone: () - Recalution Sought claim received via internet customer ecoke repurchase under Florida lemon law	Address: Chy/6t/Zip: Phone:
Signature of Owner(s): I am authorizing any lienholder/leasur to disclose to the BBB least of the vehicle named on this Customer Claim Form.	Date

CBBB 7/25/01 8:54 PAGE 7/7
TO:Ron Bartow COMPANY: Chevrolet Motor Division

RightFAX

Customer Claim Form

Sustamer Name:		Case	: CHV	0171844	
Problems	Servicing Dealer(s)	Current?	# of	Ropeir	Mileage

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Deta(s)	Days Out of Service
eteering column looks and cannot be driven		yes	33			
		1				
		1				
		 				
		 			-	
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		+				
						
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		<u> </u>				
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·						

feare indicate whether each problem is current)

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GN RESTRICTED

COSTOMER: ADDRESS: HOME PHONE:



Sparta

ijJ

CASE NUMBER: 1-1196606

VIN

1G1YY22G4X510B306

DATE OPENED: 2002-05-10

1999

DATE CLOSED: 2002-05-13

MODEL YEAR: Suriks:

14500.0000000

Corvette

SOURCE:

Phone

MILEAGE:

BRC TYPE: BRC PARRNT: M/ANO

DELIVERY DATE: DEALER NAME:

DEALER ADDRESS:

MO1 General

O REPAIR ATTEMPT(S)

Cust called to give vin.; ; 2002-05-10 402-05-10

Bervice Request has been Closed Satisfied.; ; 2002-05-10 2002-05-10

Steering Column Lock; ; 2002-05-10 2002-05-10

Service Request has been Closed Satisfied.; ; 2002-05-10 2002-05-13

Towing clarification; ; 2002-05-13 2002-05-13

Service Request has been Closed Satisfied. , 2002-05-13

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

EGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPER:

IMJURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0 COPERTY DANAGE: 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 VERICLE 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: SOURCE: TRANSACTION: REQUEST TYPE: EPURCHASE 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: HADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTERNATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE:

ALER ADMINISTRATION: PASE:

LEMON LAM:

VERICLE DESTINATION:

LIEN PAYOFF: TITLE BRAMD:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

LOCATION.

TAME: RESS: , TY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY: TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

Businesa:

* BUBINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE. PURCHASE/LEASE: 0

MILEAGE AT FURCHASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

BERROE

GENERAL MOTORS CORPORATION CHEVROLET DIVISION ВB RESTRICTED

CUSTOMER: ADDRESS:

HIGHLAND BEACH

FL

HOME PHONE:

CASE NUMBER: 05119327 VIN:

1G1YY22G4X5113053

MODEL YEAR: DATE OPENED: 2001-07-30

Series:

CORVETTE COUPE

DATE CLOSED: 2001-08-01

MILEAGE:

SOURCE:

Phone

DELIVERY DATE:

DEALER NAME:

BRC TYPE: MAROOME CHEVROLET OF DELRAY

BRC PARKNT: DEALER ADDRESS: 2200 S FEDERAL HWY, DELRAY BEACH, FL, 33483, USA

1999

T22 CBI Reply

O REPAIR ATTEMPT(S)

Customer Satisfaction

RECEIVED

C07 Window

O REPAIR ATTEMPT(8)

Other REPLACED

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Other

LOCK & SHIFTS

Mhicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- Uping 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://carswab/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]

- Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
- C:\Progra-1\Plus|\Ricros-1\Texplore.exe

http://carsweb/wabknowledge/CARSCP/SBS/html/ChronicAlerts.htm]]

- (1st attempt offer to coordinate repair at a dealership)
- (Previous repairs)
 - Review warranty history on "VIN Profile" tab
 - Contact appropriate Service dealership to discuss
 - 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 RUM C:\Progra-1\Plus(\Micros-1\Iexplore.exe

http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.html] Vehicle repair request - Repair not done

CEI REPLY RECEIVED, 7/30/01. CRM/SAWDI GOMSKE/CAC/PDX; 0; 365406587 2001-07-31

CRM RESUMED FILE. COMPLETELY SAT W/DLR & SAT W/VER. CUST STATES THAT THE SVC ADVSD WAS PERFECT POFESSIONAL MANNER 100%. CUST STATES THAT THE VEH HAS HAD THE WINDOW MOTOR REPLACED SEVERAL TIMES. CUST STATES THAT THE COLUMN LOCK & SHIFT EVERY 1 - 4 DAYS IS DREADFUL &

APPROVAL CRM REVIEWED REQUEST \in LTR AND PORNARDING TO MSX FOR FULFILLMENT. SARAH GONZALES/PDX/APP; 0; 365567944

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

IDENT RESULT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0

: SZINUCKI

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:

WAS VEHICLE IMSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DOWN:

INSPECTORS NAME: INSPECTION DATE:

WAE VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

BOAD TEST RESULT:

INSPECTED:

ESTIGATIVE SUMMARY:

PAR STATUS:

NOTIFY MAME:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER SAC: LER NAME: ALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VERICLE DRIVEABLE: MILBAGE · BUY-BACK: 0 BRC WARRANTY DATE: MORP: MADA: D SALES TAX: DEPRECIATION: UPGRADE: AFTERNARKET: LEASE TERM: DAMAGE: OTHER: BRANCE: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RRLEASK: LIEN PAYOFF: TITLE BRAND: PLACEMENT VIN: NUMBER OF INJURIES: 0 CONDUMENTS: LOCATION: RANCE : ADDRESS: , CITY/STATE: , PHONE MUMBER 1 SEATING POSITION: RESTRAINT: TYPE OF LEJURY: TREATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUGINRSS: * BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 DURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE: 1

ADDRESS:

MAME : COMPANY :



		Service Satisfi	ACTIO	n Si	TLAG	y		
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et e	er god out ou r cont	irds indicate that you had your 1989 Corvette serviced at M is for you to be completely satisfied. Please take a few ma ir designings personnel and services. Your timely response insed efforts toward meeting the highest supectations of as	nutes to so de very imp er custemen	rapionia la ertant te	oth sides	of this qu	estionnei	
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_		[Instructions]						
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1		Please check this box if you no longer own/tease this 199	9 Corvette,	and ref	um the qu	Matterna i	*	
Į"	PLEA	ES HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR MEN'S	nce an Jul	E 12, 26	of, COMP	LEYE THE	BURVEY	.**
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3	West and in Wheel	eatisfied were you with the convenience of the ce Department's hours? I services available to you on both an appelnment con-appointment besis? I services were you greated promptly?	Completely Gridsland 1954	Tany Tany Tan	Sociation Count Rest Application Required	Control of	Trail for Add	
3	West and in Wheel	eatisfied were you with the nonvenience of the ce Department's hours? I services available to you on both an appeintment con-appointment besis? I services available to you on both an appeintment con-appointment besis?	Completely Street Stree		Souther Committee Committe	Sanifer Sanifer Li Doern Facer	Berthill	
3	West and in Wheel	eatisfied were you with the convenience of the ce Department's hours? I services available to you on both an appelnment con-appointment besis? I services were you greated promptly?	Completely Street Stree		Souther Committee Committe	Control of	Berthill	
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3 4	Ware Now Ware Ware Now Ware Ware Ware Ware Ware Ware Ware Ware	estiring were you with the convenience of the ce Department's hours! In services are thinks to you on both an appelnment con-appointment besie! In arriving for service, were you greated promptly? In arriving for service, were you greated promptly? In arriving for service, were you greated promptly? About Your Service Open cattering were you that your Service Consulters took on the to the roughly understand your service request? I you oftend transportation options?	Completely Services of the Completely Services o		Section Committee Committe	Control of the Contro	THE AND THE STREET	Proper North

191172204X5112082 28200

21124411451 00000160765 256696

E. Was your vehicle rendy by the original time provised?.....

051

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Projection plate for the

Abeut Your Service Censultar	MARKISOT	- Contin	ned)		
	Completely	Very Solofied	فستقدارون	Servended	Mari AL AN Bestelland
How attitied were you with the soplaration you were given of all services performed?	. -		11		
18. Overall, how satisfied were you with your		_			
Service Consultant?	<u>*</u>		11		[]
Alteri Service	Delitery)"				
	Completely	Tem		Bosenhat	Het At All
12. When you picked your vehicle up, how exteried were you with		Called and	Ospelad	المكار إورا	<u> tath</u>
- The time it took to complete the transaction?	2	L	; ;	Ü	
- The uses of getting your vehicle?			17		□
- The condition in which it was returned?			11		•
12. Were ALL of your service concerns corrected on this service:	γ <u>ω</u> ωμεγια π	!-			
		_			
IF NO, why not? Icheck all that apply) [] Condition explained — repair not necessary []	Parts not a	valable			
-) i decined o				
Service Department could not duplicate problem	Other (pleat	sa specify	I		
☐ Service Department was too busy C	Don't know	,			
	Completely	Yey		Samuel of	Non At All
13. How satisfied are you that your vehicle was fixed right	Situad	Tailline	Sa Acidea	Desirated	Geriellani
on this service visit?	■		Ц		Ц
	Yes	M o			
14. Ware you given a copy of the completed repair order/trucket	🕊				
15. Were you contested shortly after this service well to	Y-	Mo	Den't Exec Not Gow	•	
determine your authorization with the designation service?	🛩		[]		
Summing Up Your	Experient	<u> </u>			
		ت			
	رنسلوب ابراباسا	Yary Sustailed	نوابانوا	(i,;)d; Salated	Mys As All Systems
18. Based on this service yield, everall, how sethelied are you	12 P	_	ü	D	
with Marcona Chevrolet of Delray?	- Ogladajy	Protectify	Ada kt	Probably	Definition
17. Woold you resommend this dealership		Void	Milgari Mark	Net	Ret El
for service?	🗃		11	<u>.</u>	
48 A	Completely October	Very Setteral	Embled		Plat At All Spaigligh
18. Overall, how satisfied are you			*	•	
With year 1898 Corvetts?	_	•			
Designation The designation for the design the state of the section of the sectio	2 steering	y calm	4 pres	an per	feethys
Un train was the savice adorsion an	1 61 4	100%	profes	of mode	min 146
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20. Are you SE Male Perrele				4449	The second of
			-		
21. Your sgs □ Under 25 □ 25-34 🚭 55-44	• □ 45	-54 l'] 55-64 		or older
22. May we include your name when providing this information to	دمامية بيون	۱۰ تک وسط			
•			. –	_	
If you have a concern requiring immediate etta your dealer. If further assistance is required, yo	DU MEY COI	ntaat Gr	OVTOHET M	GOX FIAI	sion
directly by calling the Chevrolet Customer Assis	rtance Cox	ter: 1-8	90-222-1	026	
THANK YOU! YOUR OPINIONS WILL	WI 1 P 115	S.I. 1894	ZOULUE	Fil	
7					1404
Pieces return this questionneiro in the suif- GHEVINOLET MOTOR DIVISION, P.O. BOX	ediroseri,	pestage	pold enve	lopë let 🗸	

1Q1YY22G4X5113GE3 262G0 21124411481 73616Q2561 265586 August 1, 2001

Highland Beach, FL

Request: C05119327

Dear

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

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

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

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

Sincerely,

Jaime Sandage Customer Relationship Manager

SU0003-P/smg

GENERAL MOTORS CORPORATION CREVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

EMIAq CA

CASE NUMBER: .05128157

VIN:

1G1YY22G4X5115207

MODEL YEAR:

1999

DATE OPENED: 2001-07-31

SKRIKG:

CORVETTE COUPE MILEAGE: 51000

DATE CLOSED: 2001-07-31 SOURCE:

Phone

DELIVERY DATE:

PHELPS CHEVROLET

BRC TYPE: BRC PARENT:

No

DEALER MAME:

DEALER ADDRESS: 3325 MEMORIAL DR., GREENVILLE, NC, 27834, USA

A01 Open Campaign

O REPAIR ATTEMPT (6)

Customer Satisfaction

01044

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

Other

STEERING COLUM LOCK CAMPAIGN

NO2 Battery

1 REPAIR ATTEMPT (8)

REPLACED

Other

BATTERY CABLES HAD LOOSE CONNECTION.

eimburgement Requested O REPAIR ATTEMPT (S)

Other

FOR BATTERY CABLES REPLACEMENT

A07 Referred to Dealer

O REPAIR ATTEMPT(8)

Pre-Delivery Inspection

FOR REIMBURGEMENT

Vehicle reimburgement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify sp Determine Customer's expectation
- Determine Customers expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference MEC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\lexplore.exe

http://caraweb/wahknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision, review warranty history, and other appropriate documents.

- Validate repair has already been performed and whether by dealer or independent
 - (If not repaired Change call type to "Repair Request")
- (If already repaired at Dealership Review with Service management to determine cause of failure and consider reimbursement at dealership.)
- (If already repaired at Independent Review all relevant materials per SOG and P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)
- * If pecessary follow Dawin Wright letter "Goodwill" processing { [GOODWILL RUN

rogra-1\Plus:\Micros-1\Iexplore.exe

- //carsweb/webknowledge/Quickref/content/goodwill.htm]] * If necessary follow SBS on "Contacting GK Field Personnel" [[Field Personnel RUN
- C:\Progra~1\Plus!\Micros~1\Iexplore.exe

http://cersweb/webknowledge/CARSCP/SBS/html/ContactingGKFieldPersonnel.htm]]

Vehicle reimburgement or Goodwill decision - Repair already done

TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: LEAGE . BUY-RACK: D BRC WARRANTY DATE: MBRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTERRET RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEM PAYOFF: TITLE BRAND: REPLACEMENT VIN: ************** NUMBER OF INJURIES: 0 COMMENTS: ME: LOCATION: DERSS: TTY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: * BUSINESS: 0

DATE OF ACCIDENT:

DATE OF FURCHASE/LEASE:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHABE: 0

PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

SAME: COMPANY: CONTACT NUMBER: CONTACT TYPE: CONTACT PHONE:

DRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRRSS:



GRADEVINE

TX

HOME PRONE:

CASE NUMBER: 05097238

VIN:

1G1YY22G4X5115037

MODEL YEAR: 1999

DATE OPENED: 2001-07-27 DATE CLOSED: 2001-10-02

SERIKS: MILEAGE: CORVETTE COUPE

38000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

Ma

DEALER NAME: FRANK PARRA AUTOPLEX INC

BEC PARKET:

DEALER ADDRESS: 1000 E AIRPORT FWY, , IRVING, TX, 75062, USA

A14 Parts Delay

Customer Satisfaction

O REPAIR ATTEMPT (S)

delay on parts for 01044

T44 Maintenance Certificate (Oil Change)

Customer Satisfaction

O REPAIR ATTEMPT(8)

oil change for inconvenience

886 CAC Resolved With Goodwill

O REPAIR ATTEMPT(B)

CAC Resolved With Goodwil

oil change offered

Steering Column/Lock/Attaching Parts

T REPAIR ATTEMPT (S)

Broken locks up

Parts delayed and/or discontinued.

CRM INSTRUCTIONS:

*Access Webknowledge- CARS- Step-by-Steps- Parts Delay. [[PARTS DELAY RUN C:\Progra~1\Plus:\Micros~1\Iexplore.exe http://carsweb/webknowledge/JohAids/SBS/Content/PartsDelay Corepoint.html]

If part is discontinued CRM to contact GM SPO. Parts delayed and/or discontinued.

CUST STATES THEY RECEV. CAMPAIGN #01044 , ON 20TH AND STEER, LOCKED UP ON24TH ,DLR ORDERED PART ON 24TH PART WILL NOT COME IN UNTIL 30TH, CUST SEEKS SOME FORM OF GODWILL BECUASE OF INCOMV, CRMA ADVISES CUST TO CALL IN AFTHR VEH IS REPAIRED. WEXT CRM PLEASE CONSIDER GOODWILL (THIS CRM IS TIRE 1) MATERN CYPRESS AUTRCARS: 0; 365113872 2001-07-31

COST STS PERV CRM ADV TO C/B WHEN VEH REPAIRED. CUST SES TO SPEAK W/ PREV CRM. CUST STS VEH IS REPAIRED TO HIS SATISPACTION. CRN ADV WOULD ALERT PREV CRM. MARIA TEREADGILL/ATX/CARS; 0; 365450276 2001-08-16

FT STATES THAT HE MOULD LIKE TO CHECK THE STATUS OF HIS REQ. CUST SEEKS STATUS OF ...CRM'S TM RAS RESUMED REQ...CRM ADV CUST THAT CUST REQ IS STILL UMDER REVIEWAL, & ORCE THERE'S MORE OF AN UPDATE ON CUST REQ CUST WILL BE CONTACTED. CUST STATES THATIT HAS BEEN 2-Meers 4 it does not take 2-meers for a req to be reviewed. Cust states that he wants to SPEAK W/SCHOOLE ABOUT THIS. CRN ADV CUST THAT CRN CAN GET AN UPDATE ON CUST & HAVE CUST CONTRCTED W/UPDATE. CUST STATES WED IS PREV CRN'S, CYPRESSE, SUPERVISOR. CRN ADV CUST OF PREV CRN IN, J-SLAURHT. CUST STATES THAT HE WOULD LIKE TO SPEAK W/TM, J-SLAUGHTER. CRN ADV CUST THAT CAN CAN NOT TRANSFER CUST TO TM, J-SLAUGHTER. CUST STATES THAT HE WANTS TM, J-

SLAUGHTER, TO CONTACT HIM TODAY. CRM ADV CUST THAT CRM WILL SEND MSG TO TM, J-SLAUGHTER.
COST STATES TO DO SO & TO NOTE THAT NO ONE HAS CALLED HIM ABOUT ANYTHING & THAT THIS IS
REIBLE CUST SVC. CUST THANKED CRM. **NOTE: CRM WILL FORMARD TO TM TO SER IF ANYTHING IS
SKING WORKED ON FOR CUST** MARCIE OCHOA/ATX; 0; 366824776
2001-08-20

TM is reviewing file and notes the following. 1) cust had a part delay for a steering wheel camp 01044. 2) cust has been inconvenienced by this delay in the ordering. 3) veh is rprd. 4) cust may have lost faith in the direct and GM in their capacity toassist the cust. TM contacted dir and spoke with parts mgr Steven Anderson, who stated that they were to get part PO from service on the 24th, but did not get it until the 27th, so order took until the 30th to arrive. TM thanked Steven for update. TM contacted cust at number given, but no answer. TM will forward cont....; 0; 367207768
2001-08-20

cont... to OCHOAM for cust contact and offer of complimentary oil change for cust inconvenience. TM is authorized to make offer as of todays testing, so offer can be made without GL review. When offered, please submit. Jonathan slaughter/ATX/TM, 0, 367207838 2001-08-20

TM also asks that CRM retrieve VIN number. Joanthan slaughter/ATX/TM; 0; 367207988 2001-08-21

CEN CONTACTED CUST & CUST WAS NOT AVAIL, CRM LEFT VME. CRM ADV CUST THAT GM CAN OFFER CUST COMPLIMENTARY OIL CHANGE FOR CUST INCONVENIENCE W/PART DELAY. CRM ADV CUST TO CONTACT CUST ABSIST TO ADV IF THIS IS ACCEPTABLE TO CUST. CRM ADV CUST THAT CRM WILLALSO MEED CUST VIN#. CRM THANKED CUST.

MARCIE OCHOA/ATX; 0; 367261661

M01-08-21

TEXT CRM: CUST CAN BE OFFERED OIL CHANGE, IF POSSIBLE PLEASE VERIFY ADDRESS & CUST ACCEPTANCE OF THIS, & GET CUST VINE, THEN FORWARD TO ME, THANKS: 11; 0; 367261823 2001-08-22

CEM CONTACTED COST, & COST WAS NOT IN. CRM LEFT MSG W/COST SECRETARY STATING FOR COST TO CONTACT COST ABSIST. MARCIE OCHOA/ATX; 0; 367348927

2001-08-23

CUST STATES CALLING BACK TO FOLLOW UP ON FILE. CRM ADVISED CUST TEAT CRM WOULD LIKE TO OFFER CUST AN OIL CHANGE. CUST ACCEPTED OFFER. CRM VERIFIED CUST'S ADDRESS AND PLUGGED IN CUST VIN. CRM ASSURED CUST TEAT CRM WOULD SEND MESSAGE TO CRM OCHOAM OF THE ACCEPTANCE MOTICE. MNBERLY PERKINS/CAC/ATX; 0; 367428511
2001-08-23

liaison reviewing request for one free oil change and will submit for final approval.

odwill liaison/angle pessi/austin, tx; 0; 368641620

01-09-06

LIMISON REVIEWED THE REQUEST FOR ONE COMPLIMENTARY OIL CHANGE AND WILL GRANT FINAL APPROVAL. PERCY EDWARDS/AUSTIN/LIMISON.; 0; 368645925 2001-09-10

CUSTOMER ASKED THAT MS OCHOA CALL HIM. CRN WILL FORWARD FILE TO OCEOAM. CUST WAS WANTING TO KNOW WHEN HIS OIL CHANGE CERTIFICATE WILL BE READY. ADVISED CUST THAT MS OCHOA HAD DESTED IT 8/16 AND THAT IT HAS BEEN APPROVED. IT SHOULD BE SENT OUT ANYDAY WOW. LINDA BANNS, CAC/ATX; 0; 369006125

CUST STATES HE HAS NOT RECEIVED HIS CERTIFICATE. CUST SEEKS UPDATE. CRM ADV WILL RESEARCH AND CALL HIM BACK. CRM SPOKE TO LIASON WIMMD WHO ADVISED THE FILE WAS GIVEN FINAL APPROVAL ON 9-6-01 AND IT USUALLY TAKES UP TO TWO WEEKS SO CUST SHOULD RECEIVE THE CERTIFICATE THIS WEEK. CRM WILL CUST.

JESSE BOSQUE/ATX; 0; 369695500 2001-09-21

CRM CONTACTED CUST. CRM INQUIRED IF CUST HAS RECEIVED OIL CHANGE CERTIF YET. CUST STATES NO, HE HAS NOT RECEIVED IT YET. CRM ADV CUST THAT CRM WILL DO FURTHER RESEARCH ON THIS & GET BACK W/CUST. CUST THANKED CRM & VICE VERSA. MARCIE OCHOA/ATX; 0; 369936790 2001-09-24

CRM REVIEWED REQ W/LIASON, & LIASON IS GOING TO CHECK ON CERTIF & GET BACK W/CRM.
MARCIE OCHOA/ATX; 0; 370198500
2001-10-01

CRM CONFERRED W/Llason, & CUST CERTIF IS STILL BEING RESEARCHED. MARCIE OCHOA/ATX; 0; 370812851 2001-10-04

TM called oustomer to confirm we sent the letter to the correct address initially. When customer returns call, and provides current address, letter will be mailed out again. Malissa Armstrong/Austin/Liaison TM; 0; 371069011

Customer called and confirmed address in additional info screen is correct. TM resending letter...requesting fedex.

Melipsa Armstrong/Austin/Liaison TM; 0; 371073496

INCIDENT DATE:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

INCIDENT LOCATION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0

INJURISE:

WAS ANOTHER VEHICLE INVOLVED:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MAME: INSURANCE COMPANY ADDRESS: AGENT MAME: AGENT PROME SUMBER:

MORE INFORMATION: AINTENANCE LOCATION: RENT LOCATION OF VEHICLE: TIFY MAMB: MAS 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 STATUE: SOURCE: TRANSACTION: RECUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , FAX NUMBER: PHONE NUMBER: PRODUCT CODE: BODY TYPE: TRIM: TIME TYPE: TRANSMISSION: VERICLE DRIVEABLE: RILBAGE • BUY-BACK: 0 BRC WARRANTY DATE: MERP: NADA: 0 SALES TAX: DEPRECIATION: UPCRADE: AFTERMARKET: LEASE TERM: DANGAGE: OTHER: BRANCE: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAN: DEALER ADMINISTRATION: VHICLE DESTINATION: PELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS LOCATION:

E:
REES: ,
CITY/STATE: ,
PECME MUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

restraint:

IF SO, WHERE:

RTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUS INRAS :

BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

APDRESS:

September 6, 2001

Grapevine, TX

Request: C05097238

Dear

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,

Marcie Ochoa Customer Relationship Manager

RS0015-A/afp

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.
- · Retain this original letter in the customer's file

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4859432

VIN Number:

1G1YY22G4X5117233

Date Opened:

07/05/2001

Model Year:

1999

Date Closed:

09/25/2001

Series:

Convette

Dealer Code:

B32132

Mileuge:

16861

Address:

DE NOOYER CHEVROLET ALBANY

State:

NY

Dealer Phone:

SYMPTOM ABSTRACT— STEERING ALLEGED STEERING STAYING LOCKED A000

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3------

UCC-3 DESCRIPTION--

07/05/2001 09:25:09 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED.
- Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _Y_ (Y/N) ARE THERE ANY DTC'S
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/05/2001 09:25:09 HISTORY - HAJJ

CUSTOMER STS SERVICE COLUMN LIGHT ON.

DLR 8TS HAS NOT DUPLICATED CONDITION, DLR WAS LOCKING FOR INFO. DLR 8TS NO CODES FOR STEERING LOCK, DLR LOOKING FOR PHINFO.

ADVISED DLR OF PI #A000265, HAJJ

09/25/2001 17:90:28 STEVENS

- VME CLOSING

09/25/2001 17:30:20 STEVENS

REPLACED THE IGNITION LOCK CYLINDER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3894653

VIN Number:

1G1YY22G4X5117819

Date Opened:

04/26/2000

Model Year:

1999

Date Closed:

06/13/2000

Series:

Corvette

Dealer Code:

B30739

Mileage:

15123

Address:

TOWN & COUNTRY MOTORBELLVILLE

State:

TΧ

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN WONT UNL

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-9 DESCRIPTION-

04/26/2000 15:29:40 880 TEMPLATE - DAVIS

STRATEGY BASED DIAGNOSTICS

- 1.... NUMBER OF TIMES IN FOR THE SAME CONDITION.
- 1... NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION.
- Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- N__ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- N__ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- N__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- N__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- Y__ (Y/N) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

04/26/2000 15:29:40 HISTORY - DAVIS

CONDITION: THE CUSTOMER CLAIMS THE STEERING COLUMN WONT UNLOCK.

DIAGNOSIS; THE TECH CLAIMS THE VEHICLE WAS TOWED IN AND THE COLUMN WOULDN'T UNLOCK AND THEY INSTALLED THE SCAN TOOL AND THE COLUMN IS FINE.

NOW.

SUGGESTION: ADVISED RONNIE TO CHECK GROUNDS G2041 G202 AND CHECK THE KEY POSITION ON THE SCAN TOOL PER P.1......A000265........ERIC....X40777

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

5790942

VIN Number:

1G1YY22G4X5118804

Date Opened:

08/06/2002

Model Year:

1999

Date Closed:

Series:

Corvette

Dealer Code:

B16778

Milenge:

40412

Address:

TERRY LABONTE CHEVROGREENSBORO

State:

NC

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN STEERING STEERING COLUMN LOCK MESSAGE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION --

08/06/2002 10:24:37 SBD TEMPLATE - BAILLOD 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) TOMMY COX

CUSTOMER CONCERN -STEERING COLUMN LOCK MESSAGE CAME ON AND THE STEERING. WHEEL IS LOCKED AND STALLED

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

TOMMY STATES THE CAMPAIGN 01044 WAS PERFORMED BUT THE STEERING WHEEL LOCKS AND THIS IS A AUTOMATIC

TAC RECOMMENDATION - SUGGEST TO GO OVER THE CAMPAIGN AGAIN AND INSTALL THE LOCK PLATE AND RELAY PER CAMPAIGN 01044.

08/08/2002 10:24:37 HISTORY - BAILLOD

GBNERAL MOTORS CORPORATION CHRVROLET DIVISION OM RESTRICTED

CUSTOMER: ADDRESS:



SEAL BEACH

CA

HOME PHONE:

CASE NUMBER: 06249902

VIN:

1G1YY22G4X5120651

MODEL YEAR:

1999

16000

DATE OPENED: 2002-01-25

SERIES: MILEAGE: CORVETTE COUPE

SOURCE

DATE CLOSED: 2002-01-25

Phone

No

DELIVERY DATE:

BROWCASE CHEVROLET

BRC TYPE:

DEALER MAME:

BRC PARENT: DEALER ADDRESS: 5400 GARDEN GROVE BLVD, , WESTMINSTER, CA, 92683, USA

MO1 Steering General

Other

O REPAIR ATTEMPT(S)

steering column lock

T19 Campaign Correction Required

Other

O REPAIR ATTEMPT(8)

steering column

Roadside Assistance phone numbers:

nick: 1 (800) 252-1112 Hillac: 1 (800) 882-1112

chevrolet:

1 (800) 243-8872

Oldsmobile:

1 (800) 223-7799

1 (800) 535-6537

1 (800) 762-2737

Roadsida Assistance phone numbers

cust states that he has a steering wheel lock and he is in a somewhat safe location but needs to know if he can get his veh towed. crm advised that i could conference him over to roadside, cust advised that he was on a cell phone and needed to save hisbattery. orm advised i could call roadside and have them call the cust back. gust satisfied. graclosing the file satisfied as cru spoke w/ mellissa at roadside who will call cust back. laurie gertner/cars/pdx; 0; 380861678

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MANE:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

EGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: MUMBER OF PROPER; 0 INJURIES:

BOAD COMDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: MIMBER OF VEHICLES: 0 OPERTY DAMAGE: WAS VEHICLE INSURED: INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT NAME: AGENT PHONE NUMBER: MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: HOTIFY 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 SUNNARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: PURCHASE REASON: DHALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM EMGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILRAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MADA: 0 MSRP: SALES TAX: DEPRECLATION: UPGRADE: AFTERNARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: HAMR: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL LEMON LAW:

VEKICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

NUMBER OF DEJURIES: 0

REPLACEMENT VIN:

BARE:

COMMENTS:

LER ADMINISTRATION:

LOCATION:

PANE:

PRESS:

TY/STATE:

PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, NHERE:

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:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

MAMB (COMPANY : CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE:

DDRESS :

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3402144

VIN Number:

Date Opened:

08/18/1999

Model Year: 1999

Date Closed:

08/31/1999

Saries:

Corvette

1G1YY22G4X5120939

Dealer Code:

B15072

Mileage:

3747

Address:

BRYNER CHEVROLET INCJENKINTOWN

State:

PA

Dealer Phone:

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING SERVICE STEERING COLUMN

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-9 DESCRIPTION-

08/18/1999 13:39:25 SBD TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION.
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION.
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- _N_ (Y/N) IS THE VEHICLE MODIFIED/MON-PRODUCTION ACCESSORIES (IF YES LIST)
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _N_ (Y/N) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PLISEARCH PERFORMED:
- _N_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _Y_ (YAN) CONDITION DETAILS (LIST DTC'S, ETC.)
- _N_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

08/18/1999 13:39:25 HISTORY - NICOLETTI

CUSTOMER ALLEGES INTERMITTENTLY STEERING WILL NOT UNLOCK.

TECH HAS NOT VERIFIED AND LOOKING FOR ASSISTANCE.

TAC SUGGEST MONITORING STEERING ACTUATOR OPERATION, TECH TO CALL BACK WITH RESULTS.

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

ISSQUAH , WA

CASE NUMBER:

00373909

VIN.

1G1YY22G4X5122478

MODEL YRAR:

1999

DATE OPENED: 2000-05-17

SERIBE:

Corvette

DATE CLOSED: 2002-01-31

MILEAGE:

4000

SOURCE: BRC TYPE: Phone No

DELIVERY DATE:

DRALER NAME: LEE JOHNSON CHEVROLET-MAKINA

BRC PARENT:

DEALER ADDRESS:11845 NE 85TH, , KIRKLAND, WA, 98033, URA

M01 Steering General

Other

3 REPAIR ATTEMPT(S)

LOCKS UP & ERROR LIGHT COMES ON

TSS Protection Plan Administration (GM Purchase) Other

1 REPAIR ATTEMPT(6)

AVM REQUEST GMPP

B01 Electrical General

Other

1 REPAIR ATTEMPT(8)

WIRE, ENGINE GROUND

229 Antenna Power/Fixed REPAIR ATTEMPT(8)

Broken

ANTENNA COMPONENT MODULE REPLACED

N10 Lamps/Signal/General

Broken

1 REPAIR ATTEMPT(6)

BAD WIRE CONN WITH RUNNING LIGHTS

NO2 Steering Linkage/Component Parts

Loose

1 REPAIR ATTEMPT (6)

LOCKING PARTS ON STRERING COLUMN REPLACED

CUST STATES - VER HAS HAD AN ELECTRICAL PROBLEM FROM THE FIRST: - THE STEERING COLUME IS LOCKED AGAIN - THIS IS THE 4TH TIME - CUST WIFE HAS NO CONFIDENCE IN THE VEH - CUST SERKS -REPAIR - REPLACE - OR HIS MONEY BACK - WIFE PRONE 425-637-7849

CRM CALL CUST - SHE ADVISE OF VIN & TO CALL HUSBAND ON CELL 206-817-1297 - HUSBAND IND ABOUT REINBURSE OF A RENTAL - CRN ADVISE 30/150 - VEN TO GO TO DEALERSHIP 5/18; 0; 327470038 2000-05-1B

CRM CALL SVR MCR - SVR MCR STATE HE WILL MAKE AVM ANARE OF THIS CASE - CAR IS IN SHOP & THEY TO CALL TAC - CEN TO FOLLOW UP MEXT WEEK; 0; 327541615 2000-05-22

Cus seeks several technical questions that dirept could not provide answers for so this crm gave him the phi to vintage whe's because they have technical information for weh from now to 8 yrs ago. Cus seeks to know: what the gear ration of the front differential is? All of m's questions pertain to his 2000 blazer. What the gear ratio for the transfer case and namission are. Who makes the front & rear differentials and whether the front differential is possitive traction or limited slip? Referred cus to vintage vahs 905/644-5843 and gave him his request no., if we can be of any further assistance.; 0; 327874647 2000-05-22

NOTES PERTAINING TO TECHNICAL QUESTIONS DO NOT BELONG TO THIS FILE, PLS DISREGARD!!!!!!; 0; 327676090

called in to us about his veh. CUS STS he will not leave his veh outside in an unsecured because it may be vandalised, and disrshp this am told him they had no space to keep his veh inside. CRM called Lee Johnson Chevrolet and spoke to svo mgr Cliff Kemp who sts he would like cus to bring in all his work orders in so they can find out whats been done and what hasn't and go over all that information with his corvette technician. CUS STS hes not going to do that, he wants the dirshp and us to do all the work now. CUS STS he's going out of town Thursday. CRM CALLED; 0; 327881673

CON'T......CRM CALLED Biddle Chevrolet and spoke with 8vc Mgr Pete Smith and let him know cus is claiming two accusations against his diremp for damage done to the cus's veh while at the diremp. CRM QUESTIONED if AVM over his diremp was also the one over Lee Johnson Chevrolet and he sts YES. CRM asked if AVM had been contacted about this cus and swm Pete S. sts YES, and that he knows the only thing this cus is really seeking is a BUY BACK. CUS REQUESTS PREV CRM HARLAN CROP CONTACT HIM AND RESUME OWNERSHIP OF THIS FILE. this crm will be happy to let Harlan handle this cus and am sending him notification.; 0; 327882788 2000-05-22

CUS REQUESTS HARLAN CALL HIM AND LEST HIS WIFES WK PH# TOTAL CO.; 327883166

CRM CALL SVR MOR - CLIFF IS IN A MEETING - LEFT MESSAGE; 0; 327892776 2000-05-22

CRM CALL SVR MOR - HE TALKED TO PETE AT SELLING DEALERSHIP - AVM IS AWARE & PETE PAKED THE AVM HIS RECORDS - AVM & SVR MOR HAD A MEETING ABOUT THIS TODAY - SVR MOR - (CLIFF) WANTS THE ACCORDS FROM THE CUSTOMER - THE SAYS HE TALKED TO CUST THIS PM & THE BALL IS IN HIS COURT - MOR ADVISE CALL HIM BACK 5/25 & HE WILL ADVISE OF WHERE WE ARE AT; 0; 327895120

CRM CALL SVR MGR - LEFT MESSAGE; 0; 327963472 2000-05-23

BVR MGB CALLED - ADVISE HE WILL CONTACT CUST - CRM TO CALL 5/24 FOR A UPDATE; 0; 327989830

CRM CALL BVE MGR (CLIFF) - HE WILL HANDLE FROM NOW ON - HAS TALKED TO HER & TECH SERVICES (OPEN BULLETEN) & WILL BE PUTTING A ACUATOR IN STEERING COL - HE WILL HANDLE ALL-; 0; 328146909
2000-06-19

AVM, LARRY MCCALLY AT 800~248-5507 BOX 58607, REQUEST GMPP MAJOR GUARD SYR\$/100K MILES W/\$0 DED TO BUILD CUSTOMER CONFIDENCE AND RESTORE CUST SATISFACTION AND FAITE IN THER VEHICLE AND CHEVROLET. STATES CUST HAS RESPERIENCED SEVERAL ELECTRICAL CONCERNSWITH VEHICLE INCLUDING ENGINE GROUND REPAIR TO THE COST OF \$1600 UNDER WARRANTY, ANTENNA COMPONENT MODULE REPLACED, BLECTRICAL CONCERNS WITH EXMINING LIGHTS, STHERING WHEEL COLUMN LOCKING UP SEVERAL TIMES. AVM STATES CUST HAS EXPERIENCED A GREAT DEALT OF PRUSTRATION WITH HIS CONVETT. VEHICLE IS PIXED AND CUST HAS ACCEPTED THE GMPP. CFM ADVISED WILL PROCESS REQUEST. KEN SIMPSOW/AVM, CAC/TAMPA; 0; 330290555

THAN MOR HAS REVIEWED FILE AND AGREES WITH AVM DECISION TO ISSUE GMPP MAJORGUARD 72/100 WITH 0 DEDUCT. TEAM MOR APPROVES THIS REQUEST. TRACEY KIEZIAH/TEAM MOR/TAMPA; 0; 330291075

"Final Approval/Marge Brucia/Tampa/Approved GMPP Major Guard - 72/100" Writer notifying Janet Hawthorne to generate "GMPP On Its May" letter through Web for fulfillment.; 0; 330634452 2000-06-27

gapp on its way latter requested, reference 56161. Jan Hawthorne/tpa/goodwill approver; 0; 330963988

90-06-28

GMPP ON ITS WAY LETTER SUBMITTED/C. SIMPSON/LETTER AUDITOR..., 0; 331058353 2000-08-10

GROUP ON ITS WAY LETTER BENT TO THE CUSTOMER ON 05/30/00. SHANTA MORRIE/TAMPA APPROVAL GROUP.; 0; 334799057 2002-01-28

*** 26 JANUARY *** AVM GARY MAIN STATES THAT CUST IS IN PROCESS OF TRADING VEHICLE FOR A NEW ONE AT JET CHEVROLET IN FEDERAL WAY WASHINGTON AND IS TRYING TO GET A REFUND ON THE GMPP GOODWILLED TO HIM IN THIS FILE TO USE AS A DOWN PAYMENT ON THE NEW CAR. AVM SHEKS TO HAVE THIS DOCUMENTED. CRM ADVISED THAT THE FILE HAS BEEN DOCUMENTED. NO FURTHER ACTION REQUIRED. DAVE ODON/AVM & MOBILITY/TAMPA; 0; 381114372

1/30/02 - AVM LARRY MCCALLY STATES HE SERKS TO HAVE THE CMPP ISSUED FOR THIS VEH CANCELLED. THE CUST HAS PURCHASED ANOTHER VEH AND THE CMPP WAS NOT TRANSFERABLE. CRM SPOKE WITH RON FROM GMPP, HE STATED: THE GMPP WAS CANCELLED BY THE DLR THE CUST PURCHASED THE MEN VEH FROM. THE CANCELLATION WAS EFFECTIVE 1/31/02, AND \$1,727.10 WAS REFUNDED TO CHEVROLET. CRM LEFT AVM VOICE MAIL ADVISING HIM THE GMPP HAD BEEN CANCELLED. MIKEL GAINES/AVM TEAM/TPA; 0; 381349346

MCIDENT DATE:

CIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPER: 0

INJURIES:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

.*

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DANAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

NORE INFORMATION: MAINTENANCE LOCATION: MERCEUR LOCATION OF VEHIC

PRESENT LOCATION OF VERICLE:

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION: WEERE WAS INSPECTION DONE: IMSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION: ROAD TEST RESULT: P INSPECTED: VESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DRALBR NAME: DRALER ADDRESS: , , CONTACT: , PROPE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VERICLE DRIVEABLE: MILEAGE • BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEFRECIATION: UPGRADE: APTERMARKET: LEASE TERM: DAMAGE: VHER: MCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTERREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: LIEN PAYOFF: RELEASE: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 CONNENTS: MAKE: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SHATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: BRNAL CASE NUNBER: DATE: TITLE NAMES:

* BUSINESS: 0

DATE OF ACCIDENT:

PURCHASE/LEASE AS:

DATE OF PURCHASE/LEASE:

EUBINESS:

ACCIDENT:

DESCRIPTION OF DANAGE: PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES CHREE HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER:

1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

•

:

GMPP REQUEST FOR PROCESSIN	ła
Motors insurance Corporation National Mechanical Service Center P.O. Box 6856 Chicago, 11, 80880-8886	Brang-correct Every
Please process the attached GMPP Contract Registration form: Customer Information:	·
Customer Name:	
File Number:	
Personal Use: Commercial Use:	~ .
Reason for offering GMIPP: Avm advist to build	Cust control.
Vehicle information: (Circle one below)	
Make: Butck Cadillac Chevrolet GMC Truck VIN# 16144.2264x5122478	Oldsmobile Pantlac
Year: 99 In service Date: 4/2/59 Mileage: 4000	
Division Dealer Code Information; (Circle one below)	
Ponting - 16-98101 GMC Truck - 48-81764 -Bulck - 11-88001 Chevrolet - 13-70011	Oldsmobile - 15-89001 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; outstomer will pay total cost Approve and pay for an upgrade; apply original coverage refund to Pay for all coverage costs; refund the original coverage cost to output Cancellation	to Division making request istomer
Payment Approval: CRM (decision maker): Launeth Surgar	T.
Plan Belection: Major Good 6/100K W/O	Ald India
Yestri Menager/Supervisor:	2[17]06

7 55

 \mathcal{N}

igning this, I agree to all terms and conditions on the "front and back" of this form. I acknowledge that coverage(s) will begin and end as stated in the section I, "farm," ishows. Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

NI S ₹ 8 NOT RECEIVE YOUR AGREEMENT AND LD. CARD WITHIIN 60 IMSTS, CALL 1-200-621-658

June 27, 2000

Issquah, WA 98027

RB: C00373909

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks.

The GMPP Major Guard plan is for the following:

- 72 months/100,000 miles
- 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/cts

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

			
Case No:	4159038	VIN Number:	1G1YY 22G4 X5124814
Date Opened: Date Closed:	08/27/2000 08/27/2000	Model Year:	1999 Corvette
		Series:	
Donler Code:	B02066	Mileage:	7501
Address:	PREAKNESS CHEVROLET WAYNE	State:	NJ
Dealer Phone:			-
SYMPTOM ABS	TRACT COLUMN INOPERATIVE LOCK	STEERING STEERIN	IG COL
RESOLUTION A	BSTRACT- STEER LOCK PART RPL		
UCC CODE 1			
UCC-1 DESCRI	TION STEERING		
UCC CODE 2-			
UCC-2 DESCRIP	PTION—		
UCC CODE 3			
UCC-3 DESCRIP	TION		
NUMBER OF	TIMES IN FOR THE SAME CONDITION DAYS VEHICLE IN DEALERSHIP FOR SAI VEHICLE IN THE DEALERSHIP	ME CONDITION	
—· ·	VEHICLE MODIFIED/NON-PRODUCTION /	ACCESSORIES (IF Y	ES LIST)
(YAN) CAN CO	OMPLAINT BE DUPLICATED (IF YES, FREG	A., HOT, COLD, ETC.) ·
(Y/N) HAVE Y	OU COMPARED THIS WITH AN IDENTICA	VL VEHICLE	
(Y/N) CAN YO	OU ISOLATE THE AREA OF THE CUSTOM	ERS COMPLAINT	
	ARCH COMPLETED (IF YES, LIST SECTIO	N, PG.)	
• •	TIN OR PISEARCH PERFORMED:		_
	CUSTOMER CONCERN THE SAME AS SY	MPTOM DESCRIPTI	ON (IF NO
LIST)			
	FION DETAILS (LIST DTC'S, ETC.)	ETC.)	
	OSIS (PARTS REPLACED, VEH. HISTORY,	E1G.)	
08/27/2000 20:10 FIELD PRODUC	D:55 HISTORY - WALIGROSKI		,
LIDTA LUCAGO	I REPURI		

DATE 08/28/00

VME • AND NODE

_N (YAN) RESPONSE REQUESTED BY FIELD ENGINEER

FPR ORIGINATOR T.J.WALIGROSKI LOCATION NEW YORK

WHO WAS CONTACTED DAVE PEACY MATRIX GROUP Y CAR BOM

ENGINE 5.7 LS1 TRANS AXLE

COMPLAINT: STEERING COLUMN WILL NOT UNLOCK OR OPERATE

CAUSE: STEERING COLUMN LOCK MOTOR INOPERATIVE

CORRECTION: REPLACE STEERING COLUMN LOCK MOTOR

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY) PLEASURE
__N (Y/N) UPFITTED VEHICLE
BUILDER

N_ (Y/N) MODIFIED FROM PRODUCTION STANDARDS SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER 26050960
PART DISPOSITION WPC
PART DATE CODES
__N (Y/N) PHOTO TAKEN
LABOR OPERATION E7501
_N (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

- __ ENGINEERING
- __ SERVICE
- __ PLANT
- _XX_ SUPPLIER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3401508

VIN Number:

1G1YY22G4X5125218

Date Opened:

08/18/1999

Model Year:

1999

Date Cloud:

09/27/1999

Seriet:

Corvette

Dealer Code:

B04808

Mileage:

5718

Address:

STILLWATER MOTOR COMSTILLWATER

State:

MN

Dealer Phone:

SYMPTOM ABSTRACT-LOCK STEERING INT STEERING WHEEL WILL NOT UNL

RESOLUTION ABSTRACT- MAIN BDY WIR HARN

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3----

UCC-3 DESCRIPTION-

08/18/1999 11:36:57 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

- 2 NUMBER OF TIMES IN FOR THE SAME CONDITION
- _2_NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION.
- _Y... (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE :
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT.
- _Y_ (Y/N) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _N_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _N_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

08/18/1999 11:36:57 HISTORY - POULOS

CONCERN: STEERING COLUMN WILL NOT UNLOCK INT.

DIAG: TECH JOHN STS THAT HE HAS VERIFED CONDITION. HE STS NO DTC AND STS THAT HE IS NOT SURE WERE TO GO WITH VEHICLE.

ADVISED:

- TAC ADVISED DLR CK FOR STG, OPEN , OR STV ON CRIKTS 1601, 1603, AND 1604.
- TAC ADVISED DLR TO CK GROUND 201.
- TAC ADVISED DUR TO MAKE SURE KEY IN IS PRESENT WHEN CONCERN ACCURS.

- 09/29/1999 10:03:04 NICHOLS DEALER SURVEY WAS PERFORMED
- 10/11/1999 14:33:22 BRYANT DEALER SURVEY WAS PERFORMED

MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: CIFY NAME: WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: POAD TRST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DRALER MAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MAGE @ BUY-BACK: 0 BEC NARRANTY DATE: RP: MADA: 0 BALES TAX: DEPRECIATION: UPGRADE: APTERMARKET: LEASS TERM: DANAGE: STHEET. BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTERRET PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LENON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMODITS: NAME: LOCATION: DRB88: , Y/STATE: ,

RESTRAINT:

IF SQ, WHERE:

PHONE NUMBER: SERTING POSITION:

TREATED:

TYPE OF INJURY.

TERNAL CASE NUMBER:

DATE:

TAR NAMES:

* BUSINESS: 0

BUSINESS: ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILBAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

MAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4853741

VIN Number:

1G1YY22G4X5126078

Date Opened:

07/02/2001

Model Year:

1999

Date Closed:

07/10/2001

Series:

Corvette

Dealer Code:

B09061

Mileage:

25300

Address:

FOX CHEVROLET INC CLINTON

State:

TN

Dealer Phone:

SYMPTOM ABSTRACT---- STEERING STRG COLUMN LOCK A000265

RESOLUTION ABSTRACT- STEERING/SUSPENSION/RIDE CONTROL

UCC CODE 1----

UCC-1 DESCRIPTION-STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3----

UCC-3 DESCRIPTION-

07/02/2001 12:58:33 SBD TEMPLATE - JASKULA

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _T_ (YAN) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- . _Y_ (YAN) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
 - _N_ (Y/N) ARE THERE ANY DTC'S
 - _N_ (YAN) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/02/2001 12:58:33 HISTORY - JASKULA

DEALER STATES THE STRG COLUMN WILL NOT UNLOCK.

SEARCHED DATA ADVISED DEALER OF PL.

REC PI A000285.

A000285A 5-22-01 SUPERSEDES A000265 9-7-99

CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR

INTERMITTENTLY STAYS LOCKED.

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YE SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AB FOLLOWS:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
- 2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YE'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING.
 FINGERTIPS ON THE RELAY & FEEL IT

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

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

THE PI NUMBER (#) MUST BE INCLUDED ON THE TAC CASE NON KEYWORD LINE, WHENEVER IT'S RECOMMENDED TO A TECHNICIAN.

MODELS:

1997 - 2001 CHEVROLET CORVETTE

ğ

PI SOURCE - NAME/PHONE: DAVE PEACY, BQM
GM LIAISON/AUTHOR NAME/PHONE: DALE BRIGGS 8-244-3523
GM CONF

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

6004373

VIN Number:

1G1YY22G4X5128507

Date Opened:

11/01/2002

Model Year:

1999

Date Closed:

Series:

l---

Corvette

Dealer Code:

B07374

Mileage:

17031

Address:

JACK SHERMAN CHEVROLMIDLAND

State:

TΧ

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN INTERMITTENT LOCK SERVICE COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1----

UCC-1 DESCRIPTION-STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-9 DESCRIPTION-

11/01/2002 16:52:59 SBD TEMPLATE - BACK 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) OSCAR HINOJOS TECH

CUSTOMER CONCERN -SERVICE COLUMN MESSAGE

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

DLR \$18 SERVICE MANAGER DIRECTED HIM TO CALL AND GET AUTHORIZATION TO REPLACE COLUMN LOCK ACTUATOR.

DLR ST8 NO CODES, REMOVED BCM FUSE AND CLEARED MESSAGE, HAS NOT RETURNED. DLR PERFORMED CAMPAIGN 01044 ABOUT A YEAR AGO.

CUSTOMER APPARENTLY HAD COLUMN NOT UNLOCK WITH MESSAGE DISPLAYED, POUNDED ON COLUMN AND FINALLY UNLOCKED.

TAC RECOMMENDATION -

ADVISED TO CHECK FOR POOR/LOOSE CONNECTIONS TO HARNESS INSTALLED FROM CAMPAIGN AND TO ACTUATOR.

ADVISED OF A001782

EA02-031 / GM22C

Page 2 of 2

CONDITION/COMPLAINT: VARIOUS ISSUES / QUESTIONS HAVE COME REGARDING CORVETTE STEERING COLUMN LOCK CAMPAIGN 01044.

A REVISED CAMPAIGN & TECHNICAL SERVICE BULLETIN WILL BE RELEASED SHORTLY.

11/01/2002 16:52:59 HISTORY - BACK

ş.

BA02-031 / GM22C

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED G M

CUSTOMER: ADDRESS: HOME PHONE:

AUSTIN TX

CASE NUMBER:

05440007

1G1YY22G4X5128653

MODEL YEAR:

1999

DATE OPENED: 2001-08-31

SERIE8:

VIN:

CORVETTE COUPE

DATE CLOSED:

2001-10-01

MILEAGE 1 DRLIVERY DATE:

32000

SOURCE: BRC TYPE:

Phone No

DRALER MAME:

TURNER AUTOMOTIVE, INC.

BRC PARENT:

DEALER ADDRESS: 2262 E MAIN, , MONTROSE, CO, 81401, USA

M41 Steering Column/Look/Attaching Parts

Other

O REPAIR ATTEMPT(8)

LOCKS UP

T04 General Information O REPAIR ATTEMPT(S)

Other

BELTS

A01 Open Campaign O REPAIR ATTEMPT(S) Customer Satisfaction

0034, 1044

hicle 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\Iaxplore.exe http:\\carsweb\wabknowledge]]. Click the Product
- Review specific solutions ((SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus | Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CMC/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.

Vahicle operation or design

2001-08-31

CUST STS HIS VEH IS BROKEN DOWN IN COLORADO AT TURNER CHEV, WHILE ON VACATION. CUST inquired if vre will be repaired in time or if he must get place ticket back home, in Texas. Cuet also inquided;about reimbursement expenses and arrangements to P/U vehout of STATE. CUST STS THAT RUSTY SVM AT HIS HOME DLESHD IN THIAS HAS SPOKEN W/JIM, SVM AT TURNER to help him get parts for the ver and locate campaign info. Crn spoke to jim at turner who advised they get alot of tourists campaign work is backed up until hext week. CRM asked if RUSTY HAS ASSISTED HIM W/CAMPAING INFO AND HE REPLIED NO. CRN SPOKE TO RUSTY WHO ADVISED HE TRIND TO GET RUSTY TO SEE IF HE COULD REPAIR VEH SCONER BUT HE COULD NOT. RUSTY ADVISED THAT CTEL AND TRAVEL EXPENSES ARE REINBURSEABLE AND HE WILL SEE WHAT HE CAN DO ABOUT RETRIEVING OUT OF STATE. RUSTY ADVISED HE WILL CALL CUST AND SUGGEST TO TRY TO DRIVE VER RIGHT NOW, FOR VEH MAY JUST STAY UNLOCKED FOR A WHILE UNTIL HE GETS BACK HOME. *********CONTINUED*******; 0, 368145886

CRM CALLED BACK CUST AND ADJVISED HIM OF FUTURE REINBURSEMENT VIA DLR AND HOW THRY MIGHT ATTEMPT IN ASSISTING IN RETRIEVING VEH. CRN ADVISED THAT RUSTY WOULD ALSO CALL HIM BACK

ABOUT TRYING TO LOOSEN LOCK HIMBELF AND DRIVING IT BACK, THIS CRM DID NOT ADVISE CUST OF UNLOCKING VEH. CRM HAS BROUGHT DLR AND CUST TOGETHER, NO MORE ACTION NEEDED ON THIS ACCOUNT.

OFF GORE/CAC/PDX; 0; 368146015

1-09-07

CUST STS THAT HIS VEH STILL IS NOT REPAIRED. CUST STS HE WOULD LIKE TO KNOW WHEN VEH WILL BE REPAIRED AND HOW IT WILL BE RETURNED TO HIM. VEH IS IN COLORADO AND CUST RESIDES IN TEXAS. CUST STS HE WOULD BE INTERESTED IN REPURCHASE SECAUSE VEH HAS RAD QUITE A PEN ELECTRICAL CONCERNS. CRM CONTACTED JACK TURNER CHEVROLET AND SPOKE WITH JUM BLDER SVC MGR. SVC MGR STS VEH WILL BE REPAIRED BY WED OF WEXT WEEK. STS RECALL REPAIR IS DONE AND THERE IS ANOTHER PART BROKEN IN THE STRG COLUMN WHICH NEEDS TO BE FIXED. PART SHOULD BE IN BY TUES. CRM ADV WILL CALL FRANK PARRA ON TUES AND FIND OUT HOW VEH WILL BE RETURNED TO CUST. CRM TO CB CUST 9/11/01 4:30-6:30 PM CST. ALLY KARPSTEIN/PDX/CAC; 0; 368760080 2001-09-12

CRM NOT ABLE TO CALL BACK CUST DUE TO RECENT NATIONAL EVENTS PER TM. ALLY KARPSTEIN/PDX/CAC WILL CB AS SOON AS GIVEN THE OKAY.; 0; 369173111
2001-09-12

SVC MGR (RUSTY NILLER) CALLED TO REVIEW OVER NOTES AND SEE IF THERE ARE ANY QUESTIONS THAT HE NEEDS TO ANSWERE IN THE FILE... CRM REVIEWED PREVIOUS NOTES WITH THE SVC MGR AND FOUND NO UNAMSWERED QUESTIONS FOR HIM IN FILE AT THIS TIME... SVC MGR SATISFIED... RICK LOY/FDX/CAC; 0; 369184627

CUST STATES HE BELIEVES CAC HAS DROPPED THE BALL AND SEEKS TO LODGE COMPLAINT N/ SUPERVISOR. ALSO STATED THAT VEH IS STILL NOT REPAIRED IN CO AND THEY ARE ARRANGING FOR VEH TO BE TRAILERED BACK TO TX. CUST ALSO STATED HIS EXPENSES ARE ABOUT \$1000. FURTHER STATED THAT HE WILL NEVER BUY AMERICAN VEH AGAIN. CUST HAS RETURNED TO TX AND HAS ARRANGED TO HAVE VEH EPPED FROM JACK TUENER AUTOMOTIVE IN MOSTROSE, CO BACK TO HIS HOME. FROM THERE HE WILL BY TO HAVE FRANK PAREA CHEV FIX THE REMAINDER OF THE CONCERNS, ESPECIALLY THE ALIGNMENT OF THE VEH WHICH WAS DAMAGED DURING TOWING. CRM WILL CALL CUST BACK ON 9/19/01 TO CHECK ON STATUS OF VEH. IF VEH IS REPAIRED, OFFER GOODNILL TO TRY TO KEEP CUST BATIS. DALE STACHE/CAC/PDX; 0; 369190872

CRM CONTACTED TURNER AUTOMOTIVE WHO STATED VER IS REPAIRED, NAITING FOR TX DLR TO ARRANGE FOR SHIPMENT. DALE STACKE/CAC/PDX; 0; 369355545 2001-09-14

CEM TRIED TO CONTACT RUSTY MILLER OF FRANK PARRA BUT N/A UNTIL MON. WILL TRY TO CALL BACK TREM. DALE STACHE/CAC/PDX; 0; 369356221 2001-09-25

CRM L/M FOR CUST following up on whether weh was shipped. Requested srv mgr to follow up w/him. CRM will call cust back on 9/28/01 at 6-8pm. Dale Stache/cac/pdx; 0; 370319751 2001-09-27

CUST CALLED FOR UPDATE. CUST STATES HE HAS VEH ABCK SINCE YESTERDAY. CUST STATES HE STILL SEEKS REPURCHASE. CUST STATES HE WOULD LIKE PREV CRK TO CB. CRM ADVISED FREV CRK HAS SET CB FOR TOMORROW BETWEEN 6-8. CUST SEEKS FOR CRM TO CALL AT CUST ALSO STATES HE DOES NOT WANT CELL NUMBER ON FILE ANYMORE. CRM ADVISED CRM WOULD DOCUMENT FILE AND FORWARD ON TO WORKING CRM. ANGELA DETORRES/CAC/PDX; 0; 370462760
2001-10-01

THE CONTACTED RUSTY MILLER, SVC MGR AND INFORMED BIM ABT CUST SEEKING REPURCHASE. STATED IT HE KNEW ABT THE POSSIBILITY THAT THE TON BUILD ALIGHMENT AND THAT HE WOULD REPAIR THAT. WOULD ALSO INFORM HIS AVM ABT CUST SEEKING REPURCHASE, BUT SEES NO GROUNDS FOR REPURCHASE. DALE STACHE/CAC/PDI; 0; 370832988
2001-10-01

CRM L/M FOR CUST INFORMING HIM TO GO TO RUSTY MILLER FOR GETTING VER BOUGHT BACK, WILLING TO OFFER OTHER ASST TO KEEP CUST SATISIVIED. INFORMED CUST THAT MILLER STATED THEY WOULD

REPAIR THE ALIGNMENT. IF CUST MEEDS FURTHER ASST, ADVED TO CALL CAC BACK.DALE STACHE/CAC/PDX; 0; 370833095

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPIE: 0 ROAD CONDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

•

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

NILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD THET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

ACNTACT: ,

THE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

RMGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC HARRANTY DATE:

WADA: 0

MILEAGE • BUY-BACK: 0

SALES TAX:

DEPRECIATION:

BRADE:

TERMARKET:

LEASE TERM:

DAMAGE: OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

NAME:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

MAKE:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER: BRATING POSITION:

TYPE OF INJURY:

RESTRAINT:

ATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

DATE:

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

LOCATION:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

5020722

VIN Number:

101YY22G4X5128653

Date Opened:

09/05/2001

Model Year:

1999

Date Closed:

10/05/2001

Series:

Corvette

Dealer Code:

B10860

Mileage:

32107

Address:

TURNER AUTOMOTIVE, IMONTROSE

State:

co

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN STEERING COLUMN WON'T UNLOCK

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1---

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3----

UCC-3 DESCRIPTION-

09/05/2001 14:03:06 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION.
- _5_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (YAN) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _N_ (YM) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION.
- _N_ (Y/N) ARE THERE ANY DTC'S
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/05/2001 14:03:06 HISTORY - RADZIOCH

CUSTOMER CONCERN: STEERING COLUMN WON'T UNLOCK.

TECH DIAG: JOE STATES HE CAN'T TURN THE WHEEL BECAUSE HE CAN'T UNLOCK THE COLUMN. TECH STATES HE TRY CLEARING THE FAULT STATUS, DISCONNECTING THE BATTERY, USING THE SCAN TOOL AND STILL CAN UNLOCK THE COLUMN.

ADVISED TECH: NO BULLETIN OR PLON THIS CONCERN DROP THE COLUMN AWAY FROM IP, LOOSE COLUMN SUPPORT BOLTS.

09/20/2001 14:40:38 MEYERS - DEALER SURVEY WAS PERFORMED

10/06/2001 19:27:07 KENNEDY - CASE CLOSED

REMOVE ENTIRE COLUMN TO SERVICE

GENERAL MOTORS CORPORATION CHEVROLET DIVIBION GM RESTRICTED

CUSTOMER: ADDRESS:



LONG BEACH

CA

HOME PHONE:

CASE NUMBER: 04907762 VIN:

1G1YY22G4X5130757

MODEL YEAR:

DATE OPENED: 2001-07-13 SERIES:

CORVETTE COUPE

DATE CLOSED:

2001-07-13 Phone

MILEAGE: DELIVERY DATE:

SOURCE: BRC TYPE: BRC PARENT:

No

DEALER NAME:

DEALER ADDRESS:

1999

30000

M01 Steering General

Inoperative

1 REPAIR ATTEMPT(6)

locked steering column

Al4 Dealer Service/Modification/Parts Delay

1 REPAIR ATTEMPT(8)

Other

dlr can't get parts to repair

Vahicle repair request - Repair not done

STRUCTIONS 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)

[[SPECIFIC SOLUTIONS RUN

* Review Specific Solutions C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://carswab/wabknowledge/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/CARSCF/SBS/html/ChronicAlerts.htm])

(1st attempt - offer to coordinate repair at a dealership)

(Previous repairs)

- 1) Review warranty history on "VIH Profile" tab
- 2) Contact appropriate Service dealership to discuss
- 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!\Nicros-1\Iexplore.exe

http://carsweb/webknowledge/CARSCP/SES/html/CustomerRequestsVehicleRepurchase.html]

Vehicle repair request - Repair not done

cust seeks to document concerns, have parts delay issue resolved on 99 corvette, 30k, org mer. cust states steering column has locked several times making weh. inop., at harbor ev., 562-426-3341 for repair but dirabile can not obtain nec. parts. cust is frustrated with delays. cra advised call to svo. mgr., o/b to cust on 7/16/01 at cell no. due to cust's cell's breaking up on this call. gloria messenger/cac/pdx; 0; 363903639 2001-07-13

orm spoke w/svc. mgr. darrrell jones at harbor chav., who states cust was in 6/22/01 for same prob., veh. again in now, parts ordered and are due in monday or tuesday. Crm will ise cust. gloria messenger/cac/pdx; 0; 363904124

crm advised cust of part being in mon or tues for repair of steering column, also advised concerns and frustration would be documented. cust satisfied. gloria messenger/cac/pdx; 0; 363904281

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER HAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

MUNBER OF PROPIE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

BER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

ACENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VERICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGR AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TRET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUNMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

DECUEST TYPE:

URCHASE BRASON:

DEALER BAC:

DMALBR WAME

DHALER ADDRESS: , ,

CONTACT: ,

PHONE MINIBER.

FAX NUMBER:

PRODUCT CODE: BODY TYPE: TRIM: DINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILEAGE • BUY-BACK: 0 MERP: NADA: 0 SALES TAX: DEPRECIATION: **UPGRADE:** APTERNARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTERBET PAID: DEALER BUYOUT's ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: Œ, LOCATION: DRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: * BUSINESS: 0 BUSINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF FURCHASE/LEASE: MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER: 1 COMPANY: CONTACT TYPE:

2266:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4018907

VIN Number:

1G1YY22G4X5131181

Date Opened:

06/23/2000

Model Year:

1989

Date Classed:

07/28/2000

Series:

Corvette

Dealer Code:

808804

Mileage:

12962

Address:

JIM ELLIS CHEVROLET, CHAMBLEE

State:

GΑ

Dealer Phone:

SYMPTOM ASSTRACT-- ENGAGE LOCK STEERING STEERING LOCK ENGAGED

RESOLUTION ABSTRACT- STEER COLUMN R&R

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3----

UCC-3 DESCRIPTION-

06/29/2000 15:31:41 SBD TEMPLATE - MONTEMAYOR

STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- '_NA_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _N_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, P.G.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

08/23/2000 15:31:41 HISTORY - MONTEMAYOR

CONCERN --- TECH CHARLIE TEBONE 8TS THIS VEHICLE IS IN WITH THE

STEERING LOCK ENGAGED ALL THE TIME, RELAYED INSTRUCTIONS FROM PI A200266

AS SHOWN BELOW, TL ADRIAN MONTEMAYOR

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN

LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 99 YB SERVICE MANUAL ON PAGE 2-89 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK', IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
- 2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS
 (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO
 NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY,
 YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING
 KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM
 FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
- 3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
- 4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM. 07/08/2000 13:40:08 RATHKA DEALER SURVEY WAS PERFORMED

cust states the veh has been in the shop at least 8 times & he doesn't pay \$600 per month for the veh to be in the shop all the time. Cust states the seat belt (3), column lock, perature gage not accurate, rear differential (3), oil light, power window & some other the things. cust state he is very dissatisfied in the veh. Crm advised cust there is a campaign on the veh. Cust states that he wants to deal with chev before he files lemon law or consults his attorney. Cust states he is waiting on roadside to dome pick up the veh for the campaign on the column lock. cust states he has been buying vehs ever since he has been driving, cust states his grandfather used to own a chev dlr. cust states he is ready to purchase snother veh & get out of this one. Cust seeks assistance on getting out of this oar. Crm advised cust that further research would need to be done & I am sorry that he is having these problems. Crm advised cust that our first priorty is to repair your veh.; 0; 364765293
2001-07-23

. Crm advised cust I will need to transfer him to our specialty group. Crm transferred cust to tier2.

Cortney backer/tier1/tamps/cars, 0, 364765312

Cortney hacker/tier1/tampa/cars; 0; 364765312 2001-07-23

CUSTOMER STATES HE ISN'T SATISFIED WITH HIS VEHICLE BECAUSE HE FEELS AS THOUGH HE'S HAD TOO MANY REPAIRS AND HE WOULD LIKE TO BE PUT IN ANOTHER VEHICLE. CUSTOMER IS SEEKING TO BE PUT IN ANOTHER VEHICLE. CRM CALLED THE DEALERSHIP AND SPOKE TO MIKE/SVC-MGR WHO STATED HE IS AWARE OF THE CUSTOMER AND HE WILL MAKE SURE THE VEHICLE IS REPAIRED PROPERLY. CRM INFORMED THE SVC-MGR SHE WILL BE LEAVING A MUSSBAGE FOR THE AVM INFORMING HIM OF THE SITUATION. CRM ADVISED THE CUSTOMER SHE WILL FOLLOW UP WITH HIM ON 7/25/01 IN THE PM BETWEEN 2-4 PM.....WHITEC///TPA///TIER-2; 0; 364766975

CEM CALLED THE AREA-REP//JAMES COX AND LEFT HIM A VOICE MAIL DERTAINING TO THE CUSTOMER'S UEST. CRM IS WAITING ON A RESPONSE BACK FROM AREA-REP//JAMES COX//404082-5734......WHITEC//TPA///TIER-2; 0; 364767544 2001-07-24

AREA-REP//JAMES COX RETURNED CRM'S CALL. MR. COX STATES HE IS ANARE OF THE CUSTOMER'S CONCERNS BUT UNPORTUNATELY THE CUSTOMER DOESN'T QUALIFY FOR ARERITATION. MR. COX ALSO STATED G/M WILL BE REPAIRING THE VEHICLE AND CONTINUE TO HONOR THE WARRANTY.....WHITEC///TPA///TIER-2; 0; 364840291
2001-08-03

CRM CALLED THE CUSTOMER TO FOLLOW UP WITH HIS CONCERNS BUT HE WASN'T AVAILABLE. CRM LEFT A DETAILED MESSAGE WITH EXTRESION FOR THE CUSTOMER TO GIVE CAC A CALL BACK. CRM WILL FOLLOW UP WITH THE CUSTOMER ON 6/7/01 IN THE AM BETWEEN 9-11 AM....WHITECARCL/TPA/TIER-2; G; 365727625
2001-08-06

CUSTOMER RETURNED CRM'S CALL. CUSTOMER STATES HE IS DISSATISFIED WITH THE AREA-REP'S DECISION AND HE WOULD LIKE EIETHER A MEETING WITH THE AREA-REP OR TO HAVE HIS MARBANTY EXTENDED BEYOND 3/36. CRM CALLED THE AREA-REP//JAMES COX AND INFORMED HIM OF CUSTOMER'S REQUEST. CRM IS WAITING ON A RESPONSE FROM THE AREA-REP......WHITECAROL/TPA/TIER-2; 0; 365979312 \$
2001-08-07

AREA-REP//RETURNED CRM'S CALL. MR. COOK STATED HE WOULD LIKE A LITTLE MORE TIME TO REVIEW THE CUSTOMER'S REQUEST AND ONCE HE HAS REVIEWED THE IMPORMATION HE WILL LEAVE THE CRM A VOICE MAIL. CRM IS WAITING ON A RESPONSE FROM THE AREA-REP.....WHITECAROL/TPA/TIER-2; 0; ###6042303

1-08-08

CRM CONTACTED CUST AT WORK. CRM ADVISED CUST TEAT AREA REP IS REVIEWING HIS CASE. CRM ADVISED THAT THE AREA REP WOULD LIKE A LITTLE MORE TIME TO REVIEW IT. CUST STATED THAT WOULD BE FIRE. CRM IS FORWARDING FILE BACK TO PREVIOUS CRM. LINDA WILLIAMS/TDA/TIER2; 0; 366156062 2001-08-10

crm is taking ownership of file due to fact that previous crm is out on medical leave. crm will follow up with dealership on wednesday. linda williams/tamps/tier2; 0; 366315497

CRM L/M FOR CUST. CRM ADVISED THAT AREA REP WOULD LIKE MORE TIME TO THINK OVER SITUATION.
CRM ADVISED CUST THAT SHE WILL CONTACT CUST AS SOON AS SHE HEARS FROM AREA REP. LINDA
WILLIAM/TAMPA/TIER2; 0; 366749311
2001-08-16

crm got approval for yvette howell to call avm. crm contacted avm james cox. crm will suspend file pending notification from avm. linda williams/tamps/tier2; 0; 366830331 2001-08-17

crm 1/m for cust. crm advised that she had left another voice mail for avm. crm advised cust as soon as or hears from avm she will contact cust. crm advised of 800 number, ext and request number. linds williams/tamps/tier2; 0; 366923319
2001-08-29

crm tried to contact cust. crm 1/m on v/m for cust to contact crm. crm advised of 800 number case number and crm ext. crm will contact dealership to get update on veh. linda williams/tampa/tier2; 0; 367954688
2001-08-29

crm contacted dealership (407-297-4321). crm talked to assit ave mgr greg. crm asked greg what veh is in for. greg stated that he believes it is for an oil leak and a differentail leak. crm asked greg if he could contact avm. crm advised that she had contact avm a couple of weeks ago and has not heard back from him. crm advised of case number, and ext. crm advised greg that cust would like an ext warranty on veh. greg stated that he would contact area rep. crm is suspending file until futher notice from either avm or cust. linda lliams/tampa/tier2; 0; 367955280

cust 1/m v/m on crm voice mail. cust stated that he would like crm to contact cust at 407-682-1556. linds williams/tamps/tier2; 0; 367956785
2001-08-30

crm had debugger. Crm opened file to review notes. Crm will contact avm. Linds
williams/tamps/tier2; 0; 368038962
2001-08-30

1-09-05

cust stated that he was returning cross call, orm advised cust that she did contact the dealership, crn advised that she is placing another call to the area rep on cust concerns, cust stated that he would like the address to gm of chevrolet, crn advised cust of address and name of general mgr, crm advised that she will contact cust as soon as she hears from area rep, cust stated that he hopes to hear from crm soon, linda williams/tampa/tier2; 0; 368039441
2001-09-05

crm contacted dealership, crm talked to assist svc mgr greg, greg stated that was differential housing that was causing the leak, greg stated that the metal had a poor finish and that is what was causing it to leak, greg stated for engine leak, the oil level sensor was loose, greg stated that it was tightened down and they topped off oil for cust, greg stated that cust was not charged for any of this, greg stated that cust had use of rental car during that time, crm asked greg if tac was ever involved, greg stated that tac was never involved, greg stated that tac was never involved, greg stated that veh is fixed, orm will contact cust at work, linds—illiams/tamps/tier2; 0; 368574642

cust stated that he hasn't tested the veh. orm advised cust that orm would like to offer a compentent letter for cust. for the rear differential. cust stated that he will accept that, cust stated that he very disappointed about on how long it took to repair veh. orm is closing file dissatisfied per TL yvette Howell. tl stated that no arb letter is necessary. linda williams/tempa/tier2; 0; 368576826

2001-09-05

CONTACTED DEALERSHIP. CRM NEEDED TO FIND OUT WHAT PARTS ARE INVOLVED IN THE BEAR PARENTIAL. CRM ADVISED SVC MOR MIKE LANG WHAT WE HAVE LISTED FOR REAR DIFFERENTIAL. MIKE STATED THAT WILL COVER IT. CRM IS SENDING LETTER. LINDA WILLIAMS/TAMPA/TIER2; 0; 368578041 2001-09-05

Mark Kazmierski, Tampa, Approval Group---F, 0; 368635902 2001-09-06

per tl jennifer jarrett. crm offered cust componet letter for rear wheel drive of 5 years/60,000 miles. cust is satisfied with offer. crm is forwarding file back to alan preston. linds williams/tamps/tier2; 0; 368646068
2001-09-06

PER TM JENNIFER JARRETT CRM OFFER CUST REAR NHEEL DRIVE COMPONET LETTER FOR SYRS OR 60,000 W.O.F. CUST ACCEPTED. CUST IS SATISFIED WITH THE OFFER. NO ARE LETTER IS TO BE SENT. CRM IS FORWARDING FILE BACK TO ALAN PRESTON. LINDA WILLIAMS/TAMPA/TIER2; 0; 368646242 2001-09-06

Pre-approve request for 60/60 Comp letter to cover the rear wheel drive. Mark Kasmierski, Tampa, Approval Group; 0; 368647442 2001-09-06

ST APPROVAL OF COMP LTR BY SHANTA MORRIS/TPA GOODWILL LIAISON; 0; 368656732

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 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: WOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: LEAGE AT INSPECTION: RE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: POAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASH REABON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: RECLER TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MERP: NADA: 0 SALES TAX: PRECIATION: GRADE: APTERNARKET: LEASE TERM: DAMAGE: OTKER : BRANCE: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAN: **DEALER ADMINISTRATION:** VEHICLE DESTINATION: BELEASE: LIEN DAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: Name : LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: ATING POSITION. RESTRAINT: E OF INJURY: DEATED: IF 60, WHERE:

DATE:

EXTERNAL CASE NUMBER:

TITLE WANES:

CIDENT:

BUBINESS:

& BUSINESS: 0

DATE OF ACCIDENT:

CRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 DATE OF PURCHASE/LEASE:

FURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUTHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

September 5, 2001

Oveido, FL
Request:
Dear

Chevrolet is pleased to provide service coverage for the Customer Satisfaction on your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G4X5131259. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 28, 2004 or 60000 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:

Rear-Wheel Drive – Axle shafts and axle shaft bearings; axle housing, all internal parts; propeller shafts; "U" joints; wheel bearings; locking hubs; rear axle hub bearings; seals and gaskets; differential side, pinion gears; and disc or cone – limited slip.

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 1999 Chevrolet 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., Hastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Linda Williams
Customer Relationship Manager

RS0025-T/mrk

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3390919

VIN Number:

1G1YY22G4X5131570

Date Opened:

08/12/1999

Model Year:

1999

Date Closed:

10/15/1999

Series:

Corvette

Dealer Code:

B15416

Mileage:

1705

Address:

CHEYROLET OF TURNERSTURNERSVILLE

State:

NJ

Dealer Phone:

SYMPTOM ABSTRACT— LOCK STEERING INTERMITTENTLY STEERING COLUMN

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION--

UCC CODE 3----

UCC-3 DESCRIPTION-

06/12/1999 13:22:38 SBD TEMPLATE - HANEY

STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION.
- _1_NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- ___(YAN) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- __ (YAN) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- __ (YAN) CONDITION DETAILS (LIST DTC'S, ETC.)
- __ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH, HISTORY, ETC.)

08/12/1999 13:22:38 HISTORY - HANEY 40773

CONCERN: INTERMITTENTLY THE STEERING COLUMN WILL NOT UNLOCK.

DEALER DIAGNOSTIC: VEH WAS TOWED TO THE DEALERSHIP, BUT DEALER COULD NOT DUPLICATE.

TAC SUGGESTION: REPLACED LOCK ACTUATOR.

Page 2 of 2

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRINGS: HOME PHONE:

DECATUR , GA

CASE NUMBER: 05195918

VIN:

1Q1YY22G4X5132170

1999

26667

DATE OPENED: 2001-08-06

SBRIBG:

CORVETTE COUPE

SOURCE:

DATE CLOSED: 2002-06-20

MILEAGE:

RRC TYPE: LEGAL No DELIVERY DATE: DEALER NAME:

MODEL YEAR:

STONE MOUNTAIN CHEVROLET

BRC PARENT:

01391624

DEALER ADDRESS: 5130 NEMORIAL DR., STONE MOUNTAIN, GA, 30083, USA

J16 Valve/Spring/Seal

Other

2 REPAIR ATTEMPT (8)

OIL CONSUMPTION

M41 Steering Column/Lock/Attaching Farts

O REPAIR ATTEMPT(S)

Inoperative

POCKED

H21 Brake Pads

1 REPAIR ATTEMPT(8)

Squeak LOUD SQUEAK

COMBUMPTION

RCVD COMFIRMATION FAX FORM OM LEGAL/ JUSTIN FAIR/TPALEGAL/ 57080; 0; 384700087 2002-06-20

REMOVED / CLOSED 4/15/02

JUNTIN FAIR/TPALEGAL/ 57080; 0; 393446048

2001-08-10

ATTORNEY AND HAS SENT A NOT IN SUIT DEMAND LETTER TO GENERAL MOTORS. DO NOT SPEAK WITH THIS

CUSTOMER. FOR ANY QUESTIONS PLRASE CONTACT JULIE RODGERS TL IN ERC LEGAL FOR

*************************DO NOT SPEAK WITH THIS CUSTOMER OR WITH ANYONE REGARDING THIS

CASE, ALL INQUIRIES TO BE HANDLED BY BRC

***; D; 366312252

2001-08-10

TL SPOKE WITH THE SERVICE MANAGER AT STONE MOUNTIAN CHEVROLET WHO STATES THIS IS IN NO WAY A hery issue. The customer has come in 2 times for a steering column locking complaint but s does not and can not happen while driving, It is when you first get in and out of the CAR. STATES THERE IS A RECALL ON THE PART AND IF THE CUSTOMER WOULD BRING THE VEHICLE IN FOR THE PECALL THEN IT WOULD BE REPAIRED. CRM HAS COMPLETED THIS CASE ASSESSMENT AND IS CONTACTING THIS ATTY FOR REVIEW OF THE CASE. JULIE RODUKRE ERC-LEGAL-TL; 0; 366312388

2001-08-22

TL AGREED WITH THE SERVICE MANAGER IN THIS CASE AND ADVISED THE ATTY THE CASE IS DENIED. CASE CLOSED.

LIE RODGERS/BRC/LEGAL/54076; 0; 367354198 01-09-19

TL RECEIVED CALL FROM ATTY SCOTT FORTAS WHO HAS PAKED ANOTHER RO AND IS REQUESTING WE RE EVALUATE CONCERN. CRM IS LOOKING INTO REQUEST.
JULIE RODGERS/BRC/LEGAL/54076; 0; 369771926
2001-10-02

TL ADVISED ATTY REVIEWED CASE AND OUR DECISION STILL STANDS, THIS CASE IS DENIED. RE CLOSED JULIE RODGERS/BRC/LEGAL/54076; 0; 370902616 2002-02-25

CPM RCVD FILE AS LAWSUIT TODYA FOR REVIEW/ CONTACT/PROCESSING// JUSTIN FAIR/TPALEGAL/ 57080; 0; 383499450 2002-02-25

***THIS IS AN OPEN BREACH OF WARRANTY FILE NON BEING HANDLED BY THE LEGAL DEPARTMENT --- DO NOT TALK TO THE CALLER. REFER ALL CALLS TO JUSTIN FAIR • X 57080 IN THE LEGAL DEPARTMENT ***; 0; 383499459
2002-02-25

CRN DISCUSSEDFILE W/ PRIOR CRM JULIE RODGERS ABOUT DECISION MADE TO DENIE MISM/ HAD DISCUSSED THIS CASE W/ LOCAL COUNSEL WHEN SHE HAD IT// LOCAL COUNSEL HAD DECIDED WITH HER THAT THE CASE SHOULD BE DENIED// REVIEWING & ASSESSING THIS CASE END OF THIS WEEK OR SOONER// HOLD FILE/ JUSTIM FAIR/TPALEGAL/ 57080; 0; 383505161

REVIEWING CASE FOR ASSESSMENT & DECISION / JUSTIN FAIR/TPALEGAL/ 57080; 0; 384212431 2002-03-19

FROCESSING ASSESSMENT/ JUSTIN FAIR/TPALEGAL/ 57080; 0; 385408155

CRN CALLED DLRSHP SPOK EM/ SRVC MER BRAD DURIN// HE IS TO FAX ME COPIES OF RO'S THAT ARE CUST PAY SINCE 9/01 AS LAST HARRANTY CLAIM PAID WAS JULY 2001// HOLDING FILE REASSESSING CASE// JUSTIN FAIR/TPA LEGAL/ 57080; 0; 385412041 2002-04-10

WILL BE REVIEWING FILE W/ NGR LINDLEY TO REMOVE FROM ER// JUSTIN FAIR/TFALEGAL/ 57080; 0; 387297067

incident date:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER BAME: DRIVER DISABILITY:

ONNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: MANNER OF PEOPLE: 0 TEJURIES:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NAS ANOTHER VEHICLE INVOLVED: KRHR 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: MOTIFY NAME: WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TRET RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: PROUBST TYPE: URCHABE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIN: 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: INTERRET PAID: DRALER BUYOUT: ACCOUNT BALANCE:

> LEGAL TYPE: LEMON LAW:

LIEM PAYOFF: TITLE BRAND:

VEHICLE DESTINATION:

MUMBER OF INJURIES: 0

REPLACEMENT VIN:

LER ADMINISTRATION:

LEGAL:

RELEASE:

COMMENTS:

ME:

DRESS: ,

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

1

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

Business:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME:

COMPANY:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

DRRAG :

02/26 '02 21:36 NO.982 01/06

Krohn & Moss, Ltd.

Georgia Office 466 Bast Paces Revey Rd., NB Suite 218 Adminia, GA 30806 www.consumerlewconten.cot 05195918

Wilter's Dieset Number 1400 869-1250 Walter's Dieset Resetatio (418) 725-1252 Walter's Dieset B-Mail Sectorial Communication and

Liberard to Provides in Grangie .

Also Located In Actions Grangia Indiana Obto Winostada

February 26, 2002

VIA FACSIMILE (866) 359-4232 With Confirmation Received

Mr. Stoven J. Comak General Motors Corporation Logal Staff

Ret

y, General Mature Corporation

Door Mr. Cernak:

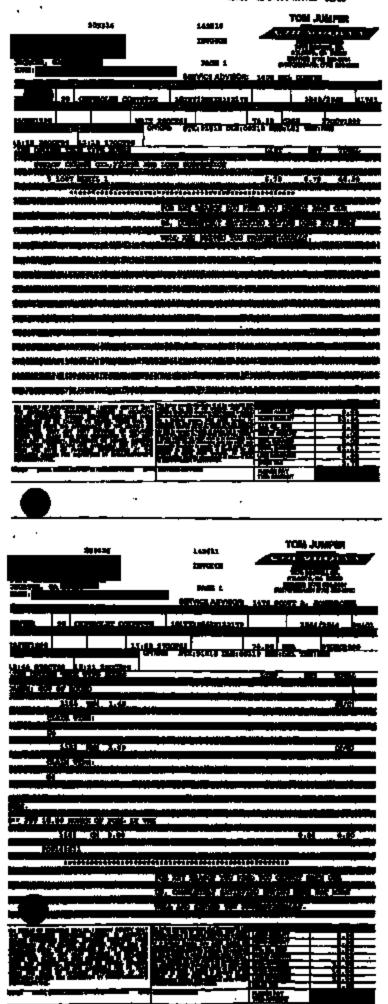
I am in receipt of your request for documentation dated February 25, 2002. I am glad General Moture has taken the initiative to attempt to settle this matter prior to hitigation. It is our goal at Krohn & Moss, Ltd. to settle these nutters as expeditiously as possible. We believe that it is in the best interest of both parties to amicably resolve this matter now.

Attached please find the documents in our file. If the case should settle, we will be happy to provide Plaintiff's title and/or registration material at that time.

Should you have any further questions or concerns regarding this matter, please do not healiste to contact me directly.

Attorney at Law

/bms Attachments



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TOM JUMPER

209336 141503 CHI VIIONII INVOICE 7478 ROSWELL RD. ATLANTA, QA 30328 987VICE: 1770) 388-8801 SWITCHBOARD: (770) 383-9860 DECATOR, GA PAGE 1 HONGE: BERVICE ADVISOR: 1130 LLOYD COLE CHEVROLET CONVEYER 10177226475132170 3500/3500 200CT1999 17:00 180CT99 29JUN1999 STK: 91016 DLR: 08310 EMG: LS1 OPTIONS: LE:33 180CT99 14:25 200CT9 14:25 200CT99 TOTAL LIPT C901 REPAIR PER RETIMATE-BODY ******************** COCI REPAIR PER ESTIMATE-FAIRT 264.00 264.00 FOR ANY REASON YOU FEEL YOU CAMBOT RATE OUR US, COMPLETELY SATISFIED RATING DOES NOT MEAN WELL AND BERVED YOU PROPESSIONALLY. LABOR AMOUNT PARTY AMOUNT 0.00 0.00 GAIL DIL, W **CALLY AMOUNT** <u>0.00</u> BO. CHANGES <u> 264.00</u> TOTAL CHANGE 10.40 LEGG POPURANCE 0.00 EALER TAX PLEASE PAY THE AMOUNT

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6150 MEMORIAL DRIVE STONE MOUNTAIN, GA 30083 (770) 469-7121

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FEB 25 2002

General Motors Corporation Legal Staff

Fenalmile 813605-4021

Telephona B13836-4087

10 may 2 miles

February 20, 2002

Charles Floyd, Esq. Floyd Law Offices 267 Highway, 74 N., Sulte 1 Peschtree City, GA 30269

Dear

Re: GM Case No. 433552

t v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Brenda Horchier, GMC, BRC Legal. c/o MSX international, MC 336-105-000, 1428 Pacific Drive. Auturn Hills. 381 48328.

This case in part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it ments settlement. No evaluation is required on your part at this point. Rether, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complete.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of he names of any of your firm's timekeepers who will be working on this case. Please complete and fax the timekeeper sheet to the GM legal assistant handling this matter. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, do MSX International. Feel free to contact me by phone at (813) 635-4087 or Fax (813) 635-4021.

Sincerely.

Brenda J. Horchler Legal Assistant

Brenda Horchler of MSX International (by FutEx)

Service of Process Transmittel Form Mantetin, Georgie.

62/14/2002

Vio Federal Express (2nd Day)

TO: Faced to Corule McDonough on 2-24-02. Please call Sonnie at 770-725-7600 with further instructions. Thank you

RE:

PROCESS SERVED IN GEORGIA

FOR

GENERAL MOTORS CORPORATION Demestic State: De

ENCLOSED AND COPIES OF LIGAM, PROCESS RESERVED BY THE STATUTORY AGENT OF THE ABOVE OCCUPANTY AS FOLLOWS:

1. TITLE OF ACTIONS

III. ya **General Motoza Corporatio**n

1. DOCUMENT(S) SPINED:

Summons, Complaint, Interrogatories so Defendant, Request for Production, Requests for Admission.

a. COURT:

State Court of Cobb County, State of Georgia Ceas Number 02A-1005-1

4. HATURE OF ACTIONS

Breach of Warranty

S. ON WHICH PROCESS WAS BEINGO: Corporation Process Company, Marietta, Georgia

A. DATE AND HOUR OF GURVICE:

By Process server on 02/14/2002 at 10:40

7. APPEARANCE OR AIRMER DUIL

Within 50 days

B. ATTORNEYÜÜK

Soott Fortes 486 E. Peces Ferry Road Mil Builte 218

Atlanta, CIA 30306

S. OFMANCE:

1999 Chevrolet Corvette: VBI #1G1YY22G4X5132170

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Supervisor of Process 180 Charakes St. NE

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Krohn & Moss, Ltd.

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Pebruary 26, 2002

VIA RACKIDILLE (866) 359-4232 With Confirmation Received

Mr. Steven J. Cernak General Motore Corporation Legal Staff

Rad

v. General Motors Corneration

Deer Mr. Cerzak:

I am in receipt of your request for documentation dated February 25, 2002. I am glad General Motors has taken the initiative to attempt to settle this matter prior to litigation. It is our goal at Krohn & Moss, Ltd. to settle these matters as expeditionally as possible. We believe that it is in the best interest of both parties to amicably resolve tide matter now.

Attached please find the documents in our file. If the case should settle, we will be happy to provide Plaintiff's title and/or registration material at that time.

Should you have any further questions or concerns regarding this matter, please do not healists to contect me directly.

Attorney at Law

/bms Attachmoula

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STONE MOUNTAIN CHEVROLET

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STONE MOUNTAIN CHEVROLET

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To: MSX INTERNATIONAL (248)475-7352 SCANNING DEPT 1484 JOHN A. PAPALAS DRIVE

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LINCOLN PARK, MI, 481461460



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PLEASE AUTO-LINK

KROHN & MOSS, LTD.

MAIN OFFICES. 180 West Medican Street 10⁴ Plear Chicago, Illinois 60602

> (III) 678-**949** Pas (III) 578-9455

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Privileged and Confidential Information:

CASE ASSESSMENT BY: JULIE RODGERS

Customer Name: CARS Request No.:

GM Legal File No.:

Vehicle ID No.:1G1YY22G4XS132170

In Service Date: 6/29/99

Vehicle is: NEW

CRM Recommendation:

DEFEND: XXXXXX

SETTLE: {}

FURTHER DISCOVERY: { }

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: STEERING LOCK

Deber	'Misage:	Other Outs	Description of Records and a party of the second of the se
8/28/00	15527	1	CUSTOMER STATES STEERING COLUMN IS LOCKING UP, REPLACED STEERING LOCK ASSEMBLY
7/9/01	26088	1	CUSTOMER STATES STEERING MALFUNCTIONS, REPLACED LOCK ASSEMBLY MOTOR CUSTOMER CURRENTLY HAS RECALL ON STEERING LOCK ASSEMBLY, CUSTOMER HAS NOT YET RECEIVED. NOTICE OF RECALL #01044

OTHER SYMPTOM/COMPLAINT: EXHAUST LOOSE

Detail	Missogn	Days Oak	Destriction of Receipt 1990 to 1994 ACC 1999 to 1997 ACC 1997 ACC
731/01	26667	3	CUSTOMER VEHICLE TOWED IN, EXHAUST CAME LOOSE HAINING OFF VEHICLE. BRACKETS BROKE, REPLACED MUPFLER

OTHER SYMPTOM/COMPLAINT: BRAKES SOUEEL

Detail.	Mileton	Conya Cost:	Description of Receive 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
10/27/99	3544	1	CUSTOMER STATES BRAKES SQUEEL, ROTORS OUT OF ROUND, RESURFACED ROTORS
1/24/00	7136	1	CUSTOMER STATES BRAKES SQUEEK WHILE STOPPING, TEST DROVE, NPF, NO ABNORMAL BRAKE NOISE HEARD.

OTHER / MISCELLANEOUS:

CUSTOMER PRESENTLY HAS A RECALL ON STEERING LOCK ASSEMBLY, CUSTOMER HAS NOT BROUGHT THE VEHICLE IN FOR THE RECALL BECAUSE HE HAS NOT RECEIVED WRITTEN NOTIFICATION OF THE RECALL, CRM ADVISED THE ATTY THAT THE SHOULD REPAIR THE STEERING.

Total Days Out of Service: 7 DAYS VEHICLE MEETS PRESUMPTION: YES

NO: XXXXXXXXXXXXXXXX

TUM FINAL OFFER:

DENY

OFFER TO CUST: \$(Amount)

ATTORNEY FEES: \${Amount}

RECOMMENDATION:





Date: 7/10/2001

Customer Satisfaction Campaign 01044 FAQs

Corvette Electronic Column Lock

SCIM Level: N/A

Vehicles involved:

> 1998 – 2000 Corvetta

Dealer Notification Date: July 10, 2001

Owner Notification Date: July 17, 2001

POTENTIAL QUESTIONS AND ANSWERS

Q1: Please direct all MEDIA questions to: N/A

Q2: What is the condition that prompted this campaign?

A2: We have learned that certain Corvettes may have been built with a condition in which the steering wheel may not unlock when the key is turned to the "on" position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

Q3: What might occur as a result of this condition?

A3: If the steering wheel fells to unlock at engine startup, a warning message is sent to the Driver Information Display ("Service Column Lock". An audible chime accompanies this message. If the driver attempts to drive the vehicle, the Body Control Module (BCM) will shut off the flow of fuel to the engine and disable the vehicle if it reaches 2 mph (3 kph).

Q4: What will GM do to correct this condition on the subject vehicles?

44: If your car is equipped with an automatic transmission, the dealer will install an Electronic Column Lock bypess that will prevent the Electronic Column Lock from functioning. The electring wheel will no longer lock when the key is removed from the ignition switch. All other systems will continue to perform like they did before this repair. Your car will now function similarly to Corvettes currently being produced with an automatic transmission.

if your vehicle is equipped with a manual transmission, the dealer will install an improved, Electronic Column Lock module and a new relay in the Electronic Column Lock circuit. The staering wheel will continue to lock and all systems will continue to perform like they did before this repair. Your car will now function similarly to Corvettes currently being produced with a manual transmission.

Q5: Are parts available yet?

A5:

Please see the official campaign bulletin for parts availability.

Have there been any reports from the field of accidents or injuries related to this Q6:

condition? AB: No reported incidents.

Where were these vehicles built?

All vehicles were built in Bowling Green, KY

Vin breekdown of vehicles involved. **C8**:

Please see the official campaign bulletin for vin breakdown. A8:

Q9:

Which model years and how many Corvettee are effected by this recall? There are 58,621 vehicles, from model years 1998, 1999 and 2000, which were built between April 1, 1898 and Depember 31, 1999 involved in this recall. A9:

Withy are only certain vehicles included in this customer satisfaction campaign? Q10:

it became apparent that some Electronic Column Look components did not meet our quality A10: expectations and had a greater likelihood of having a problem.

Q11: Why are the repairs different depending on the type of transmission?

Our objective is to improve these vehicles by making them function similarly to those we are currently producing. The Federal Motor Vehicle Safety Standards requires that either the steering or the forward motion of the vehicle be restricted when the key is removed from the A11: ignition switch. On vehicles with an automatic transmission we accomplish this by locking the shifter in Park while the ignition key is removed. On vehicles with a manual transmission there is no lock on the transmission in any gear so we lock the steering wheel.

What if I choose not to have this campaign performed? **012**:

You could at some time experience the steering wheel not unlocking when the ignition key is turned to the "on" position. If this coours you will not be able to drive your car. A12:

Q13:

Can this happen when the car is in motion?
No, because the SCL is designed to prevent locking when the car is in motion. GM has investigated allegations of this occurring and none were verified. A13:

I notice that this problem affects three model years. Why didn't General Motors recall these vehicles when the condition was first reported?

GM has been working hard to understand the issue and develop effective solutions. A14:

Q18: I have previously purchased an alternative solution that addresses this problem. Will

GM reimburse my expenses?

We will not reimbures expenses for alternative repairs. We believe that the resolution that A15: has been developed by our engineers is the best solution and will prevent any concerns from occurring in the future. We would advise you to have this repair performed on your vehicle at your earliest possible time.

How much will this recall cost General Motors? Q16: General Motors does not reveal the costs of receils.



Campaign Bullet

File in Section: Product Campaigns:

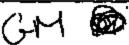
Bulletin No.: 01044

Date: July, 2001









GUSTOMER SATISFACTION CAMPAIGN

SUBJECT:

01044

CORVETTE ELECTRONIC COLUMN LOCK

MODELS:

1998-2000 CORVETTE

THIS CAMPAIGN IS IN EFFECT THROUGH JULY 01, 2003.

CONDITION

General Motors has decided that certain 1998-2000 Corvette model vehicles may exhibit a condition in which the electronic column lock may not function as intended. The condition could result in the failure of the steering column to unlock during initial key-in and start-up. Should the column fall to unlock, the engine will stop running if the vehicle starts to move.

CORRECTION

Dealers are to Install repair kit PN 88952427 for automatic transmission Corvettes in the US & Canada or repair kit PN 88952428 for all manual transmission Corvettes in the US & Canada. For Corvettes sold in all other countries, both manual and automatic, dealers are to install repair ldt PN 88952428.

VEHICLES INVOLVED

involved are certain 1998-2000 Corvette model vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1998	Chevrolet	Corvette	Bowling Green	W5123355	W8131089
1999	Chevrolet	Corvette	Bowiting Green	X5100001	X6133283
2000	Chevrolet	Corvette	Bowling Green	Y5100001	Y5116233

IMPORTANT: Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) or *GM Access Screen* (Canada only) or *DCS Screen 445* (IPC only) prior to beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

involved vehicles have been identified by Vehicle identification Number. Computer listings. containing the complete Vehicle Identification Number, customer name and address date have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other ourbose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Reptenishment Order. In an amergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
88952427	HARNESS KIT, STRG WHL THEFT DTRNT LK	1
<u> </u>	SHORTING	
88952428	WIRE KIT STROWHL THEFT DIRNT LK	
26050960	LOCK, SIRG WHL THEFT DIRNT	1

SERVICE PROCEDURE

Procedure for 1998-2000 Corvette Automatic Transmission ECL Disconnect

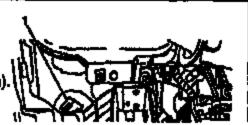
- Disconnect the battery.
- Disable the SIR modules.
- Remove the Driver's side SIR module from the steering wheel.
- Remove the steering wheel retaining bolt.
- Using J-42578 remove the steering wheel.
- Remove the snap ring and SIR coil from the steering column.
- Remove the combination trunk release and for light switch.
- 8. Remove the driver's side knee bolster trim panel. This will require care when detaching as the panel tucks in behind the console trim panel at the I/P.
- Remove the wiper control stalk.
- Remove the lower and upper steering column shrouds.
- Remove the Steering Column Lock / Cam Orientation plate with J-38364 and discard.

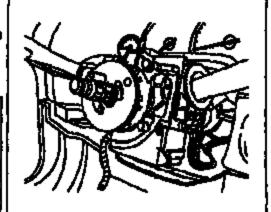
12. Install the included Cam Orientation plate and secure with locking ring, using J-42137 as shown.

- Install the SIR coll and secure with snap ring.
- 14. Disconnect the wire from the ECL (located on the right lower side of the steering column) to the IP main hameas.

Route the new jumper wire and relay harness.

over the knee bolater (Foam and metal construction). The new relay (1)





must be mounted to the left VP brace with a zip tie es shown.



16. Connect the ends of the new jumper wire to the ECL connector and to the VP harness connector that originally was connected to the ECL. The connectors on the jumper are specific and cannot be connected incorrectly.

IMPORTANT: A schematic is included to aid and/or verify the proper installation of the service kit. The drawing depicts the 1998-2000 vehicles.

- 17. Install the lower and upper steering column shrouds.
- Install the wiper control stalk.
- 19. Install the steering wheel to the steering column. Refer to Steering Wheel Replacement In the proper year Corvette Service Manual for proper steering wheel torque value.
- Install the SIR module to the steering wheel.
- Install the driver's side knee bolster trim panel.
- Enable the SIR modules.
- Reconnect the battery.
- 24, Cycle the ECL:

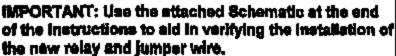
Depending on the position of the relay and the ECL bolt when the key is first turned on you may receive the message "Pull Key and walt 10 sec." on key-on. If you receive the warning message follow the instructions and key off and remove key from the ignition. Wait a full ten seconds and then re-insert the key and turn to the "on" position. From this point on, the ECL and relay should be synchronized.

Install the GM Campaign Identification Label.

Procedure for 1998-2001 Corvette Manual Transmission and All Export vehicles (manual or automatic) ECL Upgrade

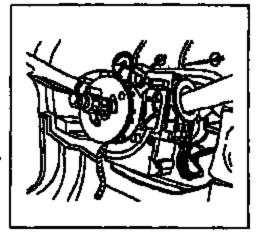
- Disconnect the battery.
- Disable the SIR modules.
- Remove the Driver's side SIR module from the steering wheel.
- Remove the steering wheel retaining bolt.
- Using J-42578 remove the steering wheel.
- Remove the snap ring and SIR coil from the steering column.
- Remove the combination trunk release and fog light switch.
- Remove the driver's side knee bolster trim panel. This will require care when deteching as the panel tucks in behind the console trim panel at the VP.
- Remove the wiper control stalk.
- Remove the lower and upper steering column shrouds.
- Remove the steering column lock plate with J-38364.
- Disconnect the ECL electrical harness.

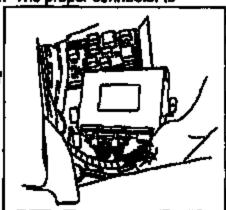
- Remove the ECL from the vehicle and discard.
- 14. Install a new ECL.
- 15. Connect the ECL electrical harness.
- 16. Install the steering column locking plate.
- 17. Install the SIR coil and secure with snap ring.
- Install the lower and upper steering column shrouds.
- 19, install the wiper control stalk.
- Install the steering wheel to the steering column.
 Refer to Steering Wheel Replacement in the proper year Corvette Service Manual for proper steering wheel torque value.
- 21. Install the SIR module to the steering wheel.
- 22, install the driver's side knee boister trim panel.
- 23. Remove the passenger skie kick penal to access the electrical panel.
- 24. Release the retainer holding the BCM.
- 25. Disconnect the Green 16-way connector from the BCM. The proper connector is litustrated (BCM rotated 90°).





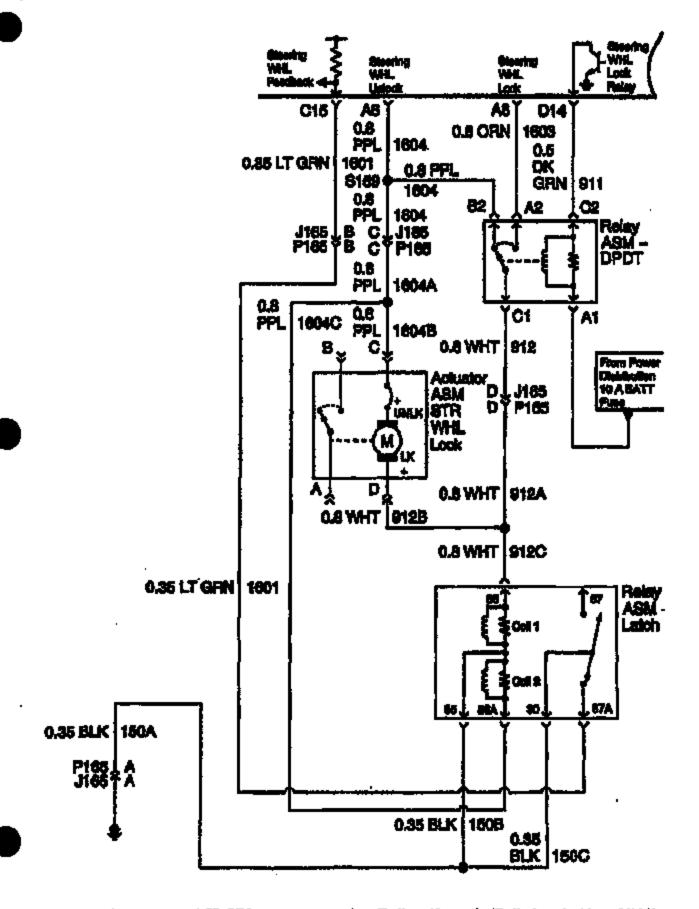
- 27. Connect the removed terminal to the jumper wire.
- 28. Apply heat shrink tubing to the splice point and heat.
- 29. Remove the CPA from the ECL relay connector.
- 30. Remove the terminal harness from the back of the connector.
- 31. Remove the relay.
- 32. Remove the orange wire from position C1 on the ECL relay connector.
- 33. Remove the white wire from position A2 on the ECL relay connector.
- 34. Swap the two terminal positions and re-insert (Orange wire to A2 and white wire to C1).
- 35. Add the new purple wire from the jumper to terminal position 82.
- 36, install the new double pole, double throw relay.
- 37. Install the green 16-way connector to the BCM.
- 38, Secure the BCM to the electrical panel.
- 39. Tape the new purple wire neatly to another group of wires along its path.
- 40. Install the electrical center kick panel cover.
- 41, Enable the SIR modules.
- 42. Reconnect the battery.
- 43. Cycle the ECL:



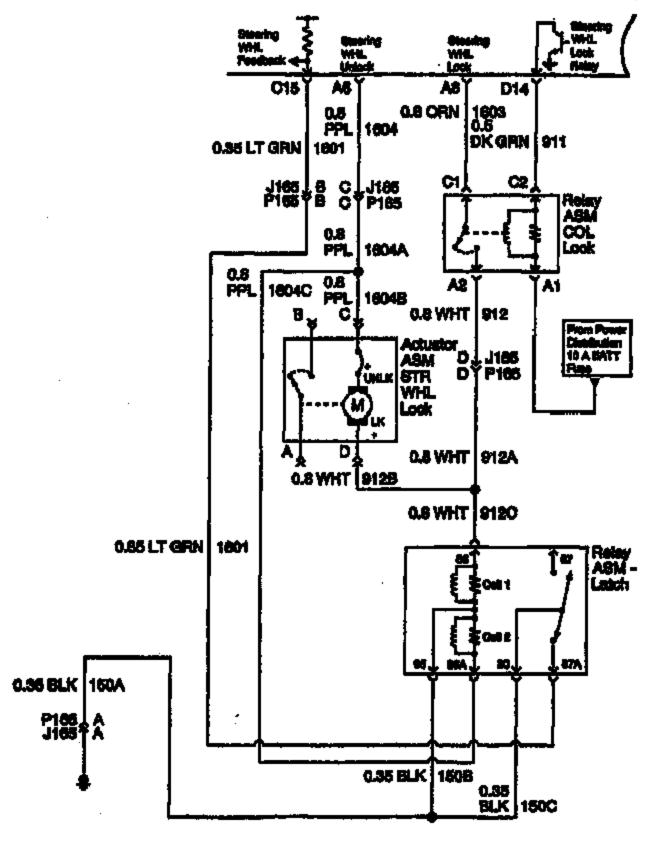


Depending on the position of the relay and the ECL boit when the key is first turned on you may receive the message "Puli Key and wait 10 sec." on key-on. If you receive the warning message follow the instructions and key off and remove key from the ignition. Wait a full ten seconds and then re-insert the key and turn to the "on" position. From this point on, the ECL and relay should be synchronized.

44. Install the GM Campaign Identification Label.



MANUAL



AUTOMATIC

CAMPAIGN IDENTIFICATION LABEL - For US and IPC

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. When Installing the Campaign identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-549-6152 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for item Number S-1015 when ordering.



Additional Campaign identification Labels for IPC dealers can be obtained from your Regional Marketing Office.

CAMPAIGN IDENTIFICATION LABEL - For CANADA

Place a Campaign Identification Label on each vehicle corrected in accordance with the Instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to servicing the vehicle. Additional identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-868-5539 (Monday-Friday, 8:00 s.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.



CLAIM INFORMATION

Submit a Product Campaign Claim with the Information Indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS
ECL Ratey Hernose Réplace (Auto Trans. US & Can)	1	68652427	244	MA-98	V0743	0.8
ECL Relay Harnest & ECL Replace (Manual Trans. US, Cen, Export All)	2	88952428/20050000			V0743	1,0

- Labor operation valid for Repair Orders dated prior to July 02, 2003.
- For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".
- The "Parts Allowence" should be the sum total of the current GMSPO Dealer net

price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for parts needed to complete the repair.

CUSTOMER NOTIFICATION - For US and CANADA

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION - For IPC

Letters will be earn to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached suggested dealer letter.

DEALER CAMPAIGN RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this campaign <u>must</u> be held and inspected/repaired per the service procedure of this campaign builetin <u>before</u> customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 01, 2003.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service prior to July 02, 2003, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.



We Separat Valentary Technicies Optification

01044

July, 2001

Dear General Motors Customer:

We want your experience owning your Corvette to be better than any other you've had... which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the "ON" position. If this occurs, the engine will stop running if the vehicle starts to move.

What We Have Done: We've made special repair kits available to your dealer so that
your Corvette can be serviced as quickly as possible. This
service will be performed for you at no charge through July 01,
2003.

What You Should Do: We recommend that you contact your Chevrolet dealer to arrange a service appointment.

Customer Reply Card:

- Presenting the attached card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own this vehicle, please check the appropriate box and provide new owner information, if available.

if you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-633-2438
GMODC	(905) 644-4112	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin lelende	1-800-498-9294	

^{*} Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

We sincerely regret any inconvenience this causes you. Also, we want you to know that we will continue to do everything we can to ensure that you are completely satisfied with your Corvette and with Chevrolet.

General Motors Corporation

Enclosure

BUBINESS RES CHIR MS

DATE TIME 88/14 89:19 TO/FROM HOME HIN/SEC GTB000012500 BC-8 80,21. 985

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Business Resonne Center

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Business Resource Center

General Motors Corp. — CARS ofe MSX International MC 336-105-000 1464 John A. Papalee Drive Lincoln Park, 1/6 48146-1460

Fex : (813) 638-4081

Fax

Tia	E. Scott Fortes, Esq.	Press	Julie Rodgen (O	7)
Firms	Krohr: & Mose	Phone	(800) 231-1841 p	rompt 9
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GENERAL MOTORS BUSINESS RESOURCE CENTER.

August 14, 2001

E. Scott Fortus, Esq. Kroim & Moss 44 Broad Street Atlanta, Georgia 30303

RE:

1999 Chevrolet Corvette

VIN: 1G1YY2204X5132170

Dear Mr. Portac:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts:

- Our records indicate that the above vehicle has only been out of service for 7 days.
- The use, value, and eafery of the value do not appear to be substantially impaired.
- Your client has not presented the vehicle for a Customer Satisfaction Campaign which would result in a possible for for your clients main concern.
- The customer does not appear to meet the presumptions of the Georgia State Lemon Law.

General Motors Corporation would like to seekt you in addressing any outstanding construe in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to considera magnet request for entistance.

RC Legal Case Manager

800-23] 1841, prompt 9, extension 54076

FÀ36#1-813-635-4081

CĆ

FILE

08/10/01

DISHY/ CUSTOMER DOES NOT APPEAR TO HEET PRESUMPTION AND THE STEERING IS NOT LOCKING DURING EPERATION OF THE VEHICLE.

TRAM MANAGER APPROVING: {mame}

YES:

NO:

BRC Legal Case Manager: JULIE RODGERS

Ph# 800-231-1841, prompt 9, 54076 PAX# 1-813-635-4081

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BRC REPURCHASE WORKSHEET

Customer Name

File Number 6195918

Old Vehicle VIN:

Worksheet Filled Out By: Jeson L. Exum

New Vehicle VIN:

Onder. B/10/01

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Replacement Vehicle Costs		1 Base Price	├── ╾╋	詌	Lease Acquisition Fees	\$545.00
Conversion Cost		2 Conversion Price	╽ ╌── ─	\$	26 Payments @ 550.00	\$14,300.00
		3	 	꿁	Pre-Payment(s) (Pro-cale)	
Tax/Reg./Lic/Title (opt)		4 TextReg./Lic./Title (opt)	┤─────╂	귥	Cap Cost Reduction	\$2,700.00
Aftermerket Items	<u> </u>	5 Aftermarket kome	. 	-	Landary Tax	\$225.54
Other		6 Ottier	╀── ── ॏ	7	Tex/Reg /Lic/Title (opt)	\$379.00
		7 Incentives (deduct)	\$0.00	8		
Total Replacement Price	\$0.00	8 Total Purchase Price	\$0.00	- 3	Total Additions	\$49,418.94
9		9	↓ ─── ──	10		
0 Usage/Depreciation		10 Usage/Depreciation		11	Usage/Depreciation	6,293,0
1 Damage		11 Damage	 	뉟	Demogra	<u> </u>
2 Upgrade		12 Over-Allowance	│	词	Over-Allowence	
3 Add-Ons	_	13 Negative Equity		궦	Negative Equity	NA
4 Downgrade (daduct)		14	\$0.00	딞	Security Deposit	
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6 Total Customer Cost	\$0.00	16		17	Total Deductions	-\$0.08
7		17	+	ᇻ		(2930
18		18		13		
		19	\$0.00		Total Repurchase Avecumt	\$49,418.94
20 Trade Repurchase Amount	\$0.00	20 Total Repurchase Amount	\$0,00	윩	1000 1007	43,254
21		21		12	Total Refund to Customer	\$18,110.51
22	$$ \neg	22		23	1000	11,854
⁻² ——————		23		12		
		24	_ 	悬	Estimated Auction Price	\$31,900.00
24 Estimated Auction Price		25 Estimated Auction Price		榲	Projected Loss	347-518-94
26 Projected Loss	\$0.00	26 Projected Loss	\$0.00	20	Projected Cost	11,775
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	Amount	Contact(s)		_	112564	 -
Payes(s)		 	BAC Code			
A Credit to Dealership	├	 	Dealer Name		Tom Jumper Chewolet	
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C Check to Lienholder & Custome	<u></u> -	 - 			<u> </u>	∤
n Check to Lienholder	<u> </u>	 	<u> </u>	$\neg \neg$	<u></u>	
E Check to Attorney (1099 Info)	↓		 	丁		
or of the same of the same	<u> </u>				upo	Ged 7/21/00
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.1U LT PEWTER METALLIC	/V8G		OTCas CORFORATION
91 BLACK INTERIOR TRIM		100 RENAI	BRANCE CENTER
rd <u>kr</u> no. BPFJSH/SRE STOCK no.		DETROIT	MZ 48243-1001
'IN 1 YY22 G4 X5132170		VEHICLE I	NVOICE 1AD28968922
'IN 1 YY22 G4 X5132170	*******	*****	*********13*083108
NODEL & FACTORY OPTIONS .YY07 CORVETTE COUPE	Merp	INV AMT	RETAIL - SOLD
YY07 CORVETTE COUPE 3	98020.00	33967.50	INVOICE 06/24/99
RS BUCKET SEATS WITH LEATHER	0.00	0.00	SHIPPED 06/24/99
			RXP I/T 06/29/99
134 COLOR-KEYED FRONT FLOOR MATS,	25.00	21.50	INT COM 06/29/99
CARPETED INSERTS			PRC EFF 06/17/99
M2 REAR COMPARTMENT LUGGAGE SHADE	50.00	43.00	KEYS CF91 CF91
AND PARCEL NET		040-0	WFP-F OTR OPT-1
PR9 FEDERAL EMISSIONS	N/C	X/C	BANK: GMAC - 340
281 S.7L LITER SFI, V8	0.00	0.00	CRG-TO 08-310
ING 6-SPEED MANUAL TRANSMISSION		700.90	
re2 Twilight BENTINEL	60.00	51.60	SHIP WT: 3166
		59.34	HP: 48.7
IV6 HRADS UP DISPLAY			GMS: 35037.92
J18 COMPACT DISC CHANGER, REMOTE			DAN: NLACE
			_
GG FRONT TIRE-P245/452R17 BW BBR		N/C	MEMO 2040.70
IGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	

TOTAL MODEL & OPTIONS DESTINATION CHARGE DEALER ADVERTISING 40814.00 35682.34 AGE 231 55037.92 580.00 580.00 H/B 261 1224.42 408.14 ABV 66A 408.14

TOTAL

41394.00 36670.48

PAY 310 366 0.48

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

FINANCE CREDIT 34863.76

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST RECAUSE OF MANUPACTURER REBATES, ALLOWANCES, INCENTIVES, ROLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

TUMPER CHEVROLET, INC.

REKIT TO GMAC NO. 340 VIN 1G1YY22G4X5132170 \$ 36670.48 INV 1AD28968922 DUE 06/29/99 DEALER 08-310

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

VIN:	_24	RHAME: LOSER EVENS		
cus	TOME	R INCENTIVE(5)		
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	110	Incention Program Defenses	Amount	GM Incentive Code
		Special Rate Transfer		
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Jacker Phile; This document is required an explanation for the payment of any consumer incoming and must be sudmitte in the Coal File Copy #1 - Dealer Copy Copy #2 - Cuplemer assessment (MMP)

Lien Holder Information Request

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Customer Name:		
Social Security No:		
VIN: X 613217D	YR/MAKE 90	1 CONUCHE
ATTORNEY NAME:	TIN: -	*****
Lien Holder Information: Account #:		
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Physical Address:	<u>.</u>	
City: Rea State C/A-	_ Zip Code:	
Contact Person :	<u>' </u>	
Telephone #:		
Lease -		*****
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VIN: 1G1YY22G4 X5132170

SKLLG SCE: 13 MDL YR: 99 ORD NO: BPFJ6R

ODATE: 04/30/99 ORDER FAN: DDATE: 06/29/99 DLVY FAN:

OTYPE: 060 DLVY 88/GITE CD: 13 08310

DTYPE: 010 SRVC TYPE: 1

MILEAGE:

DLVY DOE: 07/01/99 ORDER BY:

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BFSO ORD DT: PRICE ASSUR DT: ATLANTA

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--INCENTIVES--

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCR: DLVY INC NEWC NO: 00015551658 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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DATA SCE: DLVY INC MEMO NO: 00015533124 AUTH PUR CD:

NISC DATE: MISC:

POLICY PINT CMNT: ACTV TYPE: 6

VEHIC : EVENT SELECTION
PROCESSING SOURCE: CHEVROLET

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VIN: 1G1YY22G4 X5132170 SELLG BCG: 13 MDL YR: 99 ORD NO: BPFJSH VINITEPS: N

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STONE LOUNTAIN CHEVROLET

· 8150 MEMORIAL DRIVE STONE MOUNTAIN, GA 50083 (770) 494-7121 VW517583

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STONE MOUNTAIN CHEVROLET

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6130 MEMORIAL DAIVE STONE MOUNTAIN, GA 30063 (770) 469-7121

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STONE MOUNTAIN CHEVROLET

6130 MEMORIAL DRIVE STONE MOUNTAIN, GA 30083 (770) 489-7121

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6150 MEMORIAL DRIVE STONE MOUNTAIN, GA 30083 (770) 469-7121

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6130 MEMORIAL DRIVE STONE MOUNTAIN, GA 30083 (778) 488-7121



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6130 MEMORIAL DRIVE STONE MOUNTAIN, GA 20063 (770) 459-7121



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6150 MEMORIAL DRIVE STONE MOUNTAIN, GA 30063 (770) 469-7121

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TOM JUMPER

CHEVROLL

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TOM JUMPER

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PAGE 2

7478 ROSWILL NO. AYLANTA, GA 3023 SERVICE: (770) 386-8801 SWITCHBOARD: 1770; 302-0140

FICHEZ: SERVICE ADVISOR: 1476 SCOTT A. SCHUNCHER 1G1YY22G4X5132170 CHEVROLET CORVETTS 7136/7141 71612 PROCESSES OF ANY ARRANGE BY STREET AND ARRANGE BY THE OPERATOR OF THE PROCESSES OF THE PROCESSES OF THE OPERATOR OPERATOR OF THE OPERATOR OPER OF THE PARTY OF 29JUN1999 17:00 24JAN00 ETERAPONICIES AND OFTIONS: 8TH 73.00 CASK 25JAN2000 STE 91018 DLR 08310 RMG:L81 TRN: NO. AXL : RAE 10:05 24JANOD 15:07 25JANOO LIME OPCODE TECH TYPE HOURS Line opcode tech type hours total 。中央大型工程的特別的表現的關係的關係的關係的關係的。 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 - 1985年 -FOR ANY REASON YOU FREL YOU CANNOT RATE OUR US, COMPLETELY SATISFIED RATING DOES NOT MEAN HIRE OF THE PARTY %。如此一定是過量數學的 经指导类型是次数据表现的证据,可可以可以可以可以可以可以可以可以可以可能是更加的。 2012年1012年2月2日 12012年12012年2月2日 12012年2月2日 12012年2月2日 12012年2月2日 12012年2月2日 12012年2月2日 12012年2月2日 12012年2月2日 1 。 - 1965年,1968年 - 1968年 -?"到中心思想的形式。這就是**的問題的問題的表現的問題的問題的**認識的問題的問題與問題的問題的問題的思想的思想的問題的問題的問題的 和方規學系指揮的表面的發展的理學的發展與實際的工作的特殊的學術的學術的學術的學術的學術的學術的學術學的學術學的學術學的學術學 CHI BENALT DE BENVICHTE OBALES, I HERETY CLRTEY THAT
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STONE MOUNTAIN CHEVROLET

6130 MEMORIAL DRIVE STONE MOUNTAIN, GA 30063 (770) 486-7121

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GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vahiele Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	VIN: 101YY2206X5132170											
			VERICL	E IN	PORMA	TIÓI	N					
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08/26/2000	322783	#	T2020 - WARRANT	Y TO	DATA			_		_ [20000	aniles

C9040 - R/F ST BELT RAR/RPL

015804

05/26/2000

10802 miles

05/26/2000	015804	#	B7270 - HEADLAMP DOOR BEZEL PLUG - INSTALL	10802 miles
04/17/2000	014418	*	N4580 - ENG OIL LVL SEN RPL	9373 miles
10/27/1999	142631	*	H0127 - ROTOR ASSEMBLY - RAR OR REPLACE/BOTH	3544 miles
06/24/1999	532170	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Design Information - Service Contract - Warranty Block - Branded Trite

Bob

CIADM HISTORY							_					
Repair Order Date: 07/09/2001 Repair Order Number: 029441 Odometer Reading: 26088 miles	VIN:		1	1G1YY22G6X5132170								
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Date Nbr Case 173		(114)40	9 -1121			Basiness A	2200	date Code:	164499			
Repair Order Date: 07/07/2001 Repair Order 034021 Odometer Reading: 26000 miles		Cycle Nbc	Case	Туре	Labor Oper	retion	-		Fart		Comments	
Serviced By: Serviced By: State Serviced By: 07/13/2001	186	0L		27501 - STEER LOCK	PART RPL		26050960 -	LOCK		Y		
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PO BOX 5033 TROY, MI 48007-5033 Sife Code: D0690	Repair On	ier Date	07/)7/200L		034021	O	dometer Read	il ng:	26000 miles		
TROY, MI 48007-5033 Site Code: Code						Selling Source:			13 - CHEVROLET			
Cycle Date Cycle Nbr Case Type Labor Operation Part Comments 07/17/2001 187 01 # T2020 - WARRANTY TOWING N/A N Repair Order Date: 08/28/2000 Repair Order Number: 019100 Ordereter Reading: 15527 miles Serviced By: STONE MOUNTAIN CHEVROLET Saling Source: 13 - CHEVROLET	ey:)07-50 3:	3	Site Code:			00690			
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_ {	(770) 39	3-0360			Business Associ		late Code: 112564		64		
Cycle Date	Cycle Nor	Case	Туре	Labor Oper	ration Part			Comment			
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·	(110) 39	,-UJ			Business Associate Codes		112564		
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06/28/1999	97L	01	I	Z7000 - NEW VEHIC INSPECTION ALLOV	le Vance	N/A	N/A		

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Reason for Removal

THIS SECTION IS FOR LOCAL COUNSEL USE ONLY

THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH SETTLEMENTS AND REPURCHASES

LC FINAL OFFER:

{CASH /REP/ TRADE}: OFFER TO CUST: \$

ATTORNEY FEES: \$

SETTLEMENT RATIONALE: Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.



MONTHLY DEFECT INVESTIGATION REPORT AND CIVIL PENALTIES ASSESSED FOR JULY 2000

DATED: AUGUST 14, 2000

OFFICE OF DEFECTS INVESTIGATION, NSA-10 SAFETY ASSURANCE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

AUTO SAFETY HOTLINE TOLL FREE NUMBER: 1-888-DASH-2-DOT (1-888-327-4236)

WASHINGTON, DC AREA: 202-366-0123

http://www.nhtss.dot.gov/cars/problems/defect/monthly

This report contains information on active defect investigations, defect petitions, recall petitions, and civil penalties assessed.

DEFECTS INVESTIGATIONS

Defect Investigations that were opened, upgraded or closed during the month are identified in the appropriate table. Letters sent to and received from manufacturers during the month are also indicated. Investigations show as closed during the month will be deleted from the tables in next month's report.

DEFECT/RECALL PETITIONS

Defoot/Recall Petitions that were opened, granted or denied during the month are identified in the appropriate table. Petitions shown as closed during the month will be deleted from the table in next month's report.

Letters sent during the month may include: (1) requests for information concerning active investigations or petitions, (2) letters to manufactures who are not the subject of the specific investigation end (3) informal requests made by the Office of Defects Investigation during an investigation for voluntary recalls of motor vehicles or items of equipment for which there may be evidence of a safety defect. These informal recall requests do not reflect agency conclusions with respect to the evidence and are not to be confused with initial or final decisions pursuant to 49 USC 30118 or recall orders that are issued by the agency after a final decision that a motor vehicle or motor vehicles equipment contains a defect related to vehicle safety.

CIVIL PENALTIES

Civil penalties that were assessed during the reporting calendar quarter are identified in the appropriate table. Civil penalties that were assessed the previous calendar quarter are deleted from the table.

TABLES

- Preliminary Evaluations

- Engineering Analyses
 Defect/Recall Petitions
 Civil Penalties Assessed

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	DOSCUSIANONA (UNIVERSI NESCUSINISTES SECO	MENDENDHOUSED EDABOHEN	SI-761-00				
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PEN-004	CHEVER LOCATION TO SERVE	STEERER COLUMN LOCK MODULE	-101-00	21-362 00			NO CURRENT SAPETY DEFECT TREND

CIVIL PENALTIES ASSESSED DATED AUGUST 14, 2000

NO CIVIL PENALTIES FOR THE 3rd QUARTER OF 2000

WHEN THE BELT WEBBING BECOMES JAMMED IN THE RETRACTOR, THE SEAT BELT MAY BE UNUSABLE.

Corrective Summary:

DEALERS WILL INSTALL INSERTS TO THE BELT WEB GUIDE OF EACH LAP BELT RETRACTOR.

Defect Investigations 3 Record(s) found NHTSA Action Number: Make: Model: Үеаг: Check to order research. Sujenti below. PE99066 CHEVROLET CORVETTE 1999 Component: STEERING Manufacturer: GENERAL MOTORS CORP. Date Investigation Opened: Mon. Date Investigation Closed: Fri, July November 08, 1999 21,2000 NHTSA Recall Campaign Number: Summary: STEERING COLUMN LOCK MODULE NHTSA Action Number: Make: Model: Yеаг: CHEVROLET CORVETTE 1999 RA00009 Component: INTERIOR SYSTEMS Manufacturer: GENERAL MOTORS CORP. Date Investigation Opened: The, March Date Investigation Closed: Tue, April 16, 2000 18, 2000 NHTSA Recall Campaign Number: 00V111000 Summery: FRONT LAP BELT MALFUNCTION NHTSA Action Number: Year: Make: Model: 1999 PE99076 CHEVROLET CORVETTE Component: INTERIOR SYSTEMS Manufacturer: GENERAL MOTORS CORP. Date Investigation Opened: Pri. Date Investigation Closed: Thu, March December 10, 1999 16, 2000 NHTSA Recall Campaign Number:

FRONT LAP BELT MALFUNCTION

Summary:



New Search

Return to Safety Problems and Issues





Office of Defects Investigation Recall Database

Call the <u>Auto Safety Hotline</u> toil free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: August 10, 2001 12:43:39 PM

NHTSA CAMPAIGN ID Number: 00V111000

Component: INTERIOR SYSTEMS: SEAT BELTS: LAP: FRONT

Manufacturer: GENERAL MOTORS CORP.

Mfg. Campaign #: 00034

Year: 1999

Make: CHEVROLET Model: CORVETTE

Potential Number of Units Affected: 71569 Manufactured From: OCT 1996 To: AUG 1999

Year of Recall: '00 Type of Report: Vehicle

Summary:

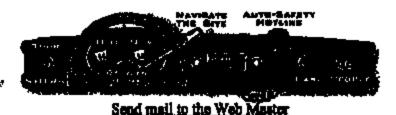
Vehicle Description: Passenger vehicles. The lap belt webbing can twist allowing the webbing to become jammed in the retractor.

When the belt webbing becomes jammed in the retractor, the seat belt may be unusable.

Dealers will install inserts to the belt web guide of each lap belt retractor. Owner notification began November 13, 2000, Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Chevrolet at 1-800-222-1020. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned I record.

New Search Return to Safety Problems and Issues



Krohn & Moss, Ltd.

Main Office 120 West Madiem, 10t Floor Chinen, Illinois 60602 Were communication and

White's Direct Number (\$12) 678-9-08 Waiter's Direct Received (\$12) 896-6969 Writer's Direct B-Mail alaria (Principale) were larant

Liberty to Prestive in Green's

Alm Lecuted Inc Arima Guerria Intime. Ohia Winterstain

August 6, 2001

VIA FACSIMILII (813) 635-4081 with configuration received

Me. Julie Rodgers Customer Assistance and Relationship Services Lagal-Tampa **%MSX** International 1464 John A. Papeler Drive Linenia, MI 48146-1460

received on

 $\mathbf{RE}_{\mathbf{i}}$

Marie Wallace v. General Motors Conscription

Our Cliente

Vahiele:

1999 Chavrolet Corvette

VIN:

1G1YY22G4X5132170

File No.

CI0111012A

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Mose Wazranty Act with regard to the above-listed vahiols. Please direct all future contacts and correspondence to our office.

Having been formelly notified of our representation, you are instructed not to confect our dient under any circumstances. Direct all inordiries to this office. If you fail to set in confussity with this directive, infusctive relief will be sought estimat you.

Persuant to 15 U.S.C. 2310(d), you are hambe notified that any settlement made with our chient securizes perment of our attorneys' fees. If you cettle directly with our client and do not make arrangements for payment of our attorners' fees, we will file suit against you. In addition. you are hereby notified of our attorneys' lien.

There are magnetous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to espect the which have been unaucoustful. These defects and non-conformitiss include, but are not limited to:

- Steering Defect;
- 2. Oil Consumption Defect:
- 3. Barke Defect; and
- 4. Electrical Defect:

The defects and non-conformities listed show constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably last confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new our is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle losse not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Charolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must unders, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough - when an extensible purchaser, after having to take his our into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is satisfied to say, "That's all," and resolve, notwithstanding the superind good faith afforts to fix the car. Restar v. Morrow, 491 So.2d 204.

My disent's repair history aleasy shows these was a breach of both written and implied warranties:

Bessel upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warranter liable; the buyer is not bound to allow him the appartunity or permit him to tinker with the erticle indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Cherolet Motor Division, 581 P.24 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed are to demand the conscellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all colleteral charges, finance charges and incidental and consequential demages.

Please be advised that pursuant to Uniform Commercial Code 8 2-711(3) my client has a security interest to the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary in presence it, to purious the security interest, and to minimize your damages. Moreover, my client needs extern of the montes listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be exampled and may subject you to liability for convenien and

for wanniful representation under Uniform Communical Code 88 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, it applicable, the assignor, or any conditor subject to the FTC Holder Rule has filled a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code 8 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code 8 9-404(1) in the amount of \$100.00, plus any loss reused to my client by your failure to do so.

To sooid any litigation, my client merely requests a refund for the defective valide, plus payment of our attorneys' feer pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnaton-More Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to reache this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effect could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to recolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this latter, a lawfult will be filed.

Scott Fortes Attorney at Law

SF/M

00



255 Hay, 74 N., Suite 3 P. O. Box 3319 Peachtree City, Georgia 30269

FEB 2 1 2002

General Motors Corporation . c/o MSX International, ATTN: BRC Legal MC 336-105-000 1464 John A. Papalas Drive Lincoln Park, Michigan 48146-1460

THE FLOYD LAW OFFICES

255 Hwy. 74 N., Suite 3 P. O. Box 3319 Peachtree City, Georgia 30269 Paone: (770) 486-6311 Fax: (770) 486-6290

Welter's Direct Dial: (770) 486-6307

February 18, 2002

VIA US MAIL

General Motors Corporation c/o MSX International, ATTN: BRC Legal MC 336-105-000 1464 John A. Papales Drive Lincoln Park, Michigan 48146-1460

v. General Motors Corporation
State Court of Cobb County No. 2002A1020-1

v. General Motors Corporation
State Court of Cobb County No 2002A1018-6

v. General Motors Corporation
State Court of Cobb County No. 2002A1019-2

v. General Motors Corporation
State Court of Cobb County No. 2002A-1003-6

v. General Motors Corporation
State Court of Cobb County No. 2002A-1003-6

Dear Sir or Madem:

Enclosed please find complaint packages for the referenced cases. These cases were served on February 14, 2002 and received by our office on February 18, 2002.

ABAHANA AORE

Charles R. Flowl. Jr.

ENC.

Service of Process. Transmittal Form Merietta, Georgia

02/14/2002

Via Federal Express (2nd Day)

TO: Charles R. Floyd, Jr.
Floyd Law Offices
255 Highway 74N
Suite 3
PO Box 3319
Peachtree City, GA 30259

RE: PROCESS SERVED IN GEORGIA

FOR GENERAL MOTORS CORPORATION Domestic State: De

ENCLOSED ARE CONES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

1. TITLE OF ACTION: Vs General Motors Corporation

2. DOCUMENTIS) BERVED: Summons, Compleint, Interrogetories to Defendant, Request for Production,

Requests for Admission.

2. COURT: State Court of Cobb County, State of Georgia

Case Number 02A-1005-1

4. NATURE OF ACTION: Breach of Warranty

5. OR WHOM PROCESS WAS SERVED: Corporation Process Company, Marietta, Georgia

S. DATE AND HOUR OF SERVICE: By Process server on 02/14/2002 at 10:40

7. APPEARANCE OR ANSWER DUE: Within 30 days

a. ATTORNEYISE Scott Fortes

455 E. Paces Ferry Road NE

Suite 218

Atlente, GA 30305

S. REMARKS: 1999 Chevrolet Corvette VIN #1G1YY22G4X5132170

CC: Lies Welker SIGNED Corporation Process Company

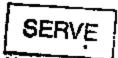
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·	GNI ASION NO. Q. 15-1005-1				
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	Attorney or Plaintiff's Name & Address	GEORGIA,	C086	COUNTY	. '
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	Otherna Babeses			VS.	
	Name and Address of Party to be Served:	prortal	meter	ه 	iviftyr
	CESPETATION PAGOLAS CENTRALLE				Celeran
	150 Churchic At NE	<u> </u>			
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	SHERIFF'S ENTI	RY OF SERVI			
[_	# have this day served			personi	ally with a copy
[of the within action and summons.				
	age, about	CoC	Diff	1 - Ind 1 - Pro	nea, dominified
1	I have this day served the above affidavit and summons on the door of the premises designated in said affidavit and on the sin the United States Mail, First Class in an envelope properly said summons, with adequate postage affixed thereon contain summons at the place stated in the summons.	ne defendant(s)/Pa ame day of such p addressed to the	irty by posting losting by dej defendant(s)/	oceiting a true o Party at the add	opy of same hess shown in
-	Diligent search made and		t anddenstans		
-	title to the state as any by defending as his arms.				1841-18181-184 18
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	THE DEFENDANT/PARTY IS REQUIRED TO:	re the		·····································	3(1
	THE DEPENDANT/PARTY IS REQUIRED TO: answer a Proceeding Against Tenant Holding Over on or belo 20af the hour and place stated in the summons.	re the	Ja.	· · · · · · · · · · · · · · · · · · ·	311

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IN THE STATE COURT OF CORB COUNTY STATE OF GEORGIA



		004 1
·	CASE	NO 0216-1005-1
		CEPOSIT PAID
PLAINTIFF	dio	STELODII SLAM
VS.		
Bungat motors Corporation	TYPE OF SUIT:	AMOUNT OF SUIT:
	Account 🗆	Principal \$
	Combact 🗆	Interest \$
DEFENDANT	Note 🗆	Athys. Fees \$
	Tort []	Court Costs \$
SUMMON	18	
TO THE ABOVE NAMED DEFENDANT:		!
You are hereby summoned and required to sie with the Clark of said cour 30080-9830, and serve upon the Plaintiff's efformey or upon Plaintiff II no altors	t, 12 East Park Square, M ley, to wit, whose dense as	larietta, Guorgia Id addresis la:
ALQUI FORMO		ن مد
455 E. Paces Ferry Rd NE		$_{2}Q_{1}\subseteq A_{2}$
Skitt Dig		
01.1 curta, BA 30305		99 4 P
		11 To 12 To 1
an answer to lite complaint which is herewith served upon you, within 30 days a service. If you fall to do so, judgment by default will be taken against you for the	iter service of this suntillo	ne upon you, ductuative of the day of moteint.
NOTE: Any exposite party served must be represented by a fictined attempt	al lyw. (peo Ecides v. Ada	nta Technology Group, 267 Ga. 801)
NOTE: Any corporate party served must be represented by a Scanned attorney	aj lgov. (pas Eckias v. Ada	(ta Technology Group, 257 Ge. 801)
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This Tels (1 2002)	al disk. (1666 ESION 4. Asia	(ta Technology Group, 267 Ge. 801)
This Tels (1 2002)	al disk. (1666 ESION 4. Asia	Technology Group, 267 Ge. 801)

IN THE STATE COURT OF COBB COUNTY STATE OF GEORGIA

11 -7 2.8

Plaintff,	
vs.)	Civil Action No. 021 - 1005-1.
GENERAL MOTORS CORPORATION,	TRIAL JURY DEMAND
Defendant.)	

COMPLAINT

COMES NOW, Plaintiff in the above-styled action, by and through the undersigned attorneys, and files this complaint against Defendants, GENERAL MOTORS CORPORATION, and shows this honorable Court the following:

PARTIES, JURISDICTION & VENUE

- Plaintiff, the state of Georgia.
- 2. Defendant, GENERAL MOTORS CORPORATION (hereafter "Manufactures"), is a foreign corporation authorized to do business in the State of Georgia, and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships. Manufacturer may be served through its registered agent: CORPORATION PROCESS COMPANY, 180 Cherokee Street, N.E., Marlette, Georgia 30060.
- Manufacturer is subject to the jurisdiction of this Court. Venue is proper in Cobb
 County.

BACKGROUND

- 4. On or about June 29, 1999, Plaintiff purchased or leased from Seller a 1999 Chevrolet Corvette (hereafter "Vahicle"), manufactured and/or distributed by Manufacturer, Vehicle Identification Number 1G1YY22G4X5132170, for valuable consideration.
- 5. On information and belief first, the price of the Vehicle, including registration charges, document fees and sales tax, but excluding other collateral charges, such as bank and finance charges, totaled more than \$40,529.54.
- 6. Plaintiff avers that as a result of ineffective repair attempts made by Manufacturer and/or its agent(s), the Vehicle cannot be utilized for personal, family and household use as was intended by Plaintiff at the time of its acquisition.
- 7. In consideration for the purchase of the Vehicle, Manufacturer issued and supplied to Plaintiff its written warranty which included three year (3) or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet.
- 8. On or about June 29, 1999, Plaintiff took possession of the Vehicle and shortly thereafter experienced the various defects listed below which substantially impair the use, value and/or safety of the Vehicle.
- The defects described below violate the Manufacturer's warranty issued to
 Plaintiff, as well as the implied warranty of merchantability.
- Plaintiff delivered the Vehicle to Manufacturer, through its authorized dealership network, on numerous occasions.
- 11. Plaintiff avers that the Vehicle has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

- 12. Plaintiff has brought the Vehicle to Seller and/or an anthorized service dealer of Manufacturer for attempted repairs to various defects and nonconformities, including but not limited to:
 - a. Steering Defect;
 - b. Brake Defect;
 - c. Electrical Defect; and
 - d. Oil Communition Defect.
- Plaintiff provided Manufacturer, through its authorized dealership network,
 sufficient opportunities to repair the Vehicle.
- 14. After a reasonable number of attempts to cure the defects in Plaintiff's Vehicle, Manufacturer was unable and/or failed to repair the defects, as provided in Manufacturer's warranty.
- 15. Plaintiff justifiably lost confidence in the Vehicle's safety and reliability, and said defects have substantially impaired the value of the Vehicle to Plaintiff.
- Said defects could not have reasonably been discovered by Plaintiff prior to
 Plaintiff's acceptance of the Vehicle.
 - As a result of these defects, Plaintiff revoked acceptance of the Vehicle in writing.
- 18. At the time of revocation, the Vehicle was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.
- 19. Defendant refused Plaintiff's demand for revocation and refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.
- 20. The Vehicle remains in a defective and unmerchantable condition, and continues to exhibit some or all of the above-mentioned defects that substantially impair its use, value and/or

safety.

21. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton and negligent failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable Vehicle.

COUNT 1 BREACH OF WRITTEN WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- Plaintiff re-alleges and incorporates by reference as though fully set forth herein,
 paragraphs 1 through 21 of this complaint.
- 23. Plaintiff is a purchaser of a consumer product who received the Vehicle during the duration of a written warranty period applicable to the Vehicle and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.
- 24. Manufacturer is a person engaged in the business of making a consumer product directly available to Piaintiff.
- Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.
- 26. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Vehicle was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).
- 27. Plaintiff's purchase of the Vehicle was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Vehicle to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Vehicle in the event that the Vehicle failed to meet

the specifications set forth in Manufacturer's Warranty.

- 28. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Vehicle to Plaintiff.
- Said purchase of Plaintiff's Vehicle was induced by, and Plaintiff relied upon,
 Manufacturer's written warranty.
- Plaintiff has met all obligations and preconditions as provided in Manufacturer's written warranty
- 31. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.
- 32. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- Return of all monies paid, diminution in value of the vehicle, and all incidental and consequential damages incurred;
- All reasonable attorneys' fees, witness fees and all court costs and other fees inctured; and
- Such other and further relief that the Court deems just and appropriate.

COUNT II BREACH OF IMPLIED WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 33. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1 through 32 of this complaint.
 - 34. The Vehicle purchased by Plaintiff was subject to an implied warranty of

merchantability as defined in 15 U.S.C. §230!(7) running from the Manufacturer to the intended consumer, Plaintiff herein.

- 35. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.
- 36. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within minety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.
- 37. Pursuant to 15 U.S.C. §2308, Plaintiff's Vehicle was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the Vehicle was intended.
- 38. The Vehicle was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the Vehicle contained in the contracts and labels.
- 39. The above-described defects in the Vehicle render the Vehicle unmerchantable and thereby not fit for the ordinary and essential purpose for which the Vehicle was intended and as represented by Manufacturer.
- 40. As a result of the breaches of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the Vehicle.
- As a regult of the breaches of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

Return of all monies paid, diminution in value of the vehicle, and all

incidental and consequential damages incurred;

- All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- Such other and further relief that the Court doesns just and appropriate.

COUNT III REVOCATION OF ACCEPTANCE PURSUANT TO SECTION 2310(d) OF THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 42. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs ! through 41 of this complaint.
 - Manufacturer's tender of the Vehicle was substantially impaired to Plaintiff.
- 44. Manufacturer's tender of the Vehicle, which was substantially impaired to Plaintiff, constitutes a violation of 15 U.S.C. §2310(d).

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- Return of all monies paid, againstaction of all liens, and all incidental and consequential damages incurred;
- All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- Such other and further relief that the Court deems just and appropriate.

Pursuant to O.C.G.A. 15-12-122(c)(2), Plaintiff requests that the present case be tried by a jury of twelve.

Submitted this 3 day of February 2002.

E Scott Portes, Esq.

Georgia Bar No. 269980

Attorney for Plaintiff KROHN & MOSS 455 E. Paces Ferry Road NE Suite 218 Atlanta, GA 30305 (404) 869-4280