

EA02-031

GM

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

ATTACHMENT

4F

BOOK 12 OF 22

PART 1 OF 3

GM622C
EA02-031

ATTACHMENT "4F" Cont

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

DECATUR, GA [REDACTED]

CASE NUMBER: 01391624 VIN: 1G1YY22G4X5132170
MODEL YEAR: 1999
DATE OPENED: 2000-08-28 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-06 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: STONE MOUNTAIN CHEVROLET
BRC PARENT: DEALER ADDRESS: 6130 MEMORIAL DR., STONE MOUNTAIN, GA, 30083, USA

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

J16 Valve/Spring/Seal	Other
2 REPAIR ATTEMPT(S)	OIL CONSUMPTION
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	LOCKED
H21 Brake Pads	Squeak
1 REPAIR ATTEMPT(S)	LOAD SQUEAK

INFORM THE CALLER:

There is a range of acceptable levels of oil consumption. For all 1996-2001 passenger cars and gasoline powered light duty trucks under 8500 lb. Gross Vehicle Weight, this would be as follows: The accepted rate of oil consumption for engines used in the vehicles referenced is 1 quart in 2,000 miles. This rate only applies to personal use vehicles, under warranty, maintained in accordance with the appropriate maintenance schedule, with less than 36,000 miles or 50,000 miles for Cadillac, and driven at legal speeds in an unloaded (for trucks) condition. For all other vehicles, an acceptable range can vary from 1 quart every 1,000 to 3,000 miles, depending on factors such as engine size, operating conditions, temperature and the amount of dilution and oxidation

OIL CONSUMPTION

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

CUST CLAIMS HIS 99 VETTE HAS HAD MANY PROBLEMS SINCE HE GOT IT. BRAKES SQUEELED CONSTANTLY AND EVENTUALLY, AFTER 2 TRIPS, THE DEALER REPLACED THEM. WITH LESS THAN 5000 MI ON THE CAR, LOW OIL LIGHT CAME ON AND THE CAR WAS OVER A QT LOW. IT IS AN ENGINE WHICH USES SYNTHETIC AND SHOULD NOT NEED CHANGING FOR EVERY 9000 MI. THE LIGHT CAME ON 3 TIMES DURING THE COURSE OF 6000 MI AND WAS A QT LOW EACH TIME. SRV TECH TOLD THE CUST TO SIMPLY ADD QT EVERY TWO THOUSAND MI, WHICH IS UNACCEPTABLE. LAST WEEK, HIS WIFE HAD THE STEERING COLUMN LOCK WHEN SHE STARTED THE CAR AT THE GAS STATION. HAD THE VEHICLE TOWED TO DEALER AND TECH TOLD HIM THEY HAVE HAD PROBLEMS WITH VETTES. CUST IS NOW ANGRY AND WANTS OUT OF LEASE, AS HE FEELS LIKE THE CAR IS NOT TRUSTWORTHY. CUST ALSO THINKS TOM JUMPER CHEVY, WHERE HE BOUGHT THE CAR, IS A POOR DEALERSHIP AND THAT STONE MOUNTAIN, WHILE DOING BETTER, CANNOT SEEM TO RESOLVE THESE ONGOING PROBLEMS. CRM TO CALL BOTH DEALERS AND FIND OUT WHAT WE CAN DO FOR THE CUSTOMER. KOYEN, PDX; 0; 336332394
2000-08-28

STONE MOUNTAIN MAY NOT GET THE VEHICLE OUT TODAY BUT THE DEALER WILL CALL AND GET THE CUST A LOANER IF THAT IS TRUE. CRM TO CALL JUMPER NOW AND SEE IF ANYTHING IS POSSIBLE ON THE LEASE; 0; 336333310
2000-08-28

CALLED TOM JUMPER CHEV. SRV MGR OUT. CALL BACK LATER. CALLED CUST AND LM ABOUT STONE
MOUNTAIN'S PROGRESS AND THE AVAILABILITY OF A LOANER SHOULD HE NEED ONE. STEVE KOYEN, PDX,
0; 336336426
2001-08-06

*****THIS
IS NOW A BRC LEGAL FILE DO NOT SPEAK WITH THE CUSTOMER. IF THE CUSTOMER CALLS CAC PLEASE
FORWARD ALL CALLS TO BRC LEGAL CRM JULIE RODGERS @ X
54076*****

*****; 0;
365985728

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:

REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] PONTE VEDRA BEACH
FL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 03726572 VIN: 1G1YY22G4X5132671
MODEL YEAR: 1999
DATE OPENED: 2001-04-05 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-04-05 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CREST CHEVROLET
BRC PARENT: DEALER ADDRESS: 909 W 21ST ST., SAN BERNARDINO, CA, 92405, USA

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) LOCKED UP, HAD TO BE TOWED
B13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) REQ'G REIM FOR RENTAL

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

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

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

Vehicle reimbursement or Goodwill decision - Repair already done

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

04-05-01 CUST CALLED STATES SHE HAD STEERING LOCK UP ON HER ABOUT 5 HOURS FROM HOME. HAD TO
GET A RENTAL, DLR WAS CLOSED ON SUNDAY, LOOKING FOR REIMBURSEMENT FOR RENTAL. HAVE TRIED TO
REACH HER REGULAR SVC MGR, BUT HE HAS BEEN IN MEETINGS. WILL CALL BACK LATER.

ED WILLIAMS PDX; 0; 355338358
2001-04-05

04-05-01 CUST'S LOCAL SVC MGR DECLINED TO PROCESS THE REIMBURSEMENT, HOWEVER BOB PILGRAM, SVC
MGR AT PALM CHRV SAID HAVE THE CUST CALL HIM AND HE WOULD TAKE CARE OF IT FOR HER. CALLED
CUST AND SHE SAID SHE WOULD CALL RIGHT AWAY. ED WILLIAMS PDX; 0; 355352039

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER SAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: 02232224 VIN: 1G1YY22G4Y5100658
MODEL YEAR: 2000
DATE OPENED: 2000-11-13 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-11-24 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: MAROONE CHEVROLET OF MIAMI
BRC PARENT: DEALER ADDRESS: 4181 SW 8TH ST., MIAMI, FL, 33134, USA

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

M01 Steering General	Inoperative
10REPAIR ATTEMPT(S)	STEERING LOCKS
A07 Referred to Dealer	Other
0 REPAIR ATTEMPT(S)	AT DLR AT THIS TIME

General product information

INSTRUCTIONS TO CRM:

Transfer the customer to the Lead Management Team for specific model they are interested in.
Or send literature for models they are interested in.

STEERING COLUMN

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

CUST...STATES THAT THE STEERING WHEEL LOCKS UP...STATES THAT IT'S HAPPENED ABOUT 10 TIMES & HAS BEEN AT DLR'S ABOUT 4 TIMES..CUST IS VERY FRUSTRATED WANTS RESOLUTION...STATED IF NOTHING IS RESOLVED WILL PURSUE LEMON LAW...CRM CONTACTED SVM WAS OUT FOR THE DAY..CRM SET A CALL BACK FOR 11/14 AT 4:00PM CENTRAL TIME...CRM NORA LUNA ATX/CARS.; 0; 343004999
2000-11-14

CRM CONTACTED SVM HE STATED CUST HAS ONLY BEEN THERE TWICE...& ALSO STATED THAT CUST SPOKE ABOUT LEMON LAW...THERE IS STILL NO FIX FOR PROBLEM...CRM CALLED CUST RELAYED MESSAGE FROM SVM AND LEFT REQUEST # CRM NORA LUNA ATX/CARS.; 0; 343090674
2000-11-15

CRM RECEIVED NOTICE TO CALL CUST...CRM CALLED LEFT MESSAGE RELAYING WHAT SVM STATED ALSO LEFT FILE #...CRM NORA LUNA ATX/CARS.; 0; 343153861

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6683174	VIN Number:	1G1YY22G4Y5103317
Date Opened:	08/06/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	806912	Mileage:	33700
Address:	WAIPAHU AUTO COMPANY WAIPAHU	State:	HI
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/06/2003 19:21:57 SBD TEMPLATE - DIEHL

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME SERVICE MANAGER KEVIN YANANOHA

CUSTOMER CONCERN - THE STEERING COLUMN LOCKED MESSAGE CAME ON AFTER
STARTING THE VEHICLE,

HAD TO HAVE VEHICLE TOWED TO DLR.

DEALER COMMENTS/DIAGNOSIS THE STEERING COLUMN LOCK MESSAGE IS ON.

TAC RECOMMENDATION - A000285; STEERING COLUMN LOCK WILL NOT UNLOCK OR
INTERMITTENTLY STAYS LOCKED.

CHECK G201 AND G202 , REPLACE THE COLUMN LOCK MOTOR

08/06/2003 19:21:57 HISTORY - DIEHL

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Lithonia, GA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-128808947 VIN: 1G1YY22G4Y5106959
MODEL YEAR: 2000
DATE OPENED: 2003-08-11 SERIES: Corvette
DATE CLOSED: 2003-08-13 MILEAGE: 59555.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AO DEALER NAME: John Miles Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 950 Dogwood Dr, Conyers, GA, 36012-5452, USA

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

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

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

RFI Recall; ; 2003-08-11
2003-08-11

Cust has issue with veh; ; 2003-08-11
2003-08-12

Call dlr about recall on vette; ; 2003-08-12
2003-08-12

Call back about vette; ; 2003-08-12
2003-08-12

scv adv, Buck; ; 2003-08-12
2003-08-12

Request call back from cust.; ; 2003-08-12
2003-08-12

Scv Mgr, Terry Baker; ; 2003-08-12
2003-08-12

Call back; ; 2003-08-12
2003-08-12

Service Request has been Closed Satisfied.; ; 2003-08-12
2003-08-13

SR in Status of Closed has been Re-Opened by GUERREROM; ; 2003-08-13
2003-08-13

Concern; ; 2003-08-13
2003-08-13

Service Request Ownership has changed FROM: TAYLORDE TO: GUERREROM; ; 2003-08-13
2003-08-13

c1-128808947; ; 2003-08-13
2003-08-13

Column; ; 2003-08-13
2003-08-13

Scv Mgr, Terry Baker; ; 2003-08-13
2003-08-13

Asst; ; 2003-08-13
2003-08-13

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

SR in Status of Closed has been Re-Opened by GENTRYKS; ; 2003-08-13
2003-08-13

Service Request Ownership has changed FROM: GUEREROM TO: GENTRYKS; ; 2003-08-13
2003-08-13

cust request call back; ; 2003-08-13
2003-08-13

Call back; ; 2003-08-13
2003-08-13

Call back; ; 2003-08-13
2003-08-13

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6745664	VIN Number:	1G1YY22G4Y5108837
Date Opened:	09/02/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B14001	Mileage:	16883
Address:	TOWN N' COUNTRY CHEVPOWHATAN	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT---- COLUMN STEERING WILL NOT UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/02/2003 13:48:09 SBD TEMPLATE - SAVOY

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

RADIO

CALLER'S NAME (FIRST, LAST, AND POSITION) SAM LAWSON (TECH)

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

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

SAM LAWSON SAYS THAT HE IS ABLE TO DUPLICATE THIS CONCERN AND SAYS THAT HE WAS FOLLOWING BULLETIN # 01-02-35-008 AND SAYS THAT IT WAS CONFUSING. SAM SAYS THAT HE WAS CALLING FOR ADVISE.

TAG RECOMMENDATION -

ADVISE DEALER THAT BULLETIN # 01-02-35-008 DOES NOT APPLY TO THIS VEHICLE PER VIN BREAK.

ADVISED DEALER OF PI # A000265 FOR THIS CONCERN.

EA02-031 / GM22C

ADVISED DEALER OF OTHER CASES FOR COLUMN LOCK MOTOR REPLACEMENT FOR THIS CONCERN.

09/02/2003 13:48:09 HISTORY - SAVOY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4973029	VIN Number:	1G1YY22G4Y5109750
Date Opened:	08/16/2001	Model Year:	2000
Date Closed:	08/16/2001	Series:	Corvette
Dealer Code:	B28202	Mileage:	16601
Address:	EWING CHEVROLET INC CANTON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING AFTER 01044

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/16/2001 16:21:13 SBD TEMPLATE - ELLIOTT

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) 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

Y (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/16/2001 16:21:13 HISTORY - ELLIOTT

DENNIS LOKKEN TECH

DENNIS STS A SERVICE STEERING COLUMN LOCK DISPLAY AFTER CAMPAIGN 01044.

TAC ADV DENNIS TO PULL THE BCM FUSE FOR FIFTEEN SECONDS. DENNIS DID AND
CLEARED THE MESSAGE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4678825	VIN Number:	1G1YY22G4Y5112843
Date Opened:	04/18/2001	Model Year:	2000
Date Closed:	05/17/2001	Series:	Corvette
Dealer Code:	B30712	Mileage:	10580
Address:	ALLEN SAMUELS BAY CHCORPUS CHRIST	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- WHEEL LOCK REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/18/2001 16:25:18 SBD 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

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

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

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

__YY (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.)

04/18/2001 18:25:18 HISTORY - DAVIS

CONDITION: THE CUSTOMER CLAIMS THE STEERING COLUMN WAS LOCKED...

DIAGNOSIS: THE TECH CLAIMS THE COLUMN UNLOCKED AND HE IS INQUIRING ABOUT P.I. A000285...

SUGGESTION: ADVISED THE TECH OF THE P.I.

05/17/2001 08:02:21 MASON - CASE CLOSING

DEALER REPLACED COLUMN LOCK ACUATOR ASSY VEH IS FIXED.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] MANCHESTER MO [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 03736368 VIN: 1G1YY22G4Y5113510
MODEL YEAR: 2000
DATE OPENED: 2001-04-05 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-04-05 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ELCO CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 15110 MANCHESTER, BALLWIN, MO, 63011, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES STEERING COLUMN LOCKED UP AND CAN'T UN LOCK. CRM WENT OVER MANUAL ABOUT STEERING LOCK. CUST TRIED TO UNLOCK BY ACTIONS GIVEN BY OWNERS MANUAL AND STEERING DIDN'T UNLOCK. CRM ADVISED CUST ROADSIDE NEEDS TO BE CONTACTED. CRM CONTACTED ROADSIDE AND CONFERENCED CUST IN. NO FURTHER ACTION REQUIRED.
DANIEL PALLAS/CAC/PDX, 0, 355378126

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GM RESTRICTED

358415

CASE NUMBER: 04506933 VIN: 1G1YY22G4Y5114558
 DATE OPENED: 06/11/01 MODEL YEAR: 00
 DATE CLOSED: 06/25/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 11000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] ROOPVILLE GA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04506933 VIN: 1G1YY22G4Y5114558
 MODEL YEAR: 2000
 DATE OPENED: 2001-06-11 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-06-25 MILEAGE: 11000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: HARDY CHEVROLET-PONTIAC-BUICK INC
 BRC PARENT: DEALER ADDRESS: 1249 CHARLES HARDY PKWY., DALLAS, GA, 75247, USA

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

M01 Steering General	Inoperative
2 REPAIR ATTEMPT(S)	locks up
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	water in steering
S08 Loaner Vehicle Not Provided	Customer Satisfaction
1 REPAIR ATTEMPT(S)	told one would be provided but has not
J34 Fan/Belt/Pulley	Other
0 REPAIR ATTEMPT(S)	FAN MOTOR WENT OUT, THEN ON WITHOUT
IGNITION ON	
N01 Electrical General	Other
0 REPAIR ATTEMPT(S)	FUEL GAUGES OUT INTERMIT
D01 A/C	Squeal
1 REPAIR ATTEMPT(S)	GOES ON & OFF INTERMIT

Final Repair Attempt

CRM INSTRUCTIONS:

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

358415

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[State Lemon Laws and Other Statutes RUN

C:\Progra-1\Plus1\Micros-1\Iexplore.exe

http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3_1.pdf]

Final Repair Attempt

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

cust states that she has had her steering wheel lock up 2 times while in her driveway and the veh has had to be towed to the dlrshp. the first time it went to the dlrshp they stated it was repaired and the steering locked up again. cust states the dlrshphas found a leak in the body seal which has caused them to replace the carpet, blower motor, resistor, and relay. crm contacted the serv mgr and he states they are repairing the leak and are replacing these items and cust veh will be ready pm tomorrow. cust states she is scared to drive this veh and wants info on lemon-law, crm referred cust to the back of her owner's manual. crm advised cust that the dlrshp was able to find the problem and fix it for her so this concern should be fixed. cust has stated she has been w/out a veh for two weeks now and has not been provided w/another veh. crm asked serv mgr why and he stated that someone was in contact w/the cust and cust was unable to pick veh up. crm advised cust of file #. cust satisfied w/this info.cont.....; 0; 361148260
2001-06-11

crm sending bbb ltr. ok per tm youlin. hiedipringle/pdx/cac; 0; 361148281
2001-06-13

CUST STATES PICKED UP VEH LAST NIGHT AND THE FAN MOTOR WENT OUT. THIS IS AFTER VEH WAS AT THE DLR FOR 2 WKS, CUST STATES DOESN'T ALWAYS GET A RENTAL CAR. STATES VEH HAS AC, ELECTRICAL, GUAGE PROBLEMS INTERMITTENT. VEH IN SHOP FOR WKS AT A TIME BEFORE THIS AS WELL. CUST WAS ADV TO BRING IT BACK AGAIN AND STATES IS FED UP W/VEH AND SEEKS LEMON LAW OR NEW CAR. CRM CLLD SM CHARLIE, STATES HE HAS HAD AT LEAST 5 CLLS FROM CAC ON THIS CAR, STATES HE DIDN'T FIND THE PROBLEM AT FIRST, AFTER CAR KEPT COMING BACK HE LOOKED DEEPER AND FOUND A CRACK IN THE SEAM OF THE FIRE WALL THAT CAUSED WATER TO COLLECT RUSTINGTHE AC NTR, CARPET WET, WATER IN PCM AND COMPUTER, SOAKED RELAY AND PROBABLY THE CAUSE OF THE ELECTRICAL PROBLEMS. STATES IF CUST HAS TO COME BACK AGAIN, SHE MAYBE SHOULD GET OUT OF THIS VEH. CRM LOOKED FOR ANOTHER FILE AND COULDN'T FIND ONE. TM LEWISM ADV CRM TO SEEK AVM'S INVOLVEMENT. CRM ADV CUST SAME. CRM WILL CONTACT AVM. FALLON JOAN/PDX CAC; 0; 361303410
2001-06-14

AVM, SAM LOGAN CALLED STATING THAT THERE ARE TWO CASES ON THIS THE OTHER ONE IS 04795846, AVM STATES THAT HE WILL BE AT DEALER ON THE 28TH, AT THAT TIME HE WILL REVIEW FILES, GET IN TOUCH WITH CUST, AND MAKE A DETERMINATION ON A TRADE OUT, AVM STATES THAT HE WANTS THE CUST TO KNOW THAT IF THIS VEHICLE QUALIFIES, THERE IS A 11,000 MILES THAT ARE ON THIS VEHICLE OF USAGE, CRM WILL FORWARD TO FALLONJ
CYNTHIA HANNA/CAC/PDX; 0; 361386101
2001-06-14

CRM CLLD CUST AFTER READING THE AVM RESPONSE AND ADV CUST THAT WE WILL HAVE TO WAIT TO HEAR FROM HIM AGAIN IF IT IS DETERMINED TO QUALIFY FOR TRADE OUT AND THE 11,000 MILES HAVE TO BE FACTORED IN. FALLON JOAN/PDX CAC; 0; 361414274
2001-06-25

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

358415

Preliminary Repurchase Authorization forwarded to repurchase crm Ardean Miller-Patterson,
ext. 58519. Kristine Ellis/Tampa workflow; 0; 362346103
2001-07-09

Reviewed file and returned letter MN0001 to crm. Please see feedback form. GWL/JEANNE
OLSON/PDX; 0; 363561890

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

GM RESTRICTED

358415

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****
NUMBER OF INJURIES: 0
COMMENTS:
NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:
LOCATION:
RESTRAINT:
IF SO, WHERE:
*****ADR INFORMATION*****
EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:
DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:
*****BRC CONTACT INFORMATION*****

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

350415

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]

Newtown Square
PA [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-20090551 VIN: 1G1YY22G4Y5120263
MODEL YEAR: 2000
DATE OPENED: 2002-07-29 SERIES: Corvette
DATE CLOSED: 2002-07-31 MILEAGE: 30000.00000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANo DEALER NAME: Kerbeck Cadillac Pontiac Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 430 N Albany Ave, Atlantic City, NJ, 08401-1315, USA

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

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

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

Steering wheel locked; ; 2002-07-29
2002-08-01

Calling cust.; ; 2002-08-01
2002-07-31

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Ashtabula OH [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-134397506 VIN: 1G1YY22G4Y5120411
DATE OPENED: 2003-08-26 MODEL YEAR: 2000
DATE CLOSED: 2003-09-03 SERIES: Corvette
SOURCE: Phone MILEAGE: 5424.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME: Greg Sweet Chevrolet, Buick, Olds, Pontiac, Inc.
0027, USA DEALER ADDRESS: 286 E Main Road/PO Box 27, Conneaut, OH, 44030-

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

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

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

Complaint Veh; ; 2003-08-26
2003-09-02
SR#1-134397506- Is cust satis w/ repairs?; ; 2003-09-02
2003-09-02
SR#1-134397506- Is cust satis w/ repairs?; ; 2003-09-02
2003-09-03
SR#1-134397506- Is cust satis w/ repairs?; ; 2003-09-03
2003-09-03
SR#1-134397506- Is cust satis w/ repairs?; ; 2003-09-03
2003-09-03
Service Request has been Closed Satisfied.; ; 2003-09-03

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6006986	VIN Number:	1G1YY22G4Y5124362
Date Opened:	11/01/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B13798	Mileage:	26101
Address:	STAFFILINO CHEVROLET MARTINS FERR	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- STEERING WHEEL STEERING WHEEL LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/01/2002 12:07:28 SBD TEMPLATE - LEIBENGOOD

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) TECH JIM

CUSTOMER CONCERN - STEERING WHEEL LOCKED

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

NO DTC'S. TECH UNABLE TO COMMAND LOCK ACTUATOR TO UNLOCK.

TAC RECOMMENDATION -

ADVISE TECH OF OTHER SIMILAR CASES OF STEERING COLUMN LOCK ACTUATOR CONCERN

TECH TO ADVISE CONCERN.

11/01/2002 12:07:28 HISTORY - LEIBENGOOD

EA02-031 / GM22C

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

LITCHFIELD PARK
AZ [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 05457818

VIN: 1G1YY22G4Y5124667

MODEL YEAR: 2000

DATE OPENED: 2001-09-05

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-09-05

MILEAGE: 9000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: LOU GRUBB CHEVROLET-ARROWHEAD, INC.

BRC PARENT:

DEALER ADDRESS: 9055 W BELL RD., PHOENIX, AZ, 85382, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
STEERING COLUMN LOCKEDS50 Roadside Assistance Complaint
0 REPAIR ATTEMPT(S)
PAPER STATING THAT TOW CO IS NOT LIABCustomer Satisfaction
CUST FEELS THAT HE SHOULD NOT HAVE TO SIGN

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT HIS VEH IS AT DLRSHP BECAUSE STEERING WHEEL LOCKED. CUST STATES THAT HE WAS ADVSD THAT THERE WAS A RECALL ON THIS AND HE WOULD LIKE TO KNOW WHY HE WAS NOT NOTIFIED. CUST ALSO STATES THAT WHEN HE CALLED RSA THE TOW TRUCK WANTED HIM TO RELEASE ALL LIABILITY FOR DAMAGES TO VEH FROM TOWING CO. CUST STATES THAT HE HAD DLRSHP TOW HIM IN. CUST BRKS TO COMPLAIN ABOUT THESE ISSUES. CRM ADVSD CUST THAT HIS PARTICULAR VEH IS NOT INVOLVED IN CAMPAIGN, THAT IS WHY HE DID NOT RCV A NOTICE. CRM ADVSD CUST THAT HIS COMPLAINT ABOUT RSA WOULD BE DOCED.....TIM FRANCIS/ATX/CAC; 0; 368561822

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Grand Prairie

TX [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-117139405

VIN: 1G1YY22G4Y5124779

DATE OPENED: 2003-07-08

MODEL YEAR: 2000

DATE CLOSED: 2003-07-10

SERIES: Corvette

SOURCE: Phone

MILEAGE: 79581.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Classic Chevrolet, Inc.

DEALER ADDRESS: 1101 Highway 114 West, Grapevine, TX, 76099-1717, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering Column Locked; ; 2003-07-08

2003-07-08

Contacted dealership to speak about diagnosis of veh.; ; 2003-07-08

2003-07-09

SR# 1-117139405. Call dealer and speak with Yrenio Carrera.; ; 2003-07-10

2003-07-10

SR# 1-117139405. Call customer, let him know what dealer has said about veh.; ; 2003-07-10

2003-07-09

Cust called; ; 2003-07-09

2003-07-09

Cust called; ; 2003-07-09

2003-07-09

Belt concern; ; 2003-07-09

2003-07-09

Customer left voicemail.; ; 2003-07-09

2003-07-09

Customer needs assistance.; ; 2003-07-09

2003-07-09

Continued Activity.; ; 2003-07-09

2003-07-10

Contact dealership and verify repairs.; ; 2003-07-10

2003-07-10

Contact customer, let him know still researching, set up another call back.; ; 2003-07-10

2003-07-10

Continued from previous activity.; ; 2003-07-10
2003-07-10

SR# 1-117139405. Contact customer to see what we can do.; ; 2003-07-10
2003-07-10

Contact customer and offer repair from dealership.; ; 2003-07-10
2003-07-10

Contact dealer to set up appt for customer to have veh towed to dealership.; ; 2003-07-10
2003-07-10

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5865024	VIN Number:	1G1YY22G4Y5128899
Date Opened:	09/21/2001	Model Year:	2000
Date Closed:	11/28/2001	Series:	Corvette
Dealer Code:	B06034	Mileage:	20897
Address:	HAYWARD CHEVROLET HAYWARD	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN COLUMN LOCKED A001782

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/21/2001 16:33:29 SBD TEMPLATE - SHEPHARD

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

Y (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) 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

09/21/2001 16:33:29 HISTORY - SHEPHARD DLR (CARLOS) STATES THE VEHICLE STEERING COLUMN LOCK IS LOCKED AT ALL TIMES. DLR HAS DONE NO DIAGNOSIS AT THIS TIME. DLR CALLED FOR INFO ON PERFORMING CAMPAIGN01044 ON NON CAMPAIGN VEHICLES.

TAC ADVISED DLR OF P/A A001782.

2000 VEHICLES:

MT & AT THE PROCEDURES OUTLINED IN CAMPAIGN 01044 CAN BE PERFORMED ON VEHICLES OF THIS VINTAGE THAT DO NOT FALL WITHIN THE VIN BREAKS LISTED IN THE CAMPAIGN. LABOR OPERATION E7501 (ECL REPLACE) SHOULD BE USED. DO NOT USE THE CAMPAIGN LABOR OPERATION.

DLR TO CALL WITH RESULTS

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], LEXINGTON KY [REDACTED]
HOME PHONE: 0000000000000000
CASE NUMBER: 06691900 VIN: 1G1YY22G4Y5128945
MODEL YEAR: 2000
DATE OPENED: 2002-04-10 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-17 MILEAGE: 42000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: THOROUGHbred CHEV INC
BRC PARENT: DEALER ADDRESS: 2800 RICHMOND RD., LEXINGTON, KY, 40509, USA

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

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

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

cust states he contacted dlrshp because the steering column is locked up on veh, cust sts he spoke w/ a gentleman by the name of Brian who told cust veh is involved in campaign & cust will need to contact roadside asst to have veh towed in to dlrshp.. cust sts he contacted roadside, they told cust to contact our office.. cust seeks how to get veh towed to dlrshp to have campaign corrected.. crm advised cust we do not show any open campaigns or special policies on veh.. cust sts the dlr sts there is... crm contacted svm steve krauser who sts the veh is involved in campaign, but after crm informed that it is not coming up in vin profile, svm looked up qmvis where he noticed veh's vin is has missed the vin spec on campaign by a few, crm asked if dlrshp will be willing to do repair under goodwill, svm sts he needs to get w/ svc adv to find out what exactly the cust was told & he will be contacting cust.. crm advised cust to contact svm because cust did not have cust's number at time.. crm set call back for 4/12/02; 0; 387317530
2002-04-10

crm veronica alvarez, atx...; 0; 387317540
2002-04-17

crm reviewing open files, crm contacted svm who was not in, crm spoke w/ Brian Peck who sts veh has been repaired but not goodwilled, dlr did pay for tow.. because crm does not have cust's number we will close file satisfied per cust call back.. crm veronica alvarez, atx...; 0; 387916724

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

& BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER: [REDACTED]
ADDRESS: [REDACTED]GROSS POINTE PARK
MI [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER:	02385638	VIN:	1G1YY2ZG4Y5133465
DATE OPENED:	2000-11-29	MODEL YEAR:	2000
DATE CLOSED:	2000-11-29	SERIES:	CORVETTE COUPE
SOURCE:	Phone	MILEAGE:	6000
BRC TYPE:	No	DELIVERY DATE:	
BRC PART#::		DEALER NAME:	ED RINKE CHEVROLET COMPANY
		DEALER ADDRESS:	

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

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

steering colon

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

cust called because there steering colon locked and will not unlock. cust seeks help. crm called dir spoke to jim he advised that it proably needs to be towed in. crm transferred cust to roadside assistance. kathleen linder / pdx; 0; 344368092

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

INCIDENT DATE:	INCIDENT TIME:
INCIDENT LOCATION:	

DRIVER NAME:	DRIVER AGE:
DRIVER DISABILITY:	

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6548874	VIN Number:	1G1YY22G515100208
Date Opened:	06/16/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B19178	Mileage:	29947
Address:	GOOD CHEVROLET INC RENTON	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN INOPERATIVE INTERMITTENT LOCK STEERING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/16/2003 11:46:32 SBD TEMPLATE - THOMPSON

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)

EDWARD- TECH

CUSTOMER CONCERN -

TECH STS CUST STS STEERING WON'T UNLOCK INTERMITTANTLY;

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

TECH STS HAS NOT DUPLICATED;

TAC RECOMMENDATION -

TAC DISCUSSED PI A000285A WHICH STS IN PART

CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR
INTERMITTENTLY STAYS LOCKED.

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW

EA02-031 / GM22C

THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS).
3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION...
4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

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

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY..."

TECH TO COMPLY, ADVISE...

06/18/2003 11:46:32 HISTORY - THOMPSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4882269	VIN Number:	1G1YY22G515105290
Date Opened:	07/13/2001	Model Year:	2001
Date Closed:	07/13/2001	Series:	Corvette
Dealer Code:	B11507	Mileage:	8394
Address:	MULLER CHEVROLET HIGHLAND PARK	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN STEERING INTERMITTENT COLUMN WON'T UNL

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---

07/13/2001 12:22:08 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

N (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

N (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/13/2001 12:22:08 HISTORY - RADZIOCH

CUSTOMER CONCERN: STEERING COLUMN WON'T UNLOCK

TECH DIAG: JOHN STATES HAVE NOT DUPLICATE THIS CONCERN. TECH STATES HE WENT THROUGH THE BASE CHECK AND NFF.

ADVISED TECH: PER A000265

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4883729	VIN Number:	1G1YY22G515129186
Date Opened:	07/13/2001	Model Year:	2001
Date Closed:	07/17/2001	Series:	Corvette
Dealer Code:	B36053	Mileage:	70
Address:	MONTE WIGHT CHEVROLERIGBY	State:	ID
Dealer Phone:			

SYMPTOM ABSTRACT--- STEERING COLUMN WILL NOT UNLOCK

RESOLUTION ABSTRACT- STEER LOCK PLATE RP

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/13/2001 17:01:47 SBD TEMPLATE - WENGER

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

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 (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

07/13/2001 17:01:47 HISTORY - WENGER

CONCERN:

COLUMN IS LOCKED.

DIAGNOSIS:

TECH CALLED STATES THAT COLUMN WILL NOT UNLOCK, TECH STATES CAN FEEL BCM BUZZING, TECH STATES THAT HAS GOOD KEY STATUS, TECH STATES THAT CAN NOT FEEL RELAY BUZZING, TECH STATES HEPOWERED UP THE MOTOR AND IT DOES WORK

DEALER LOOKING FOR INFO.

RECOMMENDATION:

ADVISED DEALER ON PI A000265.

07/17/2001 19:31:12 BURKETT - DLR USED VME TO CLOSE CASE.
REPLACED STEERING COLUMN LOCK AND RELAY.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6580925	VIN Number:	1G1YY22G515134548
Date Opened:	06/27/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B02274	Mileage:	7669
Address:	HUNTINGTON CHEVROLETHUNTINGTON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/27/2003 08:33:41 SBD TEMPLATE - GEMUS

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) TONY D-AMATO

CUSTOMER CONCERN - STEERING COLUMN LOCKED

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

DLR TECH TONY CANNOT AND DIDNOT DUPLICATE THE CONCERN ...

TAC RECOMMENDATION -

SUGG DLR FOLLOW PI A000265 WHICH I READ TO HIM43584

06/27/2003 08:33:41 HISTORY - GEMUS

08/18/2003 14:06:04 HELTON - CASE UPDATE

CALLER'S NAME - TONY D-AMATO TECH

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS HE HAS VERIFIED CONCERN.

TECH STS HE HAS REPLACED THE BCM AND LOCK ACTUATOR.

TECH STS HE HAS NO DTC.

TECH STS MESSAGE IS ON THE DIC.

NEW RECOMMENDATIONS

ADVISED TECH TO CHECK WIRING.

ADVISED TECH TO SEE IF CKT 1601 IS BEING PULLED LOW WITH DMM AND IF NOT TO CHECK RELAY OR GROUND SOURCE.

08/18/2003 15:51:04 WEBER

CALLER'S NAME (FIRST, LAST, AND POSITION) TONY D-AMATO

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TONY STATES THAT ON DOC B27054 STEP 4 THE FLOW CHART IS LOOKING FOR A TEST LAMP TO LIGHT.

TONY STATES THAT THE CONCERN IS NOT PRESENT AND THE SYSTEM IS WORKING NORMALLY AT THIS TIME.

NEW RECOMMENDATIONS

ADVISED TONY TO BACK OUT THE WIRE OUT OF THE BCM CONNECTOR, INSTALL A TEST LEAD AND REEVALUATE THE VOLTAGE.

08/18/2003 16:28:50 SHERMAN

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

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES THAT HE HAS NO POWER OUT OF THE BCM ON THE STEERING COLUMN LOCK SIGNAL CIRCUIT C15 C2. TECH HAS REPLACED THE BCM 1X

NEW RECOMMENDATIONS

EA02-031 / GM22C

TAC ADVISED TO DISCONNECT ONE BCM PLUNGE AT A TIME AND RUN JUMPER FROM THE PLUG THE MODULE TO SUPPLY POWER.

TAC ADVISED TO FIND OUT IF THE B+ REFERENCE BECOMES PRESENT.

08/25/2003 10:07:29 BACK

CALLER'S NAME (FIRST, LAST, AND POSITION) TONY D-AMATO SM

4__ NUMBER OF TIMES IN FOR THE SAME CONDITION

7__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS LOCK ACTUATOR, BCM REPLACED, LAST TIME IN REPLACED CKT 1601 BETWEEN BCM C2/C15 AND C207 TERMINAL B AND OPERATED FINE UNTIL NOW.

TECH STS COLUMN LOCK WON'T LOCK, UNABLE TO COMMAND WITH TECH2, HISTORY CODES U1180 U1040 AND P1631.

TECH STS MESSAGE ON DIC READS "PULL KEY AND WAIT 10 SECONDS", VEHICLE WILL START AND RUN.

NEW RECOMMENDATIONS

ADVISED TO CHECK FOR POOR/LOOSE G202, MONITOR KEY OUT SIGNAL ON TECH2.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] SMITHFIELD NC [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05370380 VIN: 1G1YY22G5V5101314
DATE OPENED: 2001-08-21 MODEL YEAR: 1997
DATE CLOSED: 2001-08-23 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 36000
BRC TYPE: Yes DELIVERY DATE:
BRC PARENT: DEALER NAME: SMITHFIELD CHEVROLET
DEALER ADDRESS: 1109 N BRIGHT LEAF BLVD., SMITHFIELD, NC, 27577, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) NOTICED AT DLR FOR OTHER REPAIRS
G25 Drive Shaft (Front/Rear) Other
0 REPAIR ATTEMPT(S) DRIVE BELT CAME OFF
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) TO REPAIR

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done
*****WORK HISTORY*****

CUST STATES WHILE HE WAS AT A DRIVE THROUGH, THE DRIVE BELT CAME OFF, BUT IT WAS NOT BROKEN.
CUST STATES HE TOOK IT TO THE DLR THE NEXT MORNING, AND THEY NOTICED THE TENSIONER WAS SPLIT
IN HALF. CUST STATES THE LOWER PULLEY ON THE ENGINE BLOCK ACCESSORY MOUNT HAD BROKEN OFF.
CUST STATES THAT WHILE THE VEHICLE WAS AT THE DLR, THEY NOTICED THE STEERING COLUMN WAS
LOCKED, AND YOU COULD NOT TURN THE STEERING WHEEL. CUST STATES THE SRV MGR SHARED WITH HIM
INFORMATION CONCERNING THE RECALL FOR 1998, AND LATER, WITH THIS SAME PROBLEM.

CUST SEEKS TO HAVE THIS SITUATION ADDRESSED WITH THE AVM, AND THEN HAVE THIS REPAIRED.
JENNIFER KRIVULKA/CAC/PDX; 0; 367269507
2001-08-21

CUST STATES HE LOOKED UP INFORMATION CONCERNING SEVERAL RECALLS ON THIS VEHICLE, AND STATES HE IS THE SECOND OWNER, AND SEEKS INFORMATION WHETHER OR NOT THESE RECALLS HAVE APPLIED TO THIS VEHICLE, AND IF SO, IF THEY WERE REPAIRED. CUST STATES HE WILL CONTACT THE SRV MGR, AND DISCUSS THIS WITH HIM, AND PROCEED WITH HAVING THE VEHICLE REPAIRED.
JENNIFER KRIVULKA/CAC/PDX; 0; 367269585
2001-08-23

CUST STS WENT TO DLR WITH NON CAMPAIGN CONCERNA DN FOUND THERE WAS CAMPAIGN ON VEH FOR SEAT BELT. CUST SEEKS SHOULD HE BE CHARGED FOR CAMPAIGN WORK. CRM ADVSD CUST SHPOULD NOT BE CHARGED FPOR CAMPAIGN WORK BUT WILL BE CHARGED FOR LABOR AND PARTS OF NOTRELATED CONCERNS. CUST SAT. NO FURTHER ACTION REQUIRED. BETH GILLILAND/CAC/CRM/PDX; 0; 367445803

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

379445

CASE NUMBER: 04842237 VIN: 1G1YY22G5V5101605
 DATE OPENED: 07/09/01 MODEL YEAR: 97
 DATE CLOSED: 07/31/01 SERIES: UNKNOWN
 SOURCE: NO MILEAGE: 48500
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 04842237 VIN: 1G1YY22G5V5101605
 DATE OPENED: 2001-07-09 MODEL YEAR: 1997
 DATE CLOSED: 2001-07-31 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 48500
 SRC TYPE: No DELIVERY DATE:
 SRC PARENT: DEALER NAME: KIRK CHEV-PONT INC
 DEALER ADDRESS: 2824 BLKHART RD, GOSHEN, IN, 46526, USA

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

A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	00034
C28 Seat Belt System	Other
0 REPAIR ATTEMPT(S)	lap belt webbing twisted
M01 Steering General	Other
0 REPAIR ATTEMPT(S)	steering column locked
A12 Miscellaneous - Not Classified	Other
0 REPAIR ATTEMPT(S)	veh must be towed on flat bed
S06 Service Delayed	Other
0 REPAIR ATTEMPT(S)	inadequate svc conditions at Kirk
Chevrolet	

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN

GM RESTRICTED

379445

C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm]]
 * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm]]

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

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

cust states has a electronic system failure and it is the steering colum lock manual states to have veh towed and have dlr dia. call the servicing dlr and had no clue on this issue called the near by dlr and have an appt for this thurs at 8am. veh will be towed but they said that they had to come out and decode before towing . crm advised cust there is a campaign 00034 lap belt webbing twisted. that replaced. researched and found that gm is aware of the steering lock but no recall due to the nhtsa did not find an issue and has closed case but also states corvett customer who experience steering column failure to unlock on start up can have the electronic column lock checked by the chev dlr and possibly replaced with an enhanced reliability component. crm called svm mike advised mike with issue advised calling to verify cust appt on thurs the 19th at 8am veh is being towed in. also informed cust that there is a campaign on veh 00034 on the lap belt webbing twisted that will need to be done. advised if veh; 0; 363572449
 2001-07-09

veh will need to be recoded in order to have veh towed. svm mike states no idea what cust means by that .recommends for cust to have veh towed by a flat bed. crm advised cust with info provided by svm mike. cust had other question on other veh. open recalls on the 95 veh. refer to file number 04842238. cruzjimenez/pdx/cac; 0; 363572579
 2001-07-16

Cust called in regarding serious veh problems at Kirk Chevrolet, Goskeh, IN, dlrsph ph#219 534-2521. Cust states that this whole past weekend has been a most unpleasant affair & cust wishes to speak w/prior CRM named Cruz Jimenez/PDX. Cust states that their veh is still at Kirk Chevrolet & cust is most concerned of veh not being repaired properly & within time limits. Cust has concern, also, of a serpentine belt pulley tensioner that cust had to pay for. CRM gave cust the 1-800 ph# for GMPP to see if this might be considered. This CRM will transfer this file to Cruz Jimenez/PDX. Cust desires a callback asap. Shawn Spindle/CAC/ATX; 0; 364172058
 2001-07-16

crm received alarm at 4:19 pm pst crm not able to call back cust till tues the 17th due to leaving work. crm will call cust am on the 17th cruzjimenez/pdx/cac; 0; 364180877
 2001-07-17

crm called cust at 8:08 am pst. left mess. received mess. cust seeking to speak to crm . if cust can call back and leave a time and date when crm can return call . thanks
 cruzjimenez/pdx/cac; 0; 364237896
 2001-07-26

crm called cust at 11:35 am pst . left mess . received a mess from cust . crm did return the call and left mess and have not heard back from cust . if cust which to speak with crm please call back and leave a time and date for crm to return call. if crmdoes not hear from cust by monday the 30th crm will close file. cruzjimenez/pdx/ca; 0; 365027931

GM RESTRICTED

379445

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:

ENGINE TYPE:

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

379445

MILEAGE @ BUY-BACK: 0
MSRP:BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

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

PAGE: 5

379445

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] MANDEVILLE LA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 06839327 VIN: 1G1YY22G5V5101832
MODEL YEAR: 1997
DATE OPENED: 2002-05-08 SERIES: CORVETTE
DATE CLOSED: 2002-05-10 MILEAGE: 42000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: HOOD NORTHLAKE
BRC PARENT: DEALER ADDRESS: 2800 N HWY 190, COVINGTON, LA, 70433, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
2 REPAIR ATTEMPT(S) LOCKED UP
S80 Will Not Buy Another GM Vehicle Will Not Buy Another GM V
0 REPAIR ATTEMPT(S) DISSAT W/ RESOLUTION
A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) ALREADY ADVISED CUST

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CRM CONTACTED THE SVC MGR TO SEE IF COST ASSISTANCE CAN BE OFFERED. CRM SPOKE W/ JAY ZANE SVC MGR. SVC MGR STATES THAT THERE HAS BEEN TWO GOODWILLS ON THE VEH. SVC MGR STATES THAT ON 4-16-01 AT 39238 MLG SVC GAVE COURTESY TRANSPORTATION, AND A SENSOR REPLACEMENT. SVC MGR STATES THAT HE IS NOT ABLE TO GIVE ANY FORM OF ASSISTANCE. SVC MGR STATES THAT THE CUST HAS NOT YET LET THE DLRSHP DO A DIAGNOSIS. CRM TO CONTACT CUST AND DENY ASSISTANCE. ASHLEY MOORE/CAC/PDX; 0; 389892087
2002-05-10

CRM DENYING ASSISTANCE FOR THE FOLLOWING REASONS:

1. OUTSIDE OF WRNTY BY TIME/MLG
 2. PREV GOODWILL DONE BEFORE
 3. SVC MGR DOES NOT RECOMMEND
- ASHLEY MOORE/CAC/PDX; 0; 389892169
2002-05-08

CUST STATES THAT HIS VEH IS IN THE DRIVE WAY, AND THE ELECTRONIC STEERING COLUMN HAS LOCKED THE VEH. CUST STATES THAT THE CONCERN HAS HAPPENED TWO TIMES. CUST STATE THAT THE FIRST TIME THE VEH WAS STILL W/IN WRNTY, AND THE SECOND TIME IT WAS NOT. CUST STATES THAT HE HAS OWNED ABOUT 12 GM VEH'S, AND GETS THE MAJOR MAINT WORK DONE AT THE DLRSH/ CUST STATES THAT HE LOOKED UP ON THE INTERNET AND HE FOUND THAT THERE WAS A CAMPAIGN OUT ON THE VEH 01044A. CUST SEEKS THE VEH TO BE COVERED UNDER THE CAMPAIGN. CRM ADVISED THAT CAMPAIGNS ARE VIN SPECIFIC, AND THE VEH'S CONCERNS WOULD NOT BE COVERED UNDER THAT. CRM ADVISED CUST THAT IF HE IS LOOKING FOR COST ASSISTANCE CRM WOULD NEED TO DO SOME RESEARCH ON THE CUST BEHALF. CUST STATES THAT HE PLANS TO TOW THE VEH INTO THE DLRSH EITHER ON 5-9-02 OR 5-10-02. CRM ADVISED CUST MORE RESEARCH IS NEEDED. CRM SET C/B FOR 5-10-02 BETWEEN 3:30-5:30CT (1:30-3:30PT) ASHLEY MOORE/CAC/PDX; 0; 389745506
2002-05-08

CRM ALSO ADVISED CUST OF THE CAMPAIGN THAT IS OUT ON HIS VEH. ASHLEY MOORE/CAC/PDX; 0;
389745531
2002-05-08

CUST HOME # [REDACTED] CELL # [REDACTED] ASHLEY MOORE/CAC/PDX; 0; 389745610
2002-05-10

CRM CONTACTED CUST TO DENY ASSITANCE. CUST STATES THAT HE IS DISSAT W/ RESOLUTION. CUST STATES THAT HE WAS IN KOREA IN APRIL OF 2001. CRM ADVISED CUST THAT THE RESOLUTION FOR NO COST ASSISTANCE IS GM'S FINAL DECISION. CUST STATES THAT HE WILL NEVER PURCHASE A GM VEH AGAIN. CRM ADVISED CUST WOULD DOC CONCERNS. CRM CLOSING FILE DISSAT W/ NO BBB LETTER. TM APPROVAL EILEEN ABBOTT. ASHLEY MOORE/CAC/PDX; 0; 389911838

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

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

GM RESTRICTED

CASE NUMBER: 06839327 VIN: 1G1YY22G5V5101832
 DATE 05/08/02 MODEL 1997
 DATE 05/10/02 SERIES CORVETTE
 SOURCE: YES MILEAGE 42000
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: [REDACTED] STATE LA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MANDEVILLE LA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06839327 VIN: 1G1YY22G5V5101832
 MODEL YEAR: 1997
 DATE OPENED: 2002-05-08 SERIES: CORVETTE
 DATE CLOSED: 2002-05-10 MILEAGE: 42000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: HOOD NORTHLAKE
 BRC PARENT: DEALER ADDRESS: 2800 N HWY 190,, COVINGTON, LA, 70433, USA

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

M41 Steering Column/Lock/Attaching Parts	Inoperative
2 REPAIR ATTEMPT(S)	LOCKED UP
S80 Will Not Buy Another GM Vehicle	Will Not Buy Another GM V
0 REPAIR ATTEMPT(S)	DISSAT W/ RESOLUTION
A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	ALREADY ADVISED CUST

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corep
 oint.htm]]
- * Validate with dealership if necessary

GM RESTRICTED

- * Coordinate with dealership to compare with another vehicle if necessary
 - * Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

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

CRM CONTACTED THE SVC MGR TO SEE IF COST ASSISTANCE CAN BE OFFERED. CRM SPOKE W/ JAY ZANE SVC MGR. SVC MGR STATES THAT THERE HAS BEEN TWO GOODWILLS ON THE VEH. SVC MGR STATES THAT ON 4-16-01 AT 39238 MLG SVC GAVE COURTESY TRANSPORTATION, AND A SENSOR REPLACEMENT. SVC MGR STATES THAT HE IS NOT ABLE TO GIVE ANY FORM OF ASSISTANCE. SVC MGR STATES THAT THE CUST HAS NOT YET LET THE DLRSHIP DO A DIAGNOSIS. CRM TO CONTACT CUST AND DENY ASSISTANCE. ASHLEY MOORE/CAC/PDX; 0; 389892087

2002-05-10

CRM DENYING ASSISTANCE FOR THE FOLLOWING REASONS:

1. OUTSIDE OF WRNTY BY TIME/MLG
2. PREV GOODWILL DONE BEFORE
3. SVC MGR DOES NOT RECOMMEND

ASHLEY MOORE/CAC/PDX; 0; 389892169

2002-05-08

CUST STATES THAT HIS VEH IS IN THE DRIVE WAY, AND THE ELECTRONIC STEERING COLUMN HAS LOCKED THE VEH. CUST STATES THAT THE CONCERN HAS HAPPENED TWO TIMES. CUST STATE THAT THE FIRST TIME THE VEH WAS STILL W/IN WRNTY, AND THE SECOND TIME IT WAS NOT. CUST STATES THAT HE HAS OWNED ABOUT 12 GM VEH'S, AND GETS THE MAJOR MAINT WORK DONE AT THE DLRSHIP/ CUST STATES THAT HE LOOKED UP ON THE INTERNET AND HE FOUND THAT THERE WAS A CAMPAIGN OUT ON THE VEH 01044A. CUST SEEKS THE VEH TO BE COVERED UNDER THE CAMPAIGN. CRM ADVISED THAT CAMPAIGNS ARE VIN SPECIFIC, AND THE VEH'S CONCERNS WOULD NOT BE COVERED UNDER THAT. CRM ADVISED CUST THAT IF HE IS LOOKING FOR COST ASSISTANCE CRM WOULD NEED TO DO SOME RESEARCH ON THE CUST BEHALF. CUST STATES THAT HE PLANS TO TOW THE VEH INTO THE DLRSHIP EITHER ON 5-9-02 OR 5-10-02. CRM ADVISED CUST MORE RESEARCH IS NEEDED. CRM SET C/B FOR 5-10-02 BETWEEN 3:30-5:30CT (1:30-3:30PT) ASHLEY MOORE/CAC/PDX; 0; 389745506

2002-05-08

CRM ALSO ADVISED CUST OF THE CAMPAIGN THAT IS OUT ON HIS VEH. ASHLEY MOORE/CAC/PDX; 0; 389745531

2002-05-08

CUST HOME # [REDACTED] CELL # [REDACTED] ASHLEY MOORE/CAC/PDX; 0; 389745610

2002-05-10

CRM CONTACTED CUST TO DENY ASSISTANCE. CUST STATES THAT HE IS DISSAT W/ RESOLUTION. CUST STATES THAT HE WAS IN KOREA IN APRIL OF 2001. CRM ADVISED CUST THAT THE RESOLUTION FOR NO COST ASSISTANCE IS GM'S FINAL DECISION. CUST STATES THAT HE WILL NEVER PURCHASE A GM VEH AGAIN. CRM ADVISED CUST WOULD DOC CONCERNS. CRM CLOSING FILE DISSAT W/ NO BBB LETTER. TM APPROVAL-BILEEN ABBOTT. ASHLEY MOORE/CAC/PDX; 0; 389911838

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

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

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

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

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CASE NUMBER: 1-13962307 VIN: 1G1YY22G5V5101832
 DATE 07/05/02 MODEL 1997
 DATE 08/09/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 42510.
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: LA
 BUS. PHONE:

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

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED], Mandeville LA [REDACTED]
 HOME PHONE:
 CASE NUMBER: 1-13962307 VIN: 1G1YY22G5V5101832
 MODEL YEAR: 1997
 DATE OPENED: 2002-07-05 SERIES: Corvette
 DATE CLOSED: 2002-08-09 MILEAGE: 42510.0000000
 SOURCE: White Mail DELIVERY DATE:
 BRC TYPE: N/AYes DEALER NAME: Hood Chevrolet - Oldsmobile, Inc.
 BRC PARENT: DEALER ADDRESS: 2800 N. Highway 190, Covington, LA, 70433-9049,

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

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

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

REQUEST FOR ASSISTANCE Scanned: 2002-07-02-19.39.49.000000, MSXDocNum: 0218300402; ;
 2002-07-05
 2002-07-05

White mail-Steering locks; ; 2002-07-05
 2002-07-09

Called cust; ; 2002-07-09
 2002-07-05

REQUEST FOR ASSISTANCE Scanned: 2002-07-02-17.30.26.000000, MSXDocNum: 0218300320; ;
 2002-07-09
 2002-07-09

Called cust; , 2002-07-09
 2002-07-09

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

Created: CAC_SU0003. SR#1-13962307; ; 2002-07-09
2002-07-09

Cust unavail, call CAC; ; 2002-07-09
2002-07-09

Service Request Ownership has changed FROM: RUTOWSKA TO: CAMPBELL; ; 2002-07-09
2002-07-09

Returning Call CAC letter; ; 2002-07-09
2002-07-09

Called Svc Mgr to get update; ; 2002-07-09
2002-07-10

1-13962307 Call AVM for cust assistance; ; 2002-07-09
2002-07-18

1-13962307 Call to update with AVM decision; ; 2002-07-09
2002-07-09

APPROVED; ; 2002-07-09
2002-07-09

Service Request has been Closed Satisfied.; ; 2002-07-09
2002-07-22

Service Request Ownership has changed FROM: CAMPBELL TO: RANGELT; ; 2002-07-22
2002-07-22

Sr # 1-13962307... Sks update on concern...; ; 2002-07-22
2002-07-22

Sr # 1-13962307... Updating on Avm's decision...; ; 2002-07-22
2002-07-22

Sr # 1-13962307... Verifying avm's decision...; ; 2002-07-22
2002-07-22

Sr # 1-13962307... Updating cust w/ info...; ; 2002-07-22
2002-07-22

sr # 1-13962307... Cust sks update on avm's decision...; ; 2002-07-25
2002-07-25

Service Request Ownership has changed FROM: RANGELT TO: GARZAMA; ; 2002-07-25
2002-07-25

cust has not had call back from Theresa Rangel & he is wanting resolution.; ; 2002-08-09
2002-08-09

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

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

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

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

+ BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

147754

CASE NO: 97-0564710
DATE OPENED: 09/12/1997
DATE CLOSED: / /
SOURCE: PHONE
CUSTOMER: XXXXXXXXXX
ADDRESS: XXXXXXXXXX
HOME PHONE: XXXXXXXXXX

VIN: 1G1YY2ZG5V5102298
MODEL YR: 97
SERIES: YB CORVETTE
MILEAGE: 010000
STATE: CA
*** CA [REDACTED]
BUS. PHONE: [REDACTED] EXT: [REDACTED]

CONTENTS GENERAL CONTENTS 次方世方非方官山方官方官方官方官方官方官

OWENS CORNING FIBER FILE ED JUDE
EXTENSION 3276
FOR DLR USE ONLY 1-800-CHEV-007

5-9-97....DRIS O/STS LISTED CONCERN...O/REQ REPURCHASE....O/STS THIS IS THE 2ND X VEH STEERING HAS LOCKED UP....O/STS VEH STEERING LOCKED UP ABOUT 4 WEEKS AGO AND DLR FOUND A LOOSE BOLT AND ADV VEH WAS RPRD.. O/STS YESTERDAY STEERING LOCKED UP AGAIN....O/STS WILL NOT DRIVE THIS VEH AGAIN....CO APOLOGIZED....O/STS STEERING LOCKS UP W/VEH RUNNING AND IS SCARED WILL HAPPEN WHILE DRIVING...CO REV W/S. BATCHELOR..CO DCC SPOKE TO BETTY...DLR ADV SMGR IN MEETING, BETTY CONFIRMED PREV RPR AND NOW VEH IS AT DLR....CO THANKED DLR...CO ADV O/FILE #....CO ADV CHEV WILL CONTINUE TO WORK UNDER THE TERMS OF WARRANTY FOR DEFECTS...O/VEH TS IN CIRCLES.....O/7'S A LETTER FROM CHEV STS THAT THE VEH

IS SAFE TO DRIVE....CO ADV NOT SOMETHING CHEV WILL SEND...
CO ADV DLR IS CHEV EYES AND EARS...CHEV RELIES ON DLR FOR DIAGNOSIS
AND RFRS AND ADV DLR HAVE TECH RESOURCES TO UTILIZE TO AID IN RPR...
O/VENTS IN CIRCLES....O/STS CO IS SAYING CHEV SAYS VEH IS SAFE TO
DRIVE...O/STS IS DOCUMENTING CONVERSATION...CO ADV CHEV RELIES ON DLR.
O/STS TO C/DLR...CO ADV SNGR NOT AVAIL...CO ADV WILL DOC TO DISCUSS
RFRS BUT WILL NOT CHANGE CMD POSITION...O/RHQ C/R...CO ADV COULD
NOT GUARANTEE X FRAME....
ED JUDGE

9-10-97...CO DOC SPOKE TO SMGR, WALT...DLR ADV LAST X STEERING
LOCKED UP CONCERN WAS NOT DUPLICATED AND NO RPR WAS MADE...DLR
ADV CHECKED TO MAKE SURE EVERYTHING WAS TIGHT...DLR ADV DID FIND
SOME CORROD AND IS GOING TO C/TAN.....CO THANKED DLR....
ED JUDE

WESTERN REGION SPOKE W/ SMGR WALT EDEKIS WHO ADV TAN AND STG JOHN STOTT ARE INVOLVED W/ THE CASE...WALT ADV JOHN REFERRED WALT TO DON BASHN AN ENGINEER WHO IS AWARE OF RPRS FOR THE LISTED CONCERN...WALT STS HE WILL CALL THIRD TODAY FOR ASST W/ THE RPRS.

TLD
WESTERN REGION

9/17/97

WESTERN REGION REC'D A CALL FROM BETTY MURILLO. FLEET MGR AT THE LISTED DLR WHO ADV THE DLR NEVER SENT THE INFO WALT ADV WOULD BE FAXED ON 9/12. (COPY OF ALL REPAIR ORDERS FOR THE LISTED VEH). BETTY STS NEW UPDATES.....STG FROM DETROIT WILL BE AT THE DLR TO ASST W/ RPRS.....REGION ADV BETTY, THE REGION WAS NOT AWARE OF THIS INFO.

REGION WAS TRANSFERRED TO SERVICE BUT WALT WAS N/A.....REGION LEFT A MSG ON THE VOICE MAIL FOR ANY NEW UPDATES TO THE CASE.

TONYA DALTON
WESTERN REGION

9/17/97

WESTERN REGION REC'D A MSG FROM SNGR, WALT MORRIS WHO CONFIRMED THAT ANDY BRUNE (CORVETTE ELECTRIC), JOHN STOTT (STG), AND ANOTHER PERSON WILL BE AT THE LISTED DLR TOMORROW 9/18 TO WORK ON THE VEH...WALT STS THE VEH IS CURRENTLY LOCKED IN THE SHOP GIVEN HE WAS ADV BY STG NOT TO TOUCH THE VEH...WALT REQ REGION C/B TO DISCUSS.

REGION WAS ADV BY ASST REGIONAL SNGR, L LANDRY THAT A WESTERN REGION REPRESENTATIVE WILL ALSO BE AT THE LISTED DLR TOMORROW TO DETERMINE WHAT CMD REVIEW IS NEEDED AFTER THE VEH IS INSPECTED.

TONYA DALTON
WESTERN REGION

9/18/97

MAG IS CURRENTLY AT THE DLR W/ STG AND ENGINEERING...MAG ADV HE SPOKE W/ O/ TO ADV CMD WILL ASST FURTHER.....MAG STS O/ ADV THE DLR HAS ANOTHER CORVETTE COMING IN, AND HE WANTS TO TRADE INTO IT...MAG ASKED TLD TO CALL O/ TO REVIEW FURTHER.

TLD CALLED O/ WHO ADV THE DLR HAS A "CONVERTIBLE" COMING IN.....REGION ADV O/ IF CMD OFFERS A TRADE, HE WILL BE RESP FOR THE MRP UPGRADE COST FROM THE COUPE TO CONVERTIBLE....O/ STS HE WANTS TO GET OUT OF THE LISTED VEH AT NO COST.....REGION ADV O/ THIS IS AN UPGRADED VEH AND HE WILL BE RESP FOR THE COST.....O/ REQ CMD ADV OF FIGURES BETWEEN REPURCH VS. TRADE....REGION ADV STILL WAITING ON LEASE AGREEMENT AND ALL REPAIR ORDERS FROM THE DLR...CMD WILL ADV AT ONCE REC'D.

REGION DOC BETTY TO ADV OF UPDATE...BETTY ADV SHE WILL FAX:

- 1- ALL REPAIR ORDERS
- 2- LEASE AGREEMENT
- 3- INVOICE FOR THE CONVERTIBLE COMING IN

TONYA DALTON
WESTERN REGION

9/19/97

WESTERN REGION REC'D THE DOCS.....MAG SPOKE W/ ENGINEERING WHO
ADV WILL NEED TO TAKE THE VEH FOR FURTHER INSPECTIONS.
DUE TO THE IMMEDIATE NATURE OF THE CASE, CMD WILL OFFER O/ A

*****TONYA DALTON B-620-9614

*****WESTERN REGIONAL OFFICE REPURCHASE FILE*****

*****CONFIDENTIAL INFORMATION FOR INTERNAL USE ONLY !!!*****

DOCUMENTS FORWARDED TO CAC-REL	DOCUMENTS AT REGION
X ORIG BUYERS ORDER/OTHER RECEIPTS	OTHER REPAIR ORDERS
X ORIG INVOICE (OPT)	COPY OF NADA
X SIGNED ACCEPT LTR/BEB LTR	X ELIGIBLE FOR TAX REFUND

NAME ON TITLE: [REDACTED]

LIENHOLDER NAME: BANK OF AMERICA

ATTN: / ADDRESS: SEARI BAY (COLLECTIONS #1320) / 275 S. VALENCIA

CITY, STATE, ZIP: / PHONE #: BREA, CA
DLR CONTACT PERSON / PHONE #: BETTY MURILLO / 213-562-8600
ACCOUNT NUMBER: 10137445718
ACCT. PAYOFF / PER DIEM / GOOD TIL: \$38,575.25 / 10/14/97
REG EXPIRES *****TONIA DALTON 8-520-9614

OWNERSHIP FILE, KATHERINE NEWLIN

CCAC/RESALE

REGION USE: 8-366-1685

DLR USE: 800-CHEV-007 OR 246-696-1685

9-25-97

I REC'D REGION FILE AND FORWARDED COMPLETED FILE TO MGR FOR CHECK
APPROVAL...IF O/C/THROUGH 800 PLEASE TRY TO TRANSFER C/TO EXT 1685...
IF I AM N/A PLEASE REFER O/TO DLR...THANKS,
KATHERINE NEWLIN
CCAC/RESALE

9/25/97

WESTERN REGION REC'D A CALL FROM KAREN STEWART (VEH COORDINATOR FOR
HENRY LAMBERTS) : 8-341-3034 WHO REQ TO KNOW WHEN THE VEH WILL BE
READY FOR PICK UP.
REGION ADV BY EARLY NEXT WEEK.....KAREN SAYS SHE WILL CONTACT WALT
MORRIS TO MAKE THE ARRANGEMENTS.
TONIA DALTON
WESTERN REGION

9-29-97

I REC'D APPROVED CHECK ON 9-26 AND MAILED THAT DATE ALONG W/DLR DOCS..
.KATHERINE NEWLIN
CCAC/RESALE

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

CDE # DESC

CDE COMMENTS

A01 0 OPEN CAMPAIGN 97030, 97031

CO ADV O

MD1 D STEERING GEN C/STS STEERING LOCKS UP
FOR DLR INFO

MD1 O CHEVROLET REPURCHASE: BETTY MURILLO (SALES MGR)

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

BOHEMIA, NY

CASE NUMBER: 01425984 VIN: 1G1YY22G5V5102608
MODEL YEAR: 1997
DATE OPENED: 2000-08-30 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-08 MILEAGE: 20000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: SUN AUTO GROUP
BRC PARENT: DEALER ADDRESS: 4825 SUNRISE HWY, BOHEMIA, NY, 11716, USA

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

N01 Steering General Other
0 REPAIR ATTEMPT(S) WHEEL LOCK

STEERING WHEEL LOCK

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

CUST STATES STEERING WHEEL LOCKED UP AND WON'T MOVE. WAS TOLD BY SOMEONE AT ROADSIDE THAT THIS WAS A COMMON PROBLEM. CUST SEEKS TO KNOW IF THIS IS TRUE AND IF GM WILL PAY FOR COST OF REPAIR. CRM ADVISED NO RECALL OR SERVICE BULLETIN ABOUT THE PROBLEM, BUT WOULD SPEAK TO SVC MGR AND SEE IF ANYTHING COULD BE DONE FOR CUST. WILL CALL CUST BACK AT 3:00CST/4:00EST

JO WHITTEMORE/CARS AUSTIN; 0; 336517923
2000-08-31

CUST CALL TO SEE IF ANY ASSIT CAN BE GIVE FOR REPAIR THAT WILL COST 350 + TAX, CRM ADV CUST WILL CALL DLR TO SEE WHAT ASSIT CAN BE GIVE TO CUST. CRM CALL DLR AT 631 589 3100 JIMMY STATED HE WILL LOOK INTO THE CUST FILE AND GET BACK TO THE CUST WITH ANSWER IN ABOUT 30 MIN CRM ADV CUST JIMMY SVM IS LOOKING INTO ASSIT...ANNA EVERETT.ATXCARS; 0; 336590208
2000-08-31

CUST STATES S/M JIMMY TOLD HIM THAT HE WOULD GET STEERING COLUMN REPLACED UNDER WARRANTY ONLY IF CUST PAID FOR AN UNRELATED BRAKE REPAIR TO BE DONE. CRM SPOKE W/ JIMMY WHO STATES THAT SINCE THE CUST WENT THROUGH GM THAT HE HAS WITHDRAWN HIS OFFER TO ASSIST AT ALL. CRM ADVISED CUST THAT A CALL WOULD BE PUT THROUGH TO THE AVM REGARDING THIS MATTER. BECKY PINSON/ATX; 0; 336607343
2000-09-01

CUST CALLED SEEKING TO SPEAK WITH PREV CRM BECKY PINSON REGARDING ISSUE----AUSTIN CRM HAD CLOSED FILE ----

PDX CRM DID NOT TELL CUST THAT -- ALSO NOTED AUSTIN CRM WAS TO CONTACT AVM REGARDING MATTER.....

PDX CRM CONTACTED SVC MGR WHO STATED WIFE AUTHORIZED REPAIRS --- CONFIRMED TO THIS CRM BY WIFE -- AT 11:45AM 8/31/00-----AND THEN SVC DEPT TECH FOUND BRAKE PROBLEMS AND NOTIFIED CUST BUT CUST DECLINED BRAKE REPAIRS ---- ORIG SVC MGR STATES WAS GOING TO GOODWILL STEERING COLUMN PROBLEM BUT THEN WITHDREW OFFER WHEN HUSBAND EXCHANGED HEATED WORDS WITH SVC MGR-----

CUST SEEKS PREVIOUS CRM BECKY PINSON ANSWER FROM AVM..... CRM WILL ALARM BECKY TO RESPOND WITH CALLBACK WHICH CUSTOMER WIFE STATES WAS PROMISED-----

ROB ELLISON/CARS/PDX; 0; 336685720
2000-09-01

CUST CALLED...SEEKING TO KNOW IF AVM HAS RESPONDED YET? CRM SENT BECKY PINSON AN ALARM IN REGARDS TO THIS CUST'S CONCERN. CRM CALLED SVC MGR, JIM FALCONE, WHO STATES, CUST SAID HE WOULD JUMP UP AND DOWN UNTIL REPAIR WAS PAID FOR. CRM ASKED SVC MGR IF CUST HAS BEEN A GOOD CUST? SVC MGR STATES CUST HAS HAD SOME OIL CHANGES DONE THERE, AS WELL AS WARRANTY WORK. SVC MGR STATES LEAVE GOODWILL FOR NON-THREATENING CUSTS. ALSO, DUE TO ROADSIDE SAID OTHER VEHs OF THIS KIND WERE BEING TOWED FOR STEERING WHEEL LOCK UP. SVC MGR STATES NO BULLETINS, NO RECALLS. CRM STATES WILL ADVISE CUST SVC MGR WOULD LIKE CUST TO PICK UP VEH TONIGHT, THEY DO CLOSE AT 6PM. CRM STATES WILL ALSO ADVISE CUST THAT IF A CAMPAIGN IS CREATED, AND CUST NOTIFIED, THEN HE WOULD BE ABLE TO SUBMIT FOR REIM AT THAT TIME. CRM ADVISES CUST OF THE ABOVE STATED, AND TO GIVE BECKY (CRM) A CHANCE TO RESPOND. CUST STATES OK. KIMBERLY PRICE/PDX.; 0; 336595600
2000-09-01

crm recd avm call req. crm reviewed file. in speaking w/crm becky pinson, there seems to be a discrepancy as to why the dlr has withdrawn the offer of assistance....notes from ellisonr indicate the svc mgr told him/her the offer was w/drawn beacuse of a heated exchane w/the cust. Becky advises that the svc mgr told her that he withdrew the offer of assistance because the cust called cac...crm left callback message for avm.
stephen schwausch-cars austin; 0; 336696156
2000-09-05

TO ANYONE CONCERNED, CRM CANNOT GET BACK W/ CUST W/OUT A RESPONSE FROM AVM!! PLEASE DO TELL CUST THIS IF THEY CALL BACK. CRM ALSO WANTS TO CLARIFY THAT JIMMY S/M WAS REALLY COCKY AND SPECIFICALLY STATED TO CRM THAT SINCE THE CUST HAD GONE THROUGH GM (US) AND HAD STATED THAT GM SHOULD AND WAS GOING TO COVER REPAIRS THAT HE WOULD OFFER NO ASSISTANCE. BASICALLY AND THE CONVERSTION CAN BE LISTENED TO, THE S/M AT THE BEGINING OF CONVERSATION WAS STILL OFFERING ASSISTANCE TO CUST BUT BY THE END OF THE CALL THE S/M STATED THAT SINCE CUST WNATED TO TAKE 'THIS ROUTE' THEN NO ASSISTANCE WOULD BE OFFERED AT ALL. CRM GOT THE IMPRESSION THAT THE S/M WAS UPSET THAT THE CUST DID NOT WANT TO HAVE BRAKE REPAIRS DONE AT HIS SHOP EITHER. BECKY PINSON/ATX; 0; 337021258
2000-09-05

CRM CALLED CUST (MRS) W/ AN UPDATE, STATING, ANOTHER CRM HAS LEFT 2ND MSG FOR AVM. WE WILL WAIT 24 HRS FOR A RESPONSE, IF NONE, THEN WE WILL TAKE THE NEXT STEP. CRM STATES AT THIS POINT, CUST IS SEEKING REIM FOR THE REPAIR OF THE STEERING WHEEL LOCK-UP, SINCE HE HAS ALREADY PICKED UP THE VEH ON FRIDAY, AND PAID FOR THE REPAIR. KIMBERLY PRICE/PDX.; 0; 337031610
2000-09-05

CONTINUED...CUST STATES THANK YOU FOR THE FOLLOW UP CALL, DO APPRECIATE. CRM STATES MY PLEASURE. KIMBERLY PRICE/PDX.; 0; 337031691
2000-09-05

AVM NEEDS MORE INFO REGARDING THE PROBLEMS W/ VEH. CRM TRIED TO REACH THE CUST BUT HIS WIFE STATES THAT HE IS NOT IN. CRM ADVISED CUST THAT I WOULD CALL HER BACK. BECKY PINSON/ATX; 0; 337036682
2000-09-06

CUST HAS CALLED IN WANTING TO SPEAK TO BECKY...CRM ADVISED CUST THAT I CANNOT TRANSFER HIM TO HER, BUT I WOULD NOTIFY BECKY THAT CUST WANTS TO SPEAK TO HER AS SOON AS POSSIBLE...CRM WILL NOTIFY BECKY TO CALL CUST AT NUMBER IN FILE...***KATHRYN MCCALLUM/PDX; 0; 337119201
2000-09-07

crm called the avm again w/more deatils per his req.
stephen schwausch--cars austin; 0; 337185249
2000-09-07

CRM CALLED CUST WIFE TO MAKE REIMBURSEMENT OFFER PER AVM AND TM. CRM OFFERED FOR CUST TO PAY FOR LABOR AND FOR GM TO PAY FOR PARTS. CUST STATES SHE WILL NEED TO CHECK W/ HER HUSBAND TO SEE IF THIS IS ACCEPTABLE. CRM ALSO ADVISED CUST PER CALL FROM AVM THAT EVEN IF THIS IS NOT ACCEPTABLE THEN WHAT THE AVM WAS REFERRING TO WOULD ONLY BE A FEW DOLLARS MORE THAN WHAT HAS BEEN OFFERED IF CUST IS RESISTANT TO OFFER MADE. CRM WILL CALL BACK IN A BIT. BECKY PINSON/ATX; 0; 337211062

2000-09-08

CRM CALLED CUST TO TELL HIM THAT IN ORDER FOR GM TO REIMBURSE HIM HE WOULD NEED TO PAY THE DLRSHF AGAIN SINCE HE STOPPED PAYMENT ON REPAIRS. CUST STATES HE WILL NOT GIVE THE DLRSHF PAYMENT AGAIN AND THAT HE IS GOING TO WRITE LETTERS TO THE OWNER OF DLRSHF AND CHEVROLET. CRM JUST WANTED TO RELAY MESSAGE CUST. CUST THANKED FOR TIME. CRM THANKED CUST. BECKY PINSON/ATX; 0; 337298656

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:

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

TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Naperville IL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-22007915 VIN: 1G1YY22G5V5103807
DATE OPENED: 2002-08-05 MODEL YEAR: 1997
DATE CLOSED: 2002-08-15 SERIES: Corvette
SOURCE: Phone MILEAGE: 77596.0000000
BRC TYPE: N/ANO DELIVERY DATE:
BRC PARENT: DEALER NAME: Bolingbrook Chevrolet, Inc.
DEALER ADDRESS: 115 W Frontage Rd S, Bolingbrook, IL, 60440-3589, USA

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

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

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

Steering colum locked; ; 2002-08-05
2002-08-05
630-759-5600, Bolingbrook Chevrolet, Inc.; ; 2002-08-05
2002-08-06
OEM; ; 2002-08-06
2002-08-06
Bolingbrook Chevrolet, Inc., (630) 759-5600; ; 2002-08-06
2002-08-07
OEM; ; 2002-08-07
2002-08-08
OEM; ; 2002-08-08
2002-08-15
unable to contact the cust; ; 2002-08-15
2002-08-08
Bolingbrook Chevrolet, Inc., (630) 759-5600; ; 2002-08-08
2002-08-15
Created: CAC_RS0006, SR#1-22007915; ; 2002-08-15
2002-08-15
Cust unavailable/call cac letter submitted for approval; ; 2002-08-15
2002-08-15
letter approved; ; 2002-08-15
2002-08-15
Service Request has been Closed Satisfied.; ; 2002-08-15

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

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

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] DELRAY BEACH FL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05504341 VIN: 1G1YY22G5V5104214
MODEL YEAR: 1997
DATE OPENED: 2001-09-12 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-09-13 MILEAGE: 47500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LOU BACHRODT CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 1801 W ATLANTIC BLVD., POMPAHO BEACH, FL, 33069, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HIS STEERING COLUMN LOCK WAS INOPERATIVE APT 10,000 MILES LATER BUT IT WAS COVERED UNDER HIS GMPP. CUST STATES THE DLR REFERRED HIM TO CAC B/C THE PART IS OUTSIDE OF THE 12MO WRNTY. CUST STATES HE HAD THE PART REPLACED AT 37,000 MILES. CUST STATES GMPP SAID THAT THE PART SHOULDN'T HAVE BEEN REPLACED UNDER THE GMPP. CUST STATES HE IS AWARE THAT THERE IS A RECALL ON THE 98,99,00,01 CORVETTES BUT NOT 97'S. CUST STATES HE WILL FILE A CLASS ACTION SUIT IF HE DOESN'T GET THIS CONCERN RESOLVED. CUST STATES THE VEH IS AT THE CUST SEEKS TO HAVE THE STEERING COLUMN LOCK REPAIRED AT NO COST TO HIM. CRM ADVISED RESEARCH W/SVC MGR, RICK RITACO. SVC MGR'S LINE IS BUSY. CRM WILL CALL THE SVC MGR 9-13-01 AROUND 4PM. CRM ADVISED & SET UPCALL BACK 9-13-01 BETWEEN 2:30-4:30PM. IRITA EDWARDS/TPA/CAC/57016; 0; 369183004
2001-09-12

CORRECTION THE CALL BACK TIME FOR THE SVC MGR IS AROUND 1:30PM. IRITA
EDWARDS/TPA/CAC/57016; 0; 369183051
2001-09-13

CRM CALLED THE SVC MGR, RICK RITACO. SVC MGR STATES THE CUST WAS RUDE & VERY UNPLEASANT &
THAT'S WHY HE DENIED HIM ANY ASST. SVC MGR STATES HE WILL DO A 50/50 SPLIT W/THE CUST. CRM
ASKED THE SVC MGR IF HE WANTED TO DELIVER THE NEWS BUT THE SVC MGR SAID NO, CAC CAN DO IT.
CRM ADVISED THANK YOU FOR TAKING THE TIME OUT TO SPEAK W/ME. CRM WILL CALL THE CUST 9-13-01
BETWEEN 2:30-4:30PM. IRITA EDWARDS/TPA/CAC/57016; 0; 369258683
2001-09-13

CRM CALLED THE CUST TO GIVE THE 50/50 SPLIT BETWEEN HIM & THE DLR. CUST STATES HE IS NOT
GOING TO PAY FOR THE REPAIR OF THE STEERING COLUMN. CUST STATES HE WAS TOLD BY A SVC
ADVISOR THAT IT WOULD BE A 50/50 SPLIT BETWEEN THE DLR & CAC. CUST STATES HE IS NOT
THREATENING BUT HE DOESN'T EVEN KNOW THAT EVEN IF ASST IS GIVEN THAT HE WON'T PROCEED
W/LEGAL ACTION. CRM ADVISED CALL BACK TOMORROW APT THE CONCERN AFTER MORE RESEARCH IS
OBTAINED FROM THE DLR. CRM SPOKE W/THE SVC MGR & HE SAID THEY GOING TO COVER THE ENTIRE
REPAIR. CRM ADVISED THANK YOU. CRM CALLED CUST BACK & L/M THAT THE DLR IS TAKING CARE OF
THE REPAIR. CRM CLOSING FILE SATISFIED. IRITA EDWARDS/TPA/CAC/57016; 0; 369268594

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Deer Park NY [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-114530212 VIN: 1G1YY22G5V5104424
MODEL YEAR: 1997
DATE OPENED: 2003-06-30 SERIES: Corvette
DATE CLOSED: 2003-07-17 MILEAGE: 70514.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Automall Imports, Ltd.
BRC PARENT: DEALER ADDRESS: 1391 Sunrise Highway, Bay Shore, NY, 11706-6002, USA

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

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

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

RFI Campaign, Steering Column; ; 2003-06-30
2003-06-30
Steering Column Locking Up; ; 2003-06-30
2003-07-07
Scheduled Outbound Call; ; 2003-07-09
2003-06-30
Service Request Ownership has changed FROM: TEMPACDE TO: RUDIGM; ; 2003-06-30
2003-06-30
Inbound Call-Voice Mail; ; 2003-06-30
2003-06-30
Outbound Call Customer; ; 2003-06-30
2003-07-02
Customer called in; ; 2003-07-02
2003-07-02
Customer called in; ; 2003-07-02
2003-07-02
Cust Update; ; 2003-07-02
2003-07-02
Inbound Call-Dealer; ; 2003-07-02
2003-07-02
Outbound Call Dealer; ; 2003-07-02
2003-07-02
Outbound Call Cust; ; 2003-07-02
2003-07-02

Cust seeks owning CRM; ; 2003-07-07
2003-07-02

CRM up date; ; 2003-07-07
2003-07-02

CRM up-date; ; 2003-07-07
2003-07-07

Outbound Call Dealer; ; 2003-07-07
2003-07-08

Scheduled Outbound Call Cust; ; 2003-07-08
2003-07-10

Outbound Call Cust; ; 2003-07-11
2003-07-09

Outbound Call AVM; ; 2003-07-09
2003-07-09

AVM-Inbound Voice Mail; ; 2003-07-09
2003-07-15

Scheduled Outbound Call Cust; ; 2003-07-14
2003-07-14

Voice Mail; ; 2003-07-14
2003-07-14

Created:CAC_RS0006. SN#1-114530212; ; 2003-07-14
2003-07-14

Sending Cannot Contact Letter; ; 2003-07-17
2003-07-17

Letter approved; ; 2003-07-17
2003-07-17

Service Request has been Closed Satisfied.; ; 2003-07-17

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*ADR INFORMATION

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

***BRC CONTACT INFORMATION**

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

1-114530212

October 23, 2003

[REDACTED]
[REDACTED]
Deer Park, NY [REDACTED]

Service Request: S1-114530212

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1997 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Mary Rudig
Customer Relationship Manager

RS0006-A/tl

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Memphis , TN

CASE NUMBER: 1-24169736 VIN: 1G1YY22G5V5104598
MODEL YEAR: 1997
DATE OPENED: 2002-08-13 SERIES: Corvette
DATE CLOSED: 2002-09-13 MILEAGE: 39000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A No DEALER NAME: Tom Jumper Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 7200 Roswell Rd, Sandy Springs, GA, 30328-1418, USA

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

Steering column Lockup; ; 2002-08-13
2002-08-13

Contact Dlr about cust concern; ; 2002-08-13
2002-08-13

Followup after speaking with Svc Mgr; ; 2002-08-13
2002-08-13

Left vme; ; 2002-08-13
2002-08-13

Cust documentation; ; 2002-09-13
2002-09-13

Service Request has been Closed Satisfied.; ; 2002-09-13

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Plainsboro NJ [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-120315665 VIN: 1G1YY22G5V5104729
DATE OPENED: 2003-07-17 MODEL YEAR: 1997
DATE CLOSED: 2003-08-05 SERIES: Corvette
SOURCE: Phone MILEAGE: 39000.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME: Reedman Chevrolet, Inc.
DEALER ADDRESS: Us Route 1, Langhorne, PA, 19047, USA

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

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

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

steering column locked; ; 2003-07-17
2003-07-17
Service Request has been Closed Satisfied.; ; 2003-07-17
2003-07-18
SR in Status of Closed has been Re-Opened by BRIGHTSC; ; 2003-07-18
2003-07-18
Steering; ; 2003-07-18
2003-07-18
Contact cust; ; 2003-07-18
2003-07-18
Crm calling cust; ; 2003-07-18
2003-07-21
sr update; ; 2003-07-21
2003-07-21
1-120315665; ; 2003-07-24
2003-07-21
Steering; ; 2003-07-21
2003-07-21
Cust called in.....; ; 2003-07-21
2003-07-21
crm calling dealer; ; 2003-07-21
2003-07-21
PLEASE READ THIS NOTE!; ; 2003-07-21
2003-07-22

1-120315665; ; 2003-07-24
2003-07-21

AVM updated file.; ; 2003-07-21
2003-07-21

crm calling cust; ; 2003-07-21
2003-07-21

AVM updated file; ; 2003-07-21
2003-07-23

1-120315665; ; 2003-07-22
2003-07-23

crm called cust; ; 2003-07-23
2003-07-23

crm calling avm; ; 2003-07-23
2003-07-24

vm from AVM; ; 2003-07-24
2003-07-24

1-120315665; ; 2003-07-24
2003-07-24

crm calling cust; ; 2003-07-24
2003-07-31

1-120315665; ; 2003-07-31
2003-07-24

crm calling dealer; ; 2003-07-24
2003-07-25

1-120315665; ; 2003-07-25
2003-07-29

crm calling dealer for repair status; ; 2003-07-30
2003-07-30

crm returned vm to cust; ; 2003-07-30
2003-07-30

CRM CALLING FIELD REP; ; 2003-07-30
2003-07-30

crm calling cust; ; 2003-07-30
2003-07-30

crm calling dealer; ; 2003-07-30
2003-07-31

1-120315665; ; 2003-08-05
2003-07-30

Created:CAC_RS0022. SR#1-120315665; ; 2003-07-30
2003-07-30

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-07-30
2003-07-30

maint. letter submitted for approval; ; 2003-08-01
2003-07-31

crm called dealer; ; 2003-07-31
2003-07-31

crm calling cust; ; 2003-07-31
2003-08-01

1-120315665; ; 2003-08-01
2003-08-01

vm from custr; ; 2003-08-01
2003-08-01

crm calling cust; ; 2003-08-01
2003-08-01

crm calling dealer; ; 2003-08-01
2003-08-01

1-120315665; ; 2003-08-05
2003-08-01

crm called dealer; ; 2003-08-01
2003-08-01

crm calling cust back; ; 2003-08-01
2003-08-04

cust returning crm call; ; 2003-08-04
2003-08-04

crm returning cust call; ; 2003-08-04
2003-08-04

Maint; ; 2003-08-04
2003-08-04

oil change letter; ; 2003-08-04
2003-08-04

Maint letter final approved; ; 2003-08-05
2003-08-04

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-08-04
2003-08-05

Service Request has been Closed Satisfied.; ; 2003-08-05

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

1-120315665

October 23, 2003

[REDACTED]
[REDACTED]
Plainsboro, NJ [REDACTED]

Service Request: S1-120315665

Dear [REDACTED]:

We are sorry you have experienced concerns with your 1997 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Karen Wardrop
Customer Relationship Manager

RS0022-T/gm

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: 06666953 VIN: 1G1YY22G5V5104763
MODEL YEAR: 1997
DATE OPENED: 2002-04-05 SERIES: CORVETTE
DATE CLOSED: 2002-04-19 MILEAGE: 51000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: HANLEES CHEVROLET GEO
BRC PARENT: DEALER ADDRESS: 4202 CHILES RD., DAVIS, CA, 95616, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) STEERING LOCKING

Service refused/ denied at dealership

CRM INSTRUCTIONS: The dealership cannot refuse service if the vehicle is under the New Vehicle Warranty. If a vehicle is not under the New Vehicle Warranty, a dealership may refuse service to a customer. CRM will need to document customer concern and then contact the Service Manager for input on customer situation.

Service refused/ denied at dealership

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

CUST STATES PURCHASED VEH 4 MONTHS AGO AND HAS TROUBLE WITH STEERING LOCKING MECHANISM THAT A CORVETTE SPECIALIST TOLD HIM SHOULD BE COVERED BY PAST RECALL. CUST CALLED DLR AND THEY STATED NOT COVERED.

CUST SEEKS VEH FIXED UNDER RECALL

CRM ADVISED SPOKE WITH TONY AT DLR - SVC MGR ON VACATION TIL NEXT WEEK. HE HAD CONTACTED SVC MGR AND SHE CONTACTED AVM AND THEY DENIED THIS REPAIR. CRM ADVISED NEED DIAGNOSIS AND CUST STATES HE WILL THINK ABOUT WHAT TO DO AT THIS TIME, GAVE FILE#

CASE CLOSED SATISFIED

JANESOLOMON/CA/CPDX; 0; 386904688

2002-04-08

CUST STATES HIS STEERING COLUMN LOCK IS BROKEN AND HE FEELS IT IS A SAFETY ISSUE. CUST STATES TECH AT DLR TOLD HIM IT WAS SAME PART AS PREVIOUS RECALL. CRM ADVISED OF INFO IN PREVIOUS CONTACT AND EVEN SEARCHED DATABASE OF RECALLS BACK THRU 1997 AND DIDNOT FIND A RECALL ON STEERING IN THE CORVETTE. CUST IS SEEKING ASSISTANCE BECAUSE HE FEELS A CORVETTE STEERING SHOULD NOT LOCK UP AND STILL THINKS THERE WAS SOME SORT OF RECALL ON THIS ISSUE. CRM ADVISED WOULD RESEARCH VEH HISTORY WITH DLR AND ASK ABOUT INFO TECH MAY HAVE GIVEN CUST. CRM WILL CALL SRV MGR LISA HENRY AT 5307533352 AT 3:30P PDT TO RESEARCH AND CALL CUST. TOM BILLINGS/CAC/ATX; 0; 387153885

2002-04-08

CUST CONTACTED CAC FOR UPDATE CUST SEEKS CALL BACK FROM PREVIOUS CRM ON 4/9/02 CRM ADVISED CUST CRM HAD NOT HEARD FROM SV MGR CRM WILL FORWARD TO PREVIOUS CRM .DOMMUNSON/PDX/CAC; 0; 387164180

2002-04-15

CUST STTS HE IS THE 2ND OWNER OF VEH PURCH AT USED CAR LOT W/ 41K..... NO XTD SVC CONTRACTS.....VEH NOW HAS 52K...CUST DOES MAINT AT CORVETTE SPECIALIST NOT AFFILIATED W/ GM DLRHSP....OUT OF POCKET XPNSE 400.00 FOR STEERING COLUMN CONCERN....NO PREV GM VEH PURCH....CUST STTS IS AWARE OF OPEN CAMP 00034...CUST STTS HIS VEH HAS BEEN REPAIRED AT HANLESS CHEV DLRHSP....CUST SEEKS REIM....BC HE FEELS THIS WAS A CAMP FOR THIS YR

MODEL...CRM ADV CUST HE HAS BEEN DENIED ASST PRIOR TO DIAG...CRM ADV CUST WILL REVIEW HIS INFO ONCE AGAIN...BUT ADV HIM CHANCES ARE SLIM...ADV CUST CANT GUARANTEE ASST...CRM EDUCATED CUST ON HOW A CAMP IS PUT TOGETHER CUST STTS HE UNDERSTANDS THAT BUT IF HE HAS SAME CONCERN WHY CANT GM ASST...HE FEELS THIS COULD HAVE BEEN A DANGER TO HIS LIFE....CRM SET CB FOR APRIL 19 BTWN 1-3PM ON CELL # [REDACTED] ANALISE BATISTA/CAC/PDX; 0; 387770882 2002-04-19

CUST HAS ALREADY BEEN GIVEN DENIAL, PER AVM....NO OTHER ACTION RQD.....NO BBB LETTER ADV CUST NO ASST RQST CLOSED DISSAT....PER TM, MIKE LONG APPROVAL....ANALISE BATISTA/CAC/PDX; 0; 388093874 2002-04-19

cust states that his veh steering wheel locked up on him. cust states that the concern is safety related as this could have caused an accident if it occurred at a different time. cust states that it is also a concern that gm is aware of. cust seeks reim for the repair. crm reviewed req and avm has denied coverage, crm reviewed with tm lyndell lewis, who adv that if avm denied we can not go over his head. crm adv cust that camp are vin# specific and his veh is not involved, if at a later date it is he will be notified by mail and chev recommends that he holds onto his original ro, proof of payment, and ownership. cust began using profanity then disconnected call. crm rec'd over the shoulder approval to req closed dissatisfied bbb letter not sent. kari matzen/cac/pdx; 0; 388099603

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

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

DIV: CHEVROLET CASE 000077005 TYPE: G-GENERAL
NAME: ROGER HOLLER CHEVROLET CO.
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: MR [REDACTED]

ADDRESS: [REDACTED]

CITY: WINTER SPRINGS

VIN: 1G1YY22G5V5104889

RESP DEALER: 00000

MILEAGE: 36634

YEAR/MODEL: 1997/CORVETTE

STATE: FL

ZIP: [REDACTED]

DELIVERY DATE: 06/05/1997

CORPORATE CASE #:

CASE TYPE : G-GENERAL

OPEN DATE : 02/16/2000

REOPENED: N

LAST ACTIVITY DATE: 02/18/2000

CLOSE DATE: 02/18/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

STATUS: C

ORIG OPEN DATE: 02/16/2000

BY: WANDA

BARNIE

SCRAP DATE: 12/31/9999

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: ADV

WARRANTY: 0 (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N

LEGAL FILE: (Y/N)

REIMBURSED OWNER:

WARRANTY CODE: 0

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER CONTACTED: N

CONTACTED DATE: 02/16/2000

DEALER CLOSED : 02/16/2000

DEALER NUMBER: 26265

NAME: ROGER HOLLER CHEVROLET CO.

CITY: WINTER PARK

ST: FL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
C45	0		HATCHBACK WHEN OPENED LEAKS WATER
F30	0		REAR SUSPENSION TIRE ROD MAY DEFECT
M41	0		STEERING COLUMN LOCKED UP
N01	0		TIRE SENSOR KEEPS COMING ON

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/16/2000 09:40:59

...

CUST CALLED UPSET BECAUSE LAST NIGHT HE HAD TO HAVE HIS CAR TOWED AND WAS NOT TO GET A RENT CAR AND HIS STEERING COLUMN LOCKED UP. THE UCC CODES ARE PROBLEMS THAT THE CUST FOUND ON THE NHTSA WEB SITE. WHEN THE CUST HAD THE CAR IN FOR SERVICE HE WAS TOLD THAT THERE WAS NO PROBLEMS WITH THIS CAR. NOW THE CUST DOUBTS THE DLR BECAUSE HE FEELS HAD THEY KNOWN ABOUT THESE PROBLEMS BEFORE HE WOULD NOT HAVE BROKEN DOWN. CUST SEEKS TO KNOW WHAT GM DOES IN CASES LIKE THIS. CRM IS HOLD FOR THE SVS MGR. CUST IS HOLD ON THE OTHER LINE.

WANDA BANRIE/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 02/18/2000 00:00:01

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: MR [REDACTED]

COMPANY: [REDACTED] CELL PHONE

ADDRESS: [REDACTED]

CITY: WINTER SPRINGS

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

KISSIMMEE

FL

HOME PHONE:

CASE NUMBER: 05446841

VIN: 1G1YY22G5V105623

MODEL YEAR: 1997

DATE OPENED: 2001-09-04

SERIES: UNKNOWN

DATE CLOSED: 2001-09-04

MILEAGE: 44500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

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

Inoperative
locked

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

Cust states that steering column is locked. Cust states that dlr instructed cust to have veh towed to dlr. Cust seeks to know if there is a way to repair wiithout towing. CRM advies that can not diag over the phone. Cust disconnected.
Bruce McVay/CARs/TPa/T1; 0; 99999

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

CHEVROLET MOTOR DIVISION
 *** GM RESTRICTED ***

OT53793 PAGE #: 1
 M41-015

CASE NO: 98-0403788 VIN: 1G1YY22G5V8105671
 DATE OPENED: 06/29/1998 MODEL YR: 97
 DATE CLOSED: 06/29/1998 SERIES: YB CORVETTE
 SOURCE: PHONE MILEAGE: 017655
 CUSTOMER: STATE: CA
 ADDRESS: APT LOS ANGELES CA
 HOME PHONE: BUS. PHONE: EXT:

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

OWNERSHIP FILE SCOTT DENBY

EXTENSION 6231

FOR DLR USE ONLY 1-800-CHEV-007

ORIG O/C/RBQ TRADE ASST DUE TO VARIETY OF CONCERNS W/ VEH...O/STS
 NO EXT SERV CONTRACTS & NO LOYALTY...O/STS ONLY REPEAT CONCERN ON
 VEH HAS BEEN SAFETY BELT CONCERNS WORKED ON AT YOUNG CHEV (07792) &
 CURRENT SERV DLR, STEAKLEY CHEV (07696)...O/STS VEH IS AT STEAKLEY
 CHEV NOW FOR A VARIETY OF CONCERNS & IS TIRED OF VEH GOING TO DLRS
 FOR PROBLEMS...CO ACK & ADV THAT TRADE ASST IS NOT PART OF WAER, BUT
 CAN LOOK INTO...CO DCC W/ ASST SNGR KATHY AT STEAKLEY CHEV WHO ADV
 THAT THIS IS THE FIRST X TO THEIR DLR FOR CONCERNS...KATHY ADV THAT
 THERE WAS NO DEFECT W/ SEATBELT...KATHY ADV THAT O/ WAS COMPLAINING
 THAT SEATBELT WOULD NOT EXTEND PROPERLY, BUT THAT THIS WAS

ACTUALLY DUE TO O/ ALLOWING THE SEATBELT TO BE RETRACTED AFTER
 IT HAD BEEN TWISTED...KATHY ADV THAT DLR FIXED CONCERN, THOUGH IT
 WAS NOT A DEFECT...KATHY ADV OF NO INFO:

RO#	DATE	MILES	CONCERN	RPR
068968	05-15-98	17,655	VEH WILL NOT RUN PROPERLY	THROTTLE CONTROL MODULE & AIR INJECTOR PUMP REPL
			RATTLE IN DOOR	SECURED POWER WINDOW REGULATOR
			LEFT SEATBELT WILL NOT EXTEND	ADJUSTED SEAT BELT

CO ACK & DOC W/ SNGR DON GARRETT AT YOUNG CHEV (07792) WHO ADV
OF ONE EO RELATING TO SEATBELT & NO EXCESSIVE DAYS OUT OF SERV:
ROM 209558, 12-29-97, 8445 MILES, REPL SEATBELT RETRACTOR PER
CAMPAIGN 97031...CO ACK & REV W/ KRISTIE LAYCOX...CO ADV O/
OF FILE# & THAT CCAC WILL C/B/ O/ W/IN 2-3 BUSINESS DAYS TO
DISCUSS FURTHER ONCE INFO HAS BEEN REV'D...O/ACK...CO ACK &
THANKED.....
SCOTT DENBY...

8/20/98 ** UPON FURTHER REV OF ALL RELEVANT AND AVAIL DOCS, CASE CRTS,
DLR RPR HISTORY, SALES, OWNERSHIP AND OTHER APPLICABLE INFO
AVAIL AT THE TIME OF THE REV, CMD WILL CONTINUE TO WORK

W/IN THE TERMS OF ANY AVAIL CMD WARRS...

CASE DOES NOT MERIT FURTHER REV BY CAG AT THIS TIME..CO FORWARDING
 FILE B/ TO 800 SPECIALIST FOR FURTHER HANDLING..

RICK WASHINGTON CCAC/CAG 1737

5-21-98*****

CO ATTEMPTED TO C/B/O/ AT HOME & WORK...O/WAS NOT HOME, BUT CO
 LEFT MESSAGE ON ANSWERING MACHINE TO C/CCAC/B TO DISCUSS REQ...
 CO WAS NOT AT WORK & RECEPTIONIST ADV CO TO C/B TOMORROW...CO ACK
 & THANKED...CO TO F/UP W/ O/ TO DENY TRADE ASST & TO ADV THAT CMD
 TO WORK UNDER 3/36 WARR FOR DEFECTS PER CRT 4...
 SCOTT DUNBY...

05/21/98*****

O/C/STS FILE#...CO VIEWS FILE, FILE INDICATES DENIAL OF TRADE ASST
 AND CONTINUES TO WORK WITHIN THE PARAMETERS OF THE WARR..CO REV WITH
 J.OLSTYN TO DENY TRADE ASST...CO ADV O/O/ CMD POSITION TO DENY TRADE
 ASST...O/VENTS...CO APOL...O/VENTS, USES PROFANITY AND DISCONNECTS...
 (O/MENTIONED IN THE VENTING THAT HER LAWYER W/SUB CMD...)
 CO LEFT MESSAGE WITH OWNERSHIP....

JOHN GOSK

6-29-98...O/C/B STS NEW CONCERN & NEW ADDRESS...O/REQ TRADE ASSIST
 CO SHF UP NEW FILE 980403788...KEN DOWLING, 3785

6-29-98...CMTS COPIED FROM RELATED FILE 980302821...O/REQ TRADE ASSIST
 O/STS VEH HAS BEEN TOWED TO DLR 6X FOR DIFFERENT CONCERNS...O/STS VEH
 CURRENTLY AT LISTED DLR...O/STS OTHER RPR PERFORMED AT STEAKLEY 07 698
 O/STS NOW LIVES IN CALIFORNIA, BUT VEH STILL IN TEXAS...O/STS UPSET
 B/C VEH IS SUPPOSED TO BE ON ITS WAY TO CALIFORNIA...CO ACK & ADV O/O/
 FILE NUMBER & PURPOSE...CO ADV O/THAT CO WILL COLLECT NEW RO INFO &
 REV...O/ACK & DISCONNECTS...CO DOC W/BOTH YOUNG (07 792) & STEAKLEY
 (07 698) & REC'D FOLLOWING RO'S:

DATE	RO #	MILEAGE	CONCERN	REPAIR
5/29/98	219584	21053	STEERING COLUMN LOCKED	NOT COMPLETED
5/11/98	069298	19294	FAB BELT CAME OFF	REFL BELT & BELT TENSIONER

CO NOTES THESE ARE ONLY NEW RO'S ON VEH SINCE LAST REV FOR TRADE
 ASSIST...CO NOTES NO RELATED CONCERNS TO PREV RO'S...

CO REV W/ ARMIDA FIGUEROA...ARMIDA ADV CO TO ADV
O/ CHEV WILL CONTINUE TO WORK UNDER TERMS OF 3/36000 MILE WARR...
CO C/B O/ AT [REDACTED]...CO ADV O/THAT CHEV UNABLE TO MEET O/'S
EXPECTATIONS FOR TRADE ASSIST...CO ADV O/CHEV TO CONTINUE TO WORK
UNDER TERMS OF 3/36000 MILE WARR...O/STS NOT SATISFIED & WILL
PURSUE LEGALLY...CO ACK...O/DISCONNECTS...CO SENT CORR B705B...
KEB DOWNING, 3785

6/29/88***8

CO APPROVED CORR FOR SENDING...

KATE SCHUMACHER, CORR REV

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

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

OTS3793

PAGE #: 3

CDE # DESC

CDE COMMENTS

N01 1 STEERING GEN

STEERING COLUMN DOES NOT TURN
FOR DLR INFO

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Greensburg PA [REDACTED]

HOME PHONE:

CASE NUMBER: 1-22878119 VIN: 1G1YY22G5V5105881
MODEL YEAR: 1997
DATE OPENED: 2002-08-08 SERIES: Corvette
DATE CLOSED: 2002-08-13 MILEAGE: 9100.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Riehle Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: Lincoln Hwy E, Rte 30, Greensburg, PA, 15601,

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

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

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

STEERING WHEEL LOCKED; ; 2002-08-08
2002-08-09
STEERING WHEEL COST ASSISTANCE; ; 2002-08-09
2002-08-08
S1-22878119 2-4PM DIAGNOSIS OF STEERING WHEEL; ; 2002-08-08
2002-08-08
See Notes; ; 2002-08-08
2002-08-09
STEERING WHEEL COLUMN UPDATE; ; 2002-08-09
2002-08-09
AVM JACK ADAMS NODE 914055 BOX 8037; ; 2002-08-09
2002-08-13
STEERING WHEEL; ; 2002-08-13
2002-08-12
AVM JACK ADAMS; ; 2002-08-12
2002-08-13
Service Request has been Closed Satisfied.; ; 2002-08-13

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] MELBOURNE FL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05094947 VIN: 1G1YY22G5V5106108
MODEL YEAR: 1997
DATE OPENED: 2001-07-27 SERIES: UNKNOWN
DATE CLOSED: 2001-08-02 MILEAGE: 17000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BOB STEELE CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 2800 W KING ST., COCOA, FL, 32926, USA

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

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) is my veh under campaign
M01 Steering General Other
0 REPAIR ATTEMPT(S) steering column

Definition of a Recall Campaign.

INFORM THE CALLER:

"Recall Campaigns are suspected unsatisfactory conditions relative to our products. There may or may not be a need to repair or replace the suspect component. The involved customers are contacted based on owner of record information. GM will perform the campaign regardless of who owns the vehicle."

Definition of a Recall Campaign.

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

cust states there is a recall on the 1998 veh but there is no recall on the 1997. cust states the steering column is locking up and that is a characteristic of the campaign. cust seeks veh to be covered under campaign. cust didnt have vin because veh atdlr. crm transferred file to terry thackray joshua sanders cars tampa; 0; 365122845
2001-07-27

CUST STATES THAT THIS IS THE SAME PROBLEM AS THE 1998 CORVETTE IS HAVING. CUST STATES THAT THE VEHICLE JUST STARTED EXPERIENCING THIS CONCERN A SHORT WHILE AGO. CUST SEEKS TO HAVE REPAIR PERFORMED AT NO COST. CRM CONTACTED ROBBIE DODGER IN THE SVC DEPT AT DLR. CRM ASKED MR DODGE IF THE CONCERN THAT CUST WAS EXPERIENCING WAS THE SAME AS THE 1998. MR DODGE STATED THAT AS FAR AS HE COULD TELL IT WAS EXACTLY THE SAME CONCERN. HE STATED THAT HE WOULD BE ABSOLUTELY SURE ON MONDAY AM AFTER HE FINISHED CHECKING VEHICLE. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 365125956
2001-07-27

CRM RECEIVED OVER THE SHOULDER APPROVAL FROM TM JENNIFER JARRETT TO COVER THIS REPAIR 100% FOR CUST IF THIS IS THE EXACT SAME CONCERN AS THE 1998 CORVETTE. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 365126034
2001-07-27

CRM CONTACTED CUST AND ADVISED HIM THAT IF THIS WAS THE SAME CONCERN AS THE 1998 CORVETTE THAT GM WOULD COVER THIS REPAIR FOR HIM. CRM ALSO ADVISED CUST THAT IF THIS WAS NOT THE SAME CONCERN THAT GM WOULD NOT COVER THE REPAIR. CUST AGREED. CRM WILL CONTACT SVC MGR MARY STRENGTH AT DLR 7/30/01. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 365126215
2001-08-02

CRM CONTACTED ROBBIE DODGE AT DLR. MR DODGE STATED THAT CUST VEHICLE WAS NOT EXPERIENCING THE SAME CONCERN AS THE CAMPAIGN FOR THE 1998 CORVETTE. MR DODGE STATED THAT CUST NEEDED A STEERING COLUMN MOTOR REPLACED AND THE CAMPAIGN CALLED FOR A HARNESS TOBE REPLACED. CRM WILL ADVISE CUST. CRM ATTEMPTED TO CONTACT CUST. NEGATIVE. CRM WILL ATTEMPT ANOTHER CONTACT. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; 365621880

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:

MILEAGE @ BUY-BACK: 0
MSRP:

VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
WADA: 0
SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

North Canton

OH [REDACTED]

HOME PHONE:

CASE NUMBER: 1-116774543

VIN: 1G1YY22G5V5106688

MODEL YEAR: 1997

DATE OPENED: 2003-07-07

SERIES: Corvette

DATE CLOSED: 2003-07-07

MILEAGE: 63000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Ewing Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 929 Cleveland Ave NW, Canton, OH, 44702-1895, USA

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering wheel locked; ; 2003-07-07

2003-07-07

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

RESOLUTION SOUGHT:

*****HRC CONTACT INFORMATION*****

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] HARTSVILLE SC [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 01951348 VIN: 1G1YY22G5V5106836
MODEL YEAR: 1997
DATE OPENED: 2000-10-18 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-10-31 MILEAGE: 11000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: JOHN NEWSOME, INC.
BRC PARENT: DEALER ADDRESS: 1510 S FIFTH ST., HARTSVILLE, SC, 29550, USA

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

R47 Theft Deterrent System Other
0 REPAIR ATTEMPT(S) acting up
M40 Steering Wheel Other
0 REPAIR ATTEMPT(S) locked up

REQUEST FOR INFORMATION

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."**Use the dealer locator process if the caller would like to locate their nearest dealer.
technical info

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

cust states he went out to start his veh it wouldn't start and the steering wheel was locked up. cust states that the display on his dash advised him to turn veh off, take out key for 10 seconds and then try starting again. cust states he did this and the veh started but the steering wheel was still locked up. cust states he spoke w/ a friend that said he should take out a certain fuse and replace it. cust states he did this and the veh was fine. cust states he called John Newsome Chev and spoke w/ srvc dept who told him they had never heard of this before and that he should call CAC. cust seeks to know if this might happen while driving. crm contacted Roger, srvc advsr at John Newsom Chev, who stated that the car not starting is a part of the theft deterrent system but the steering wheel locking up is a mechanical issue. Roger suggested that cust needs to bring veh into dlrship to get it looked at to make sure everything is okay w/ it. crm will advise cust of this. Michael Quade/pdx; 0; 340746313

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

CHEVROLET MOTOR DIVISION
 *** GM RESTRICTED ***

183493
 0778057 PAGE #: 1
 841-058

CASE NO: 99-0418141
 DATE OPENED: 07/29/1999
 DATE CLOSED: / /
 SOURCE: PHONE
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

VIN: 1G1YY22G5V5106965
 MODEL YR: 97
 SERIES: YB CORVETTE
 MILEAGE: 024355
 STATE: CA
 SAN BRUNO CA [REDACTED]
 BUS. PHONE: [REDACTED] EXT:

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

072799***** ORIG O/C/CAC REQ & ACK THAT THE VEH A 1997 CORVETTE WITH 24000 MILES HAS NOT BEEN WORKING CORRECTLY SINCE THE DAY OF PURCHASE.. COURTNEY C TO DLR/HP TALKED TO SMOKE DAVE SCHMITZ ... SMOKE/STS O HAS BR OUGHT VEH IN NUMEROUS TIMES FOR COMPLAINTS... FILE STE/HP NO. GIVEN TO O ...O TOOK VEH IN LAST WEEK FOR STEERING COLUMN PROBLEMS...CAC THANK O FOR CALLING... O THANKED CAC FOR ASST....CAC ACK THE CONCERN OF O APPOLGIZED FOR INCONVINCE OF VEH...

BARION TRAMER #4253...

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

CODE #	DESC	CODE COMMENTS
N40	O	STEERING COLUMN NOT WORKING ADV/INFO TO DLR
T28	O	O/REQUEST REPURCHASE

CASE NO: 99-0418141
DATE OPENED: 07/29/1999
DATE CLOSED: 08/03/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1YY22G5V5106965
MODEL YR: 97
SERIES: YB CORVETTE
MILEAGE: 024355

SAN BRUNO CA [REDACTED]
BUS. PHONE: [REDACTED] EXT:

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

072799***** ORIG O/C/CRC REQ & ACK THAT THE VEH A 1997 CORVETTE WITH 24000 MILES HAS NOT BEEN WORKING CORRECTLY SINCE THE DAY OF PURCHASE.. COURTESY C TO DLRSHP TALKED TO SNGR DAVE SCHNITZ ... SNGR/STG O HAS BR OUGHT VEH IN NUMEROUS TIMES FOR COMPLAINTS... FILE STR/UP NO. GIVEN TO O ...O TOOK VEH IN LAST WEEK FOR STEERING COLUMN PROBLEMS...CAC THANK O FOR CALLING... O THANKED CAC FOR ASST....CAC ACK THE CONCERN OF O APPOLGIZED FOR INCONVIENCE OF VEH...

KARION TEAMER #4253...

8-3-99***** OWNER CALLED BACK REQUESTING UPDATE INFORMATION ON REPURCHASE...CRM OFFERED TO ASSIST...CRM REVIEWED FILE & CALLED SNGR SCHNITZ,WHO ADVISED CRM VEHICLE HAD A HISTORY OF REPAIRS,BUT DO NOT QUALIFY...SNGR STATES HIS DLR WOULD BE GOING OUT OF BUSINESS & HAD ADVISED OWNER TO MAKE PLAN FOR THE PART ORDERED FOR THE IGNITION SWITCH REPAIR...CRM THANKED SNGR SCHNITZ...CRM CALLED OWNER BACK & LEFT A MESSAGE ON MACHINE...CRM LOOKED INTO RELEVANT HISTORY & OWNER DOES NOT HAVE 4 REPEAT REPAIRS...
PATRICK AKANDU, X1692
CRM,TROY SITE

NOTE ***** IF OWNER CALLS BACK,REVIEW TO DENY ASSISTANCE...CRM TO CONTINUE REPAIRS UNDER WARRANTY....

08/03/99*****

OWNER CALLED AND REQUESTED UPDATE...CO NOTES PREV CMTS...
CO ADV O/CHEV WILL CONTINUE TO WORK UNDER THE WARR TERMS....
O/ // WHY...CRM ADVISED OWNER BUYING VEH BACK IS NOT A PROVISION OF THE WARRANTY...OWNER VENTS AND USES PROFANITY...CRM ASKS TO KEEP CONVERSATION ON A PROFESSIONAL LEVEL...O/VENTS HAS TO TAKE VEH TO THE DLR 20 X'S...CRM APOLOGIZES & REPEATS CHEV DECISION...CRM THANKED OWNER FOR CALLING...

PANDY MUHA/TROY SITE

2/4/99*****

OWNER CALLED BACK & STATES FILE #...OWNER STATES HE CALLED YESTERDAY & WAS TOLD HE WAS DENIED FOR REPURCHASE...OWNER STATES WHEN HE REQUEST A MGR THE PREVIOUS CRM WAS VERY RUDE & WOULD NOT PROVIDE A MGR...OWNER STATES DOES NOT UNDERSTAND WHY A MGR WAS NOT PROVIDED....CRM ACKNOWLEDGE & APOLOGIZED FOR CONCERNS...CRM ADVISED OWNER CHEVROLET DECISION OF DENIAL IS FINAL...CRM ADVISED THE OWNER THAT EVERY CRM IS IMPOWERED BY CHEVROLET TO MAKE THESE BUSINESS DECISION...CRM ADVISED THE OWNER THAT CRM WILL LEAVE A MESSAGE FOR A MGR TO CALL BACK CRM ADVISED OWNER THAT WHEN THE MGR CALLS THEY WILL NOT ADVISE OWNER OF ANY NEW INFO...CRM ADVISED OWNER THAT A MGR WILL ONLY SUPPORT THE

PREVIOUS DECISION OF DENIAL...CRM ADVISED OWNER IF DISSAT WITH
CHEVROLET'S DECISION TO CONTACT THE STATE ATTY GENERALS OFFICE...OWNER
ACKNOWLEDGE & STATES WOULD STILL LIKE TO TALK TO A MGR...CRM

ACKNOWLEDGE & ADVISED OWNER THAT CRM WILL LEAVE A MESSAGE FOR A MGR TO
CONTACT OWNER WHEN AVAILABLE...OWNER ACKNOWLEDGE & THANKED CRM...CRM
ACKNOWLEDGE & THANKED OWNER FOR CALLING...TOSHA SMITH/TROY SITE

08/15/99*****

CALL TRANSFERRED FROM AUSTIN...OWNER STATES VEHICLE IS STILL HAVING
CONCERN...OWNER STATES STEERING LOCKED AGAIN ON 8/14/99...OWNER STATES
LEFT VEHICLE OVERNIGHT...OWNER STATES WENT BACK TO CHURCH WHERE VEHIC
HLE WAS & VEHICLE STARTED & UNLOCKED...OWNER STATES WHEN VEHICLE
STARTED THE SECURITY LIGHT KEPT COMING ON....

8/18/99*****

OWNER CALLED STATING WHEN WILL MANAGER RETURNED PHONE CALL & IS
TRYING TO GET IN CONTACT WITH MANAGER...CRM APOLOGIZES & LET OWNER
KNOW CAN ASSIST FOR THE OWNER...OWNER REQUEST FOR MANAGER TO HANDLE
THIS CONCERN...OWNER STATES MANAGER STATED WILL CALL BACK...OWNER
STATES WANTED TO HEAR FROM A MANAGER BEFORE CALLING ATTORNEY...CRM
ACKNOWLEDGES & APOLOGIZES CRM LET OWNER KNOW THAT MANAGER WILL BE
SURE TO ASSIST AS SOON AS POSSIBLE...OWNER THANKS & LEAVES ALT.#
ALSO WORK # [REDACTED] TO CRM TO GIVE TO MANAGER...CRM THANKS
OWNER...MICKIA COLE TROY/SITE

08-19-99*****

OWNER CALL BACK PROVIDED FILE #....CRM REVIEWED AND OFFERED TO ASST...
OWNER REQUEST MGR BECAUSE HE NEVER SPOKE WITH A MGR A COUPLE OF DAYS
AGO WHEN HE REQUESTED TO SPEAK WITH ONE....OWNER STATES WAS ADVISED
A MGR WOULD CALL OWNER BACK BUT NEVER HEARD FROM ONE....CRM APOLOGIZED
FOR OWNER CONCERNS.....CRM CONFERENCE CALL TO ANY.....CRM INTRODUCED
OWNER TO MGR.....

NCCOY HICKS III, 18496 TROY, MI/SITE

8/19/99*****RECEIVED BUMP FROM SPECIALIST AND SUPPORTED POSITION OF NO
REPURCHASE...CUST STATES HAS 24 RO'S AND WANTS VEH REPURCHASED...CRM
ADVISED CUST IF HE IS STILL HAVING CONCERNS HE NEEDS TO WORK WITH A
DLR...CUST STATES HE TAKES IT IN AND THEIR COMPUTERS DON'T PULL
ANYTHING UP...CRM ADVISED CUST THE DLR CAN'T MAKE REPAIRS UNLESS THEY
DUPLICATE CONCERNS...CUST STATES WILL CONTACT A LAWYER AND SEEKS A

DENIAL LETTER...CRM ADVISED I WOULD SEND A LETTER...
ANY SHAMBO SUBJECT MATTER EXPERT/TROY...

06-27-99*****

OWNER CALLED BACK REQUESTED A MANAGER...OWNER STATES VEH HAS SAFETY
CONCERN THAT DLR HAS NOT BEEN ABLE TO REPAIR BECAUSE PART HAS NOT
BEEN MADE YET & THE DLR DOES NOT HAVE ANY COURTESY TRANSPORTATION
TO OFFER BECAUSE THEY HAVE NO WAY TO MAKE OUT PURCHASE ORDERS BECAUSE
THERE IS NO ACTUAL OWNER THE DEALERSHIP IS CURRENTLY BEING RUN BY THE
COURTS...CRM APPOLOGIZED FOR SITUATION...CRM ADVISED OF COURTESY
TRANSPORTATION POLICY THOROUGHLY...OWNER QUESTIONED IF OWNER COULD
TAKE VEH TO STEWART CHEV (06-595) INSTEAD OF SHAW CHEV (06-003)...CRM

CONTACTED ASST SVC MGR BOB AT SHEN CHEV....DLR ADVISED THAT GM IS IN PROCESS OF MAKING PARTS NONE ARE CURRENTLY AVAILABLE...DLR ADVISED CONCERN IS W/ LOCK SWITCH ASSEMBLY & CAUSES VEH STEERING WHEEL TO LOCK UP AFTER VEH HAS BEEN TURNED OFF...DLR ADVISED VEH WILL TURN ON BUT STEERING WHEEL WILL NOT MOVE...DLR ADVISED NO WAY TO ISSUE COURTESY TRANSPORTATION RIGHT NOW DUE TO COURTS RUNNING DLR...

08-27-99*****

DLR ADVISED SAME CONCERN ON ANOTHER CORVETTE & DLR HAS CASE FOR THIS CONCERN W/ TAN...DLR ADVISED TAN CASE # IS 3355483 & CONSULTANT IS RICK...CRM QUESTIONED IF DLR WOULD MIND IF OWNER TOOK VEH TO STEWART CHEV (06-595)...DLR ADVISED THAT WOULD BE FINE & IF STEWART CHEV NEEDED ANY INFO FROM DLR TO JUST CALL...CRM & DLR THANKED EACH OTHER...OWNER REQUESTED CALL BACK...CRM & OWNER THANKED EACH OTHER...CRM CONTACTED SVC MGR FRED AT STEWART CHEV (06-595) WHO ADVISED WOULD BE HAPPY TO SERVICE VEH AS LONG AS CUSTOMER KNEW ABOUT COURTESY TRANSPORTATION POLICY...CRM ADVISED OF FILE # HERE, DLR OWNER WAS AT, TAN # FOR OTHER VEH W/ SAME CONCERN, OWNER NAME, & NAME OF ASST SVC MGR AT SHEN CHEV & THAT SHEN WOULD BE HAPPY TO OFFER ANY HELP THEY CAN...CRM & DLR THANKED EACH OTHER...CRM CALLED OWNER AT LISTED WORK #...WORK ADVISED NOT IN TODAY...CRM LEFT MESSAGE AT OWNER HOME #...

08-27-99

ON ANSWERING MACHINE ADVISING OF FILE # & BOO #....
 MICHELLE BURDEN, EMPOWERED//TROY SITE

IF OWNER CALLS BACK PLEASE ADVISE THAT SVC MGR FRED AT STEWART CHEV (06-595) WOULD BE HAPPY TO BE NEW SERVICING DLR FOR OWNER VEH & MAKE SURE THAT OWNER IS AWARE OF COURTESY TRANSPORTATION POLICY OF VEH BEING OUT OF SERVICE AT DLR FOR MORE THAN 24 HOUR PERIOD OF E...

08/30/99****

OWNER CALL BACK TO CHECK TO SEE IF STEWART CHEV WILL SVC VEH...OWNER GAVE FILE#...CRM PULLED OWNER FILE...CRM GAVE OWNER THE INFO THAT WAS LEFT IN CRTS...OWNER THANKED CRM...CRM THANKED OWNER...
 JONNIE LITTLEJOHN CRM 4159,TROY SITE

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

CODE # DESC	CODE COMMENTS
N40 0	STEERING COLUMN NOT WORKING FOR CCAC INFO
T28 0	O/REQUEST REPURCHASE FOR DLR INFO

DIV: CHEVROLET CASE 990418141 TYPE: A-ARBITRATION
NAME: ELLIS BROOKS CHEVROLET PONTIAC
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: MS

ADDRESS:

CITY: SAN BRUNO

VIN: 1G1YY22G5V5106965

RESP DEALER: 00000

MILEAGE: 25594

YEAR/MODEL: 1997/CORVETTE

STATE: CA

ZIP:

DELIVERY DATE: 06/25/1997

CORPORATE CASE #:

CASE TYPE : A-ARBITRATION

STATUS: C

OPEN DATE : 09/21/1999

ORIG OPEN DATE: 07/27/1999

REOPENED: N

LAST ACTIVITY DATE: 09/22/1999

BY: JOHN

MITCHELL

CLOSE DATE: 11/17/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: BBB

OWNER DEMAND AMT: \$0.00

WARRANTY: I (IN/OUT)

REPAIR ORDER:

RO DATE: 11/17/1999

SAFETY CASE: Y

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER : (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: I

VEHICLE BUYBACK: N

DEALER CONTACTED: N

DEALER NUMBER: 06063

CONTACTED DATE: 07/27/1999

NAME: ELLIS BROOKS CHEVROLET PONTIAC

DEALER CLOSED : 11/17/1999

CITY: SAN FRANCISCO

ST: CA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A12	0		BBB CALL RECORD**9/21/99**MEDARB**9/21/99**
M40	0		STEERING COLUMN NOT WORKING
N01	0		PROBLEMS
T28	0		O/REQUEST REPURCHASE

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/27/1999 12:31:34
072799***** ORIG O/C/CAC REQ & ACK THAT THE VEH A 1997 CORVETTE WITH
24000 MILES HAS NOT BEEN WORKING CORRECTLY SINCE THE DAY OF PURCHASE..
COURTESY C TO DLRSHF TALKED TO SMGR DAVE SCHMITZ ... SMGR/STS O HAS BR
UGHT VEH IN NUMEROUS TIMES FOR COMPLAINTS... FILE STS/UP NO. GIVEN TO
O ...O TOOK VEH IN LAST WEEK FOR STEERING COLUMN PROBLEMS...CAC THANK
O FOR CALLING... O THANKED CAC FOR ASST....CAC ACK THE CONCERN OF O
APPOLOGIZED FOR INCONVINCE OF VEH...

MARION TEAMER #4253...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/03/1999 12:44:00
8-3-99***** OWNER CALLED BACK REQUESTING UPDATE INFORMATION ON
REPURCHASE...CRM OFFERED TO ASSIST...CRM REVIEWED FILE & CALLED
SMGR SCHMITZ,WHO ADVISED CRM VEHICLE HAD A HISTORY OF REPAIRS,BUT
DO NOT QUALIFY...SMGR STATES HIS DLR WOULD BE GOING OUT OF
BUSINESS & HAD ADVISED OWNER TO MAKE PLAN FOR THE PART ORDERED FOR
THE IGNITION SWITCH REPAIR...CRM THANKED SMGR SCHMITZ...CRM CALLED
OWNER BACK & LEFT A MESSAGE ON MACHINE...CRM LOOKED INTO RELEVANT
HISTORY & OWNER DOES NOT HAVE 4 REPEAT REPAIRS...

PATRICK AKANDU, X1892

CRM,TROY SITE

NEXT ***** IF OWNER CALLS BACK,REVIEW TO DENY ASSISTANCE...CMD TO
CONTINUE REPAIRS UNDER WARRANTY....

08/03/99*****

OWNER CALLED AND REQUESTED UPDATE...CO NOTES PREV CMTS...
CO ADV O/CHEV WILL CONTINUE TO WORK UNDER THE WARR TERMS....
O/ // WHY...CRM ADVISED OWNER BUYING VEH BACK IS NOT A PROVISION
OF THE WARRANTY...OWNER VENTS AND USES PROFANITY...CRM ASKS
TO KEEP CONVERSATION ON A PROFESSIONAL LEVEL...O/VENTS HAS
TO TAKE VEH TO THE DLR 20 X'9...CRM APOLOGIZES & REPEATS
CHEV DECISION...CRM THANKED OWNER FOR CALLING...
PANDY MUHA/TROY SITE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/04/1999 11:07:57
8/4/99*****

OWNER CALLED BACK & STATES FILE #...OWNER STATES HE CALLED YESTERDAY &
WAS TOLD HE WAS DENIED FOR REPURCHASE...OWNER STATES WHEN HE REQUEST A
MGR THE PREVIOUS CRM WAS VERY RUDE & WOULD NOT PROVIDE A MGR...OWNER
STATES DOES NOT UNDERSTAND WHY A MGR WAS NOT PROVIDED....CRM
ACKNOWLEDGE & APOLOGIZED FOR CONCERNS...CRM ADVISED OWNER CHEVROLET
DECISION OF DENIAL IS FINAL...CRM ADVISED THE OWNER THAT EVERY CRM
IS IMPOWERED BY CHEVROLET TO MAKE THESE BUSINESS DECISION...CRM
ADVISED THE OWNER THAT CRM WILL LEAVE A MESSAGE FOR A MGR TO CALL BACK
CRM ADVISED OWNER THAT WHEN THE MGR CALLS THEY WILL NOT ADVISE OWNER
OF ANY NEW INFO...CRM ADVISED OWNER THAT A MGR WILL ONLY SUPPORT THE
PREVIOUS DECISION OF DENIAL...CRM ADVISED OWNER IF DISSAT WITH
CHEVROLET'S DECISION TO CONTACT THE STATE ATTY GENERALS OFFICE...OWNER
ACKNOWLEDGE & STATES WOULD STILL LIKE TO TALK TO A MGR...CRM =====

=====>

=====>

ACKNOWLEDGE & ADVISED OWNER THAT CRM WILL LEAVE A MESSAGE FOR A MGR TO
CONTACT OWNER WHEN AVAILABLE...OWNER ACKNOWLEDGE & THANKED CRM...CRM

CALL TRANSFERRED FROM AUSTIN...OWNER STATES VEHICLE IS STILL HAVING
CONCERN...OWNER STATES STEERING LOCKED AGAIN ON 8/14/99...OWNER STATES
LEFT VEHICLE OVERNIGHT...OWNER STATES WENT BACK TO CHURCH WHERE VEHIC
HLE WAS & VEHICLE STARTED & UNLOCKED...OWNER STATES WHEN VEHICLE
STARTED THE SECURITY LIGHT KEPT COMING ON...

OWNER CALLED STATING WHEN WILL MANAGER RETURNED PHONE CALL & IS TRYING TO GET IN CONTACT WITH MANAGER...CRM APOLOGIZES & LET OWNER KNOW CAN ASSIST FOR THE OWNER...OWNER REQUEST FOR MANAGER TO HANDLE THIS CONCERN...OWNER STATES MANAGER STATED WILL CALL BACK...OWNER STATES WANTED TO HEAR FROM A MANAGER BEFORE CALLING ATTORNEY...CRM ACKNOWLEDGES & APOLOGIZES CRM LET OWNER KNOW THAT MANAGER WILL BE SURE TO ASSIST AS SOON AS POSSIBLE...OWNER THANKS & LEAVES ALT. # ALSO WORK # [REDACTED] TO CRM TO GIVE TO MANAGER...CRM THANKS OWNER...NIKKIA COLE TROY/SITE

OWNER CALL BACK PROVIDED FILE #....CRM REVIEWED AND OFFERED TO ASST...
OWNER REQUEST MGR BECAUSE HE NEVER SPOKE WITH A MGR A COUPLE OF DAYS
AGO WHEN HE REQUESTED TO SPEAK WITH ONE....OWNER STATES WAS ADVISED
A MGR WOULD CALL OWNER BACK BUT NEVER HEARD FROM ONE....CRM APOLOGIZED
FOR OWNER CONCERNS.....CRM CONFERENCE CALL TO AMY.....CRM INTRODUCED
OWNER TO MGR.....

MCROY HICKS III, X8496 TROY,MI/SITE
8/19/99*****RECEIVED BUMP FROM SPECIALIST AND SUPPORTED POSITION OF NO
REFURCHASE...CUST STATES HAS 24 RO'S AND WANTS VEH REPURCHASED...CRM
ADVISED CUST IF HE IS STILL HAVING CONCERNS HE NEEDS TO WORK WITH A
DLR...CUST STATES HE TAKES IT IN AND THEIR COMPUTERS DON'T PULL
ANYTHING UP...CRM ADVISED CUST THE DLR CAN'T MAKE REPAIRS UNLESS THEY
DUPLICATE CONCERNS...CUST STATES WILL CONTACT A LAWYER AND SEEKS A
DENIAL LETTER...CRM ADVISED I WOULD SEND A LETTER...
AMY SHAMBO SUBJECT MATTER EXPERT/TROY...

[illegible]

DLR ADVISED SAME CONCERN ON ANOTHER CORVETTE & DLR HAS CASE FOR THIS CONCERN W/ TAN...DLR ADVISED TAN CASE # IS 3355483 & CONSULTANT IS RICK...CRM QUESTIONED IF DLR WOULD MIND IF OWNER TOOK VEH TO STEWART CHEV (06-595)...DLR ADVISED THAT WOULD BE FINE & IF STEWART CHEV NEEDED ANY INFO FROM DLR TO JUST CALL...CRM & DLR THANKED EACH OTHER.

<<<<<<<<<<<<<<<<<<<

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/22/1999 14:17:05
CAC ADR RECEIVED CALL RECORD FROM THE BBB OF OWNERS INTENT ON MEDARB
CASE IS BEING HANDLED BY THE ADR TEAM ... PLEASE DIRECT ANY QUESTIONS

TO YOUR ADR TEAM CONTACT OR THE ADR TEAM ASSISTANT...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/23/1999 10:14:14

OWNERSHIP FILE, TANIA COLOMBO

BRC/ADR

REGION USE ONLY 248-696-4969

9/23/99...I REC THE CCF WITH A START DATE OF 9/21/99...O/IS SEEKING
REPURCHASE DUE TO ELECTRICAL CONCERNS & COMPUTER CONCERNS...I WILL
F/UP...

TANIA COLOMBO

BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/28/1999 11:04:34
9/28/99...I LEFT MESSAGE W/AVM, SHARRON ZOYHOFSKI...I C/HAMISH AT
BBB TO GIVE VERBAL MRF OFFERING RPRS & REIM FOR GMPP...

TANIA COLOMBO

BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/29/1999 08:53:58
9/29/99...I REC VRU FROM AVM, SHARRON...AVM ADV O/HAS HAD ELECTRICAL
CONCERNS & IS PARTICULAR ABOUT GAPS IN THE BODY OF VEH...AVM ADV
DLR HAS MADE ADJUSTMENTS TO BODY ALIGNMENT...AVM ADV PREV AVM OFFERED
O/THE GMPP...

I LEFT MESSAGE W/LINDA AT BBB TO ADV HER CMD PURCHASED GMPP FOR O/
& CMD WILL BE CHANGING OFFER TO RPRS ONLY...

TANIA COLOMBO

BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/26/1999 14:06:30
10/26/99...I REPRESENTED CMD IN ARB HEARING TODAY...O/& CMD CAME
TO CONSENT DECISION TO RPR VEH UNDER AVM, SHARRON...I OFFERED TO
TOW VEH & PROVIDE RENTAL...
I LEFT MESSAGE W/AVM, SHARRON W/ABOVE INFO & REQ C/B/...

TANIA COLOMBO

BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/27/1999 13:57:00
10/27/99...I REC MESSAGE FROM AVM, SHARRON...SHARRON ADV ME SHE
WILL C/SMGR, AL COOK AT ELLIS BROOKS TO DISCUSS SITUATION...SHARRON
REQ I C/AL TO MAKE HIM AWARE OF SITUATION...SHARRON REQ I C/O & HAVE
HER C/AL DIRECTLY FOR APPT THIS AFTERNOON...
I DCC SMGR, AL...I ADV AL OF ARBITRATION & O/CONCERNS W/VEH...I REQ
TOW & RENTAL...I ADV AL O/WILL BE CALLING FOR APPT...I THANKED...
I C/TO ADV OF ABOVE INFO...I REQ SHE C/DLR THIS AFTERNOON TO SCHEDULE
APPT...O/STS VEH HAS DATA RECORDER ON IT FROM STEWART CHEV...I ADV O/
SHE NEEDS TO ADDRESS W/STEWART CHEV & RETURN RECORDER TO THEM...
I THANKED...

TANIA COLOMBO

BRC/ADR

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/17/1999 00:00:01
FORWARDED FILE TO TAMPA FOR OWNERSHIP
SEE ABOVE
SEE ABOVE
FOR DLR INFO

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/17/1999 16:31:02
11/17/99...FORWARDED FILE TO TAMPA FOR OWNERSHIP...

TANIA COLOMBO
BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/23/1999 13:39:49
CUST STATES THAT THE VEHICLE IS LEAKING
AND WOULD LIKE FOR GM TO FIX THIS PROBLEM
AT EXPENSE. CUST STATES THAT THE SUNROOF
IS LEAKING.
CRM ADVISED CUST TO CONTACT LOCAL DEALER.

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

ARBITRATION TYPE: BBB	FTC RELATED:
ACR AGREEMENT RECEIVED:	ACR AGREEMENT SIGN:
ACCEPTED/REJECTED DATE:	DECISION DATE:
OPEN DATE: 09/21/1999	HEARING DATE:
AWARD SETTLEMENT: -	
SETTLED DATE:	CLOSE DATE: 11/17/1999
DEALER RO DATE:	REPAIR ORDER:
CHECK/CERTIFICATE NUMBER: 000000000000	
OFFER DATE:	CHECK DATE:
DIVISION OFFER CODE:	
OWNER DEMAND CODE:	
CUSTOMER ACCEPT CODE: B-BUYBACK	OFFICE NUMBER: BBBVA0001
AWARD CODE:	AWARD AMOUNT: \$0.00
PARTS AMOUNT: \$0.00	LABOR AMOUNT: \$0.00

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: MS [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: SAN BRUNO

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: CA

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.



Service Satisfaction Survey

13990418141

San Bruno CA
 415-338-1111

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

Home telephone: (850) 588-7341

Change to: ()

Dear [redacted]

Our records indicate that you had your 1997 Corvette serviced at Bill Brooks Chevrolet on November 1, 1998. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Bill Brooks Chevrolet.

Sincerely,

Dawn Wright

Dawn L. Wright
 Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 1997 Corvette, and return the questionnaire.

-- PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON NOVEMBER 1, 1998, COMPLETE THIS SURVEY. --

About Your Chevrolet Dealership's Service Department

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

About Your Service Consultant/Advisor

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

About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant?.....

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
 - The ease of getting your vehicle?.....
 - The condition in which it was returned?.....
12. Were ALL of your service concerns corrected on this service visit?.....

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
- ☐ Parts not available
- ☐ Work performed did not correct the problem
- ☐ I declined repair
- ☐ Service Department could not duplicate problem
- ☐ Other (please specify) _____
- ☐ Service Department was too busy
- ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?.....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Ellis Brooks Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1997 Corvette?.....

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

Dealership: Al Cook and the mechanic Alex were very informative. They kept me updated and returned my car.
 Vehicle: My 1997 Corvette has had many problems. Right now, Chevy is buying it back. I'm looking at purchasing a 1999 from Ellis Brooks thru Al Cook.

20. Are you ... ☐ Male ☒ Female
21. Your age ... ☐ Under 25 ☒ 26-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU FOR YOUR RESPONSE. WE WILL BE SURE TO SHARE YOUR FEEDBACK.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
 CHEVROLET MOTOR DIVISION, P.O. BOX 18082, TOLEDO, OH 43663-4081

1G1YY2ZG8V61D8885 08063
 21844338312 7752788418 038104

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

HOUMA, LA

CASE NUMBER: 04623282 VIN: 1G1YY22G5V5107842
MODEL YEAR: 1997
DATE OPENED: 2001-06-20 SERIES: UNKNOWN
DATE CLOSED: 2001-06-20 MILEAGE: 24000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TRAPP CHEVROLET INC
BRC PARENT: DEALER ADDRESS:

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

STEERING COLUMN LOCKED

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

cust states he had steering concerns while veh was within the factory warranty..cust states veh is outside of warranty now and has locked again..cust seeks assistance with repairs..crm spoke with Mike Thompson/svc director and he stated that the veh is still within dlr empowerment but he is not willing to offer assistance because the veh was not purchased from this dlrshp and has only had warranty repairs done on the veh..Mike stated that there have never been out-of-pocket expenses..crm advd cust that assistance is denied based on time..cust understands..crm also advd cust of open campaign #00034 to have corrected..cust acknowledged..no further action..pam brown/aus; 0; 361899602

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

LAKELAND, FL

CASE NUMBER: 06770727 VIN: 1G1YY22G5V5108196
MODEL YEAR: 1997
DATE OPENED: 2002-04-24 SERIES: CORVETTE
DATE CLOSED: 2002-04-25 MILEAGE: 59000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MICHAEL HOLLEY CHEVROLET
BRC PARENT: DEALER ADDRESS: 1025 HWY 98 S, LAKELAND, FL, 33801, USA

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

M02 Steering Linkage/Component Parts Other
0 REPAIR ATTEMPT(S) actuator

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

Cust states that steering wheel locks up and DLR has told her this is the actuator. Cust states that DLR has told her this is a known issue and they have a service bulletin regarding it. Cust states that her Easy Care extended warranty doesn't cover this part. Cust seeks to have Chev cover this part. CRM adv called MICHAEL HOLLEY CHEVROLET at 63-688-5541, svc dept closed. CRM adv will research and call back tomorrow 4/25 10:30am-12:30pm EST. Craig Spiering/CAC/PDX; 0; 388534169
2002-04-25

CRM called MICHAEL HOLLEY CHEVROLET at 863-688-5541, spoke with svc advisor Jim Hindman who states that they diagnosed that veh needs a column lock and steering column plate kit. Jim states that this veh is not involved in a campaign regarding the steering column on some of the 'vettes. Jim states there is an TSB that gives info on how to repair this issue. Craig Spiering/CAC/PDX; 0; 388596754

2002-04-25

CRM called cust and adv that this issue is not covered by a campaign and will not be covered by Chev. Cust states that he has seen this with 3 other corvettes recently and feels that it should be a known issue. CRM adv if a campaign does come out on this part, then cust can be reimbursed for repair. Cust states that this is fair. CRM closing request satisfied. Craig Spiering/CAC/PDX; 0; 388596761

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

JACKSONVILLE

FL

HOME PHONE:

CASE NUMBER: 01759743

VIN: 1G1YY22G5V5108294

MODEL YEAR: 1997

DATE OPENED: 2000-10-02

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-10-13

MILEAGE: 44000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: NIMNIGHT CHEVROLET COMPANY

BRC PARKET:

DEALER ADDRESS: 1550 CASSAT AVE, JACKSONVILLE, FL, 32210, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
steering column locksN30 Instrument Cluster
0 REPAIR ATTEMPT(S)Other
light come on when steering column locks

steering column locks

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

cust states: 2nd owner of 1997 Corvette and has taken vehicle into dealer multi times for repair. Steering column on vehicle will lock and intserment panel lights will come on. Cust advised dealer will keep vehilce for a few days and when returned worksfine. After vehicle has been driven for 1-2 days after being into dealer steering column will lock.

cust seeks: Tech info.

crm advised: Informed cust that if dealer is unable to duplicate concern than they have no way to determine what may be causing concern. The dealer can only run the diagnostic available upon what cust describes until duplication of concern. Also advised cust that he may want to keep a note book in vehicle and note all info regarding specifics of when the steering column locks. (i.e. weather, any smells oil ect., what light come on in vehicle, speed, ect.)

Angie Ross/PDX; 0; 339360735
2000-10-13

CUST STATES HE JUST GOT THE CAR BACK AND THE EXACT SAME PROBLEM IS HAPPENING AGAIN. CUST STATES HE DOES NOT WANT TO PAY FOR THE REPAIR AGAIN. CRM ADVISED HIM TO DISCUSS THE PROBLEM WITH THE DLR AND TRY TO WORK IT OUT WITH THE SERV. MGR. CRM ADVISED IF THERE WAS ANY PROBLEM TO CALL US BACK. CUST AGREED TO TRY AND WORK IT OUT WITH THE DLR. JERRY STATON/PDX; 0; 340314848
2000-10-13

CUST STATES THAT CHRIS, SM HAS ADVISED THAT CATALYTIC CONVERTER SENSOR MAY BE DEFECTIVE. IF THAT IS SO, CUST. WILL NOT HAVE TO PAY FOR THIS REPAIR. CUST WANTED THIS DOCUMENTED IN OUR FILES. C.STEVENS/PDX; 0; 340321169

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

DIV: CHEVROLET CASE 000024992 TYPE: G-GENERAL
NAME: RAMP CHEVROLET INC.
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: MR. [REDACTED]
ADDRESS: [REDACTED]

CITY: BRENTWOOD STATE: NY ZIP: [REDACTED]
VIN: 1G1YY22G5V5109526 DELIVERY DATE: 08/18/1997
RESP DEALER: 00000
MILEAGE: 0 CORPORATE CASE #: 000130982
YEAR/MODEL: 1997/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 01/13/2000 ORIG OPEN DATE: 01/13/2000
REOPENED: N
LAST ACTIVITY DATE: 01/14/2000 BY: DELIRIE LUCIUS
CLOSE DATE: 01/14/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 01/14/2000
DEALER CLOSED : 01/14/2000

DEALER NUMBER: 02107
NAME: RAMP CHEVROLET INC.
CITY: PORT JEFFERSON STATI ST: NY

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A12	0		CUST. STATES CONTROL MODULE KEEP SHOWING SERV
L07	0		CUST. STATES GAS PADEL SENDING WRONG SIGNAL
M40	0		CUST. STATES STEERING WHEEL LOCKS UP
T22	0		SERVICE SATISFACTION SURVEY

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/13/2000 13:28:35
CUST. STATES THE DEALERSHIP DOES A FINE JOB..CUST. STATES THE DEALER-
SHIP GO BEYOND TO TAKE CARE OF THE PROBLEM...CUST. STATES THAT THE
VEHICLE IS GETTING TO BE UNBELIVABLE AND HE IS AFRAID TO TAKE IT ANY
WHERE..CUST. STATES THE LIGHT FOR SERVICING THE VEHICLE KEEPS SHOWING
SERVICE VEHICLE,THE GAS PADEL IS SENDING THE WORG MESSAGE AND THE
STEERING WHEEL IS LOCKING.....DELIRIE LUCIUS/TAMPA
CRM CALLED CUSTOMER, BUT HE WAS NOT IN..CRM LEFT A MESSAGE WITH THE
GENTLEMEN THAT ANSWERED THE PHONE ADVISING HIM OF THE FILE NUMBER AND
PHONE NUMBER TO CHEVY CAC..CRM ADVISED HIM TO HAVE THE CUST. TO CALL
US TO UPDATE US ON THE REPAIRS OF HIS VEHICLE..DELIRIE LUCIUS/TAMPA
CUST STATES THAT AUTO WAS REPAIRED BUT IS NOT SATISFIED WITH VEHICLE S
TATED THAT VEH IS WORKING FINE NOW....ARCHIE ROSEMAN/PORTLAND

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 01/14/2000 00:00:01
CUST. STATES REPAIRS MADE
CUST. STATES REPAIRS MADE
CUST. STATES REPAIRS MADE
CUST. IS SATISFIED WITH THE SERVICE
BUT NOT WITH THE VEHICLE.

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: MR. [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: BRENTWOOD

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: NY

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.



Service Satisfaction Survey

13000024992

Brooklyn NY

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

Home telephone:

Change to ()

Dear _____:

Our records indicate that you had your 1987 Corvette serviced at Ramp Chevrolet on December 8, 1988. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Ramp Chevrolet.

Sincerely,

Dean L. Wright

Dean L. Wright

Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 1987 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 8, 1988, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

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

About Your Service Consultant/Advisor

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

161172320V6109626 02107

21847211227 0000011270 144817

About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall, how satisfied were you with your Service Consultant?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The time it took to complete the transaction?.....
 - The ease of getting your vehicle?.....
 - The condition in which it was returned?.....

12. Were ALL of your service concerns corrected on this service visit? ☒ **SURE Hope so!!**
- IF NO, why not? (check all that apply)

<input type="checkbox"/> Condition explained - repair not necessary	<input type="checkbox"/> Parts not available
<input type="checkbox"/> Work performed did not correct the problem	<input type="checkbox"/> I declined repair
<input type="checkbox"/> Service Department could not duplicate problem	<input type="checkbox"/> Other (please specify) _____
<input type="checkbox"/> Service Department was too busy	<input type="checkbox"/> Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I HOPE THIS VISIT WILL TAKE CARE OF MY RE-occurring PROBLEM.

14. Were you given a copy of the completed repair order/invoice?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Ramp Chevrolet?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Would you recommend this dealership for service?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Overall, how satisfied are you with your 1997 Corvette?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Dealership: THEY DO A FINE JOB - THEY GO BEYOND TO TAKE CARE OF YOUR PROBLEM -	Vehicle: THIS CAR IS GETTING TO BE UNBEARABLE - AFRAID TO TAKE IT ANYWHERE - KEEPS SHAKING - SHAKING TEASING CENTER - MODULE FLICKS TWICE - LAST VISIT IT WAS THE (PROBLEM) OF THE GAS PEDAL - SENDING WRONG SIGNAL - NO THE STEERING WHEEL LOCK -
---	---

20. Are you ... ☒ Male ☐ Female

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. May we include your name when providing this information to your dealership?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-223-1829

THANK YOU FOR YOUR FEEDBACK. WE APPRECIATE YOUR COMMENTS.

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43660-0001

8199

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: 06618072 VIN: 1G1YY22G5V5109543
MODEL YEAR: 1997
DATE OPENED: 2002-04-01 SERIES: CORVETTE
DATE CLOSED: 2002-04-25 MILEAGE: 34000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TROPICAL CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 8880 BISCAYNE BLVD, MIAMI, FL, 33138, USA

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

M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S) 01044A	Other CUST SEEKS REPAIR COVERED UNDER RECALL
C61 Convertible Top - Vinyl Top/Related Parts 0 REPAIR ATTEMPT(S)	Other CUST OFFERED 50% FOR A REPAIR
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction 50% FOR STEERING LOCK
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwill CAC RESOLVED WITH GOODWILL

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES ORIGINAL OWNER OF 1997 CHEV CORVETTE WITH 34000 MILES. CUST STATES TOOK VEH TO DEALER FOR A STEERING COLUMN LOCK PROBLEM. CUST STATES HAS HAD THE PROBLEM BEFORE. CUST STATES WAS TOLD BY DEALER THAT THERE IS A RECALL OUT BUT THAT CUST VEH IS NOT PART OF THE

RECALL. CUST SEEKS TO HAVE THE STEERING LOCK REPAIR COVERED UNDER THE RECALL. CRM ADVISED WILL RESEARCH FURTHER. CUST STATES ALSO HAS A CONCERN WITH THE VEH VINYL TOP PEELING. CUST STATES TOOK THE VEH TO DEALER WHILE UNDER WARRANTY AND WAS TOLD BY THE PREVIOUS SVC MGR THAT IT WAS NOT COVERED UNDER WARRANTY BECAUSE IT LOOKED LIKE THE CUST WAS USING CHEMICALS THAT AFFECTED THE VINYL. CUST STATES SPOKE TO NEW SVC MGR

(DIANE WOODRUF) AND SHE CONTACTED A GM REP AND CUST WAS OFFERED A 50 % DISCOUNT ON THE REPAIR. CUST SEEKS TO GET THAT REPAIR ALSO COVERED 100 %. CRM ADVISED WILL RESEARCH FURTHER. CRM WILL CONTACT DEALER FOR INPUT AND WILL FOLLOW UP WITH CUST ON 4/1/02 BETWEEN 3:00 - 5:00 PM AT [REDACTED] MOISES GRULLON/CAC/TAMPA; 0; 386521122

2002-04-01

CRM TRIED TO CONTACT SVC MGR DIANE WOODRUF 305-754-7551, BUT SVC MGR WAS NOT AVAILABLE. CRM WILL TRY TO CONTACT SVC MGR LATER TODAY. MOISES GRULLON/CAC/TAMPA; 0; 386521653

2002-04-04

CRM TRIED TO CONTACT CUST BUT CUST WAS NOT AVAILABLE. CRM LEFT A V/ME ADVISING THAT CRM CAN REIMBURSE CUST FOR 50% OF THE STEERING COLUMN REPAIR. CRM ADVISED OF CRM NAME, 800 # AND REQ #. CRM WILL WAIT FOR CUST RESPONSE AND WILL TRY TO CONTACT CUST AT A LATER DATE. MOISES GRULLON/CAC/TAMPA; 0; 386780614

2002-04-01

CRM CONTACTED SVC MGR. SVC MGR STATES CUST VEH CAME IN ON FRIDAY FOR THE STEERING COLUMN LOCKED. SVC MGR STATES THIS IS A CUST PAY REPAIR BECAUSE CUST VEH DOES NOT FALL IN THE RECALL PARAMETERS. SVC MGR STATES CUST WAS AT DEALER IN JAN FOR AN OIL CHANGE AND DOES NOT REMEMBER REGARDING THE DELAMINATING TOP. SVC MGR STATES WILL RESEARCH CUST RECORDS AND WILL CALL CRM BACK. CRM PROVIDED NAME, 800 #, EXT # AND REQ #. CRM WILL WAIT FOR SVC MGR CALL BACK. MOISES GRULLON/CAC/TAMPA; 0; 386530182

2002-04-01

CUST STATES THAT STEERING LOCK SHOULD HAVE A RECALL, SVC MGR STATES THAT THE 1997 CORVETTE DOES NOT FALL UNDER RECALL. CUST STATES THAT GM SHOULD INCLUDE THE 1997 CORVETTE. CUST WOULD LIKE A C/B FROM CRM-GRULLON. CRM UPDATING FILE AND FORWARDING TO CRM-GRULLON. JAMES BRATHWAVIT-CARS-TAMPA; 0; 386550148

2002-04-02

CRM TRIED TO CONTACT SVC MGR DIANE WOODRUF BUT SHE WAS UNAVAILABLE. CRM SPOKE TO ADVISOR JOHN THAT STATES THE CUST VEH WAS REPAIRED BECAUSE NO OPEN R.O. WAS FOUND. ADVISOR STATES THE CUST HAS NO MAINTENANCE HISTORY AT DEALER, ONLY WARRANTY SERVICE. CRM THANKED ADVISOR. CRM WILL TRY TO CONTACT SVC MGR AT A LATER TIME. MOISES GRULLON/CAC/TAMPA; 0; 386613566

2002-04-02

CRM CONTACTED SVC MGR DIANE WOODRUF. SVC MGR STATES THE CUST WAS OFFERED A 50/50 SPLIT FOR THE DELAMINATING TOP A FEW MONTHS AGO AND CUST WAS ADVISED TO BRING IN VEH TO DEALER. SVC MGR STATES HAS LEFT A MESSAGE FOR HER AVM TO MAKE SURE THE AVM REMEMBERS THE OFFER MADE TO CUST. SVC MGR STATES THE CUST HAS NO LOYALTY TO DEALER AND NO MAINTENANCE HISTORY. SVC MGR STATES THE CUST IS A VERY DEMANDING CUST. SVC MGR STATES THE RECALL APPLIES TO 1999 - 2000 VEH WITH AN UPDATED BULLETIN FOR 1998 VEH. SVC MGR STATES HAS NOT SEEN THIS HAPPEN TO 1997 VEH. SVC MGR STATES THE CONDITION AND THE REPAIR FOR CUST VEH ARE THE SAME AS THE CAMPAIGN, BUT BECAUSE THE VEH IS OUT OF WARRANTY AND DOES NOT QUALIFY FOR THE RECALL, AND THE CUST HISTORY AT DEALER, THE SVC MGR ONLY RECOMMENDS A PARTIAL REIMBURSEMENT AT BEST. SVC MGR STATES IF CAC WANTS TO ASSIST CUST TO ONLY OFFER A PARTIAL REIMBURSEMENT. CRM THANKED SVC MGR FOR INPUT. MOISES GRULLON/CAC/TAMPA; 0; 386617429

2002-04-02

CRM CONSULTED WITH TM DENIS GRIFFIN. CRM ADVISED TM AS PER SVC MGR. CRM PROPOSED POSSIBLE ASSISTANCE FOR CUST IN THE FORM OF REIMBURSEMENT FOR 50% OF THE STEERING COLUMN LOCK REPAIR. TM GAVE CRM OVER THE SHOULDER APPROVAL TO CRM TO OFFER THE CUST 50% REIMBURSEMENT FOR THE STEERING COLUMN LOCK REPAIR ONLY IF THIS GESTURE WILL COMPLETELY SATISFY CUST. OFFER IS BEING MADE AS A CUST SATISFACTION GESTURE. CRM WILL CONTACT CUST TO MAKE OFFER. MOISES GRULLON/CAC/TAMPA/PA PILOT 57023; 0; 386620836

2002-04-09

CUST HAS NOT RESPONDED TO CRM MESSAGE. CRM WILL CLOSE FILE SATISFIED PENDING CALL BACK FROM CUST. MOISES GRULLON/CAC/TAMPA; 0; 387223835
2002-04-09

CRM RECEIVED A CALL FROM SVC MGR DIANE WOODRUF. SVC MGR STATES THE CUST CONTACTED HER TO FIND OUT HOW TO GET REIMBURSED FOR THE 50%. SVC MGR STATES HAS CONTACTED THE AVM AND BOTH AGREE 50% IS A GENEROUS OFFER TO CUST. CRM ADVISED SVC MGR THAT CRM WILL HANDLE THE REIMBURSEMENT FOR CUST. CRM ADVISED WILL NOTIFY CUST AGAIN TO ADVISE OF THE DOCS NEEDED FOR REIMBURSEMENT. CRM TRIED TO CONTACT CUST AND LEFT A V/ME WITH CRM NAME, 800 # AND REQ #. CRM ADVISED THAT CUST NEEDS TO CALL CRM TO FIND OUT THE DOCS NEEDED FOR REIMBURSEMENT AND THE ADDRESS TO SEND THEM TO. CRM WILL WAIT FOR CUST CALL BACK. MOISES GRULLON/CAC/TAMPA; 0; 387234588
2002-04-09

*** NEXT CRM**** PLEASE ADVISE CUST OF DOCS NEEDED FOR REIMBURSEMENT OF 50% OF STERRING COLUMN LOCK REPAIR; ORIGINAL R.O., COPY OF PROOF OF PAYMENT (CREDIT CARD RECEIPT, STATEMENT WITH CHARGE HIGHLIGHTED), COPY OF PROOF OF OWNERSHIP (VEH TITLE OR REGISTRATION), COVER LETTER REFERENCING FILE # C06618072 AND CRM NAME, DIVISIONAL ADDRESS FOR CHEV. MOISES GRULLON/CAC/TAMPA; 0; 387234834
2002-04-09

CUST WAS ADVSD OF DOCS & ADDRESS. CUST INSISTED ON SENDING CREDIT CARD RECEIPT B/C HE DOES NOT GET HIS STATEMEN FOR ONE MONTH. CRM ADVSD IT MAY NOT BE ACCEPTED, BUT CUST INSISTED ON SENDING RECEIPT & IF IT'S NOT ACCEPTED, THEN HE WILL SEND STATEMENT WHEN IT COMES IN. MIRIAM MARKHAM/CARS/TPA.; 0; 387243569
2002-04-10

CRM TRIED TO CONTACT CUST AND LEFT A V/ME ADVISING OF THE DOCS NEEDS TO SEND IN. CRM ADVISED THAT FOR PROOF OF PAYMENT EITHER A COPY OF THE CREDIT CARD RECEIPT OR A COPY OF THE STATEMENT IS REQUIRED. CRM ADVISED THAT ONLY ONE IS REQUIRED AS PROOF OF PAYMENT. CRM WILL SUSPEND FILE WAITING FOR DOCS. MOISES GRULLON/CAC/TAMPA; 0; 387302645
2002-04-18

CRM ATTACHING DOCS AND FORWARDING TO CRM GRULLONM SABRINA LANIER/CORR/TAMPA; 0; 387995290
2002-04-22

CRM RECEIVED AND REVIEWED DOCS. CRM REIMBURSING 50% OF STERRING LOCK REPAIR FOR A TOTAL REIMBURSEMENT OF \$238.92 FOR THE FOLLOWING BUSINESS REASONS: AS CUST SATISFACTION GESTURE, AS APOLOGETIC GESTURE, TO MAINTAIN LOYALTY TO GM, TO FOSTER THE DEALER RELATIONS. CRM RECEIVED OVER THE SHOULDER APPROVAL FROM TM DENIS GRIFFIN TO REIMBURSE CUST. VIN SEARCH PERFORMED, NO OTHER FILES FOUND. MOISES GRULLON/CAC/TAMPA; 0; 388339357
2002-04-22

REIMBUSERMENT INCLUDES: ORIGINAL R.O. # 352585, DATED 4/1/02, MILEAGE 34642; PROOF OF PAYMENT IN THE FORM OF CREDIT CARD RECEIPT; PROOF OF OWNERSHIP IN THE FORM OF VEH TITLE. REIMBURSEMENT BREAKDOWN:

PARTS \$162.68

LABOR: \$266.00

SHOP SUPPLIES: \$20.00

TAX: \$29.16

TOTAL: \$477.84

TOTAL REIMBURSEMENT AT 50%: \$238.92

MOISES GRULLON/CAC/TAMPA EMPOWERMENT LEVEL 1 TM DENIS GRIFFIN; 0; 388339755
2002-04-22

CRM CONTACTED CUST AND ADVISED OF REIMBURSEMENT AMOUNT \$238.92. CRM VERIFIED ADDRESS WITH ATTACHED DOCS. CRM WILL SUBMIT FILE TO APROVAL. MOISES GRULLON/CAC/TAMPA; 0; 388340540
2002-04-22

Reimbursement pre-approved in the amount of \$238.92
vin search-no other files
Jessica Tate/Tampa/Goodwill Liaison-F; 0; 388353055
2002-04-23

FINAL APPROVAL FOR REIM IN THE AMOUNT OF \$238.92. VIN SEARCH COMPLETED. WENDY ADAMS/GOODWILL
APPROVAL GROUP/TAMPA; 0; 388419289
2002-04-25

CHECK# 900497580 FOR AMOUNT \$ 238.92 MAILED ON (4/24/02)
Edward J. Brown II/Goodwill/Tampa; 0; 388624079

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED: INSPECTOR'S NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MSRP:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:
NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

N. Miami, Florida

APR 17 2002



06618072

Chevrolet
P.O. Box 33170
Detroit, MI

48232

Attn: Moses Gullon

48232+5170

4-15-02

To Moses:

RE File # C06618072

Please find enclosed the original receipt for repair of the Steering Column lock on my 97th Corvette, which I am the original owner. A copy of the meter card charge + proof of ownership is also enclosed as you require.

Thank you for your assistance.

Sincerely,





N. Miami, Florida 



8880 BISCAYNE BLVD. • MIAMI SHORES, FLORIDA 33138

DADE: (305) 754-7051 TOLL FREE: 1-800-828-7011

DADE COUNTY REGISTRATION #MV-01511 • STATE REGISTRATION #MVH-04100384

ORIGINAL

DATE 11/28/01	NAME DOUGLAS MALONEY 97	AGE 48Y8	DOB 08/11/53	DOB 08/11/53
ADDRESS [REDACTED]	PHONE 1282276	SSN 34642	VEHICLE WHITE	STOCK NO.
MAKE B7/CHEVROLET/CORVETTE	MODEL CORVETTE	YEAR 1997	ENGINE 5.0L V8	PRODUCTION CODE
VIN 1B17Y2285V6 109543	SALES [REDACTED]	FINANCE [REDACTED]	DEALER [REDACTED]	PRODUCTION CODE
DATE 11/28/01	TIME [REDACTED]	LOCATION [REDACTED]	MO 34643	

JOB 1 CHARGES

LABOR
JOB 1 48CV201 STEERING CONCERN (TURNS):83 266.00
CUSTOMER STATES THAT THE STEERING COLUMN IS LOCKED
NECESSARY TO REPLACE ELECTRONIC COLUMN LOCK

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	28000560	LOCK 2.196	182.58	182.58	182.58
				TOTAL - PARTS		182.58

JOB 1 TOTALS

LABOR 266.00
PARTS 182.58
TOTAL 448.58

JOB 1 JOURNAL PREFIX CYCS JOB 1 TOTAL 428.68

MISC. CODE DESCRIPTION CONTROL NO.
JOB 2 A 105 SHOP SUPPLIES
TOTAL - MISC 20.00

TOTALS

TOTAL	LABOR	PRICE
TOTAL LABOUR	266.00	
TOTAL PARTS	182.58	
TOTAL MISC	20.00	
TOTAL TAX	29.12	
TOTAL INVOICE \$	477.64	

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CHARGED
MC
CHARGED

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP.

PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

*A standard charge is made of 10% of total charges to a maximum of \$20.00. This charge represents costs and profits in the motor vehicle facility for items such as miscellaneous shop supplies under waste disposal.

Signature X _____

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for particular purpose, and seller assumes not authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 1 year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREON.

CUSTOMER SIGNATURE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 318.23/328.05, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE JOINTLY NAMED PARTIES. THE OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR THIS MOTOR VEHICLE OR VESSEL.

REGISTERED OWNER LAST NAME FIRST

STATE OF FLORIDA

501-509

North American Operations
 General Motors Corporation
 Disbursements (2813)
 PO Box 62530
 Phoenix, AZ 85062-2530



CHECK No. 900497580

MM
21

DATE
04/24/82

*****238 DOLLARS

***92 CENTS

AMOUNT
*****238.92

North American Operations
 General Motors Corporation
 Disbursement Account

PAY
TO THE
ORDER
OF

MIAMI FL

SIGNATURE

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

APR 24 1982

AUDIT

#900497580# 1021309379# 601-2162520#

North American Operations

General Motors Corporation
 Disbursements (2813)
 PO Box 62530
 Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR
 BANK NO. RD 000000111

CHECK NO. 900497580

VENDOR NAME

PAYMENT
 DATE 04/24/82

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YY2265V810343	04/23/82 06610072	VH 000000000037934 000000000037934	00.0000	238.92	.00	238.92
TOTAL				238.92	.00	238.92

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT/ON QUESTIONS CALL 800-468-8782

April 22, 2002

[REDACTED]
[REDACTED]
Apartment [REDACTED]

Miami, FL [REDACTED]

Request: C06618072

Dear [REDACTED]:

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$238.92. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Jessica Tate
Customer Relationship Manager

RS0005-T/jt