

EA02-031

GM

10-27-83 LETTER
TO ONE FROM GM
ATTACHMENT

4F

BOOK 13 OF 22
PART 1 OF 2

GM622C
EA02-031

ATTACHMENT "4F" Cont

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3364092	VIN Number:	1G1YY22G5X5125128
Date Opened:	07/30/1999	Model Year:	1998
Date Closed:	12/16/1999	Series:	Corvette
Dealer Code:	B15078	Mileage:	1800
Address:	JOE ROMANO CHEVROLETSYRACUSE	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT-- LOCK STEERING STEERING WHEEL IN LOCK MODE AND
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--

07/30/1999 08:48:08 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

07/30/1999 08:48:08 HISTORY - POULOS

CONCERN; VEHICLE TOWED IN FOR DIC MESSAGE STEERING WHEEL LOCK AND CUST
WAS UNABLE TO TURN STEERING WHEEL.

DIAG: TECH WALT STS THAT DTC U1016, U1064, AND U1096 WERE IN HISTORY IN

RFA. HE STS HE HAS YET TO VEFIRY CONDITION.

ADVISED:

- GO THROUGH IPC AND CK FOR DTC. IF U-CODES WERE HISTORY, IGNORE PER P/I A000119. IF ANY OTHER DTC PERSUE.
- CK CRT 1601, 1603 AND 1604 FOR STG.
- CK FOR KEY IN KEY OUT CONCERN
- MAKE SURE BOTH TRANSMITTERS ARE NOT IN PASSIVE MODE NEER VEHICLE.

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

DALLAS , TX

CASE NUMBER: 04410389 VIN: 1G1YY22G5K5125860
MODEL YEAR: 1999
DATE OPENED: 2001-06-04 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-04 MILEAGE: 21000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FRIENDLY CHEVROLET CO
BRC PARENT: DEALER ADDRESS: 2754 N STEMMONS FWY, DALLAS, TX, 75207, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 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\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/CARS/CP/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/CARS/CP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

Cust states when he got into his vehicle this morning he got a message stating to take the key out for 10 seconds. Cust put vehicle in reverse but the steering column locked.

Cust seeks to know what could cause this.

CRM contacted Friendly Chevrolet Svc Advisor Steve who states that it is a safety feature, if the vehicle doesn't recognize the key it will shut down the steering that way if someone was either using the wrong key or trying to steal the vehicle it isn't going anywhere. Steve advised to just set up an appointment and they would get it all fixed up.

CRM advised cust of what Svc Mgr states and cust states he has an appointment already with selling dealership to get vehicle towed and fixed.

Shannon Gonzalez/ATX/CAC; 0; 360516968

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

SAN JOSE, CA

CASE NUMBER: 02436216 VIN: 1G1YY22G5K5128306
MODEL YEAR: 1999
DATE OPENED: 2000-12-04 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-09-23 MILEAGE: 45000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: CARL CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 905 W CAPITOL EXPY AUTOMALL, SAN
JOSE, CA, 95136, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CSI REC'D 12/5/2000

B09 Discourteous Treatment Customer Satisfaction
0 REPAIR ATTEMPT(S) 2 DLRSHPs

H70 Antilock Brake System (ABS) Other
1 REPAIR ATTEMPT(S) CONCERNS W/SYSTEM

H23 Brake Rotors Other
1 REPAIR ATTEMPT(S) WARPED

M41 Steering Column/Lock/Attaching Parts Traction Control Light
1 REPAIR ATTEMPT(S) COLUMN LOCKING

Dissatisfaction with dealers sales and finance

INFORM THE CALLER:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's sales and service practices. Our dealerships are reviewed on a routine basis within General Motors and your comments help us continue to improve our customer service".

CRM INSTRUCTIONS:

If the caller is dissatisfied go to the Additional Information screen to document their concern with the appropriate UCC code and comments.

** PLEASE TYPE THE CALLER'S CONCERN IN THE DESCRIPTION FIELD **

DISSATISFIED

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

CSI REC'D. CUST STATES THAT VEH HAS A LOT OF LITTLE CONCERNS.
THOMAS VANDERZANDEN/CORR/PDX; 0; 345760765
2001-01-17

CRM CONTACTED DLR AND SPOKE W/WALTER BEVINS/SVC MGR. WALTER STATES THAT CUST HOME PHONE NUMBER IS [REDACTED] CRM ATTEMPTED TO CONTACT CUST BUT WAS UNAVAIL. CRM LEFT MESSAGE ON MACHINE FOR CUST TO CONTACT CAC BACK. *****NEXT CRM PLEASE THANK CUST FOR SENDING IN SURVEY AND SEE IF THERE IS ANYTHING THAT CAN BE DONE TO ASSIST. PLEASE TAKE OWNERSHIP OF FILE AS CRM WILL NO LONGER BE IN CAC AS OF TODAY.
THOMAS VANDERZANDEN/CAC/PDX; 0; 348606598
2001-01-17

CUST STATES REC'D MESS TO CONTACT CAC, CUST SEEKS TO HAVE CONCERNS W/DLRSHIP & THE CONCERNS W/THE VEH DOCUMENTED, CUST STATES THAT HAS TREATED VERY POORLY BY RAINES CHEV & ANDERSON CHEV & THAT THE SVC DEPT DID NOT ADDRESS CUST CONCERN'S OR CORRECT THE CONCERNS, CUST STATES THAT THE CONCERNS W/THE VEH HAVE BEEN THE ABS SYSTEM, THE TRACTION CONTROL, THE ROTOR'S WARPING & THE STEERING COLUMN LOCKING, CRM ADVISED CUST WOULD RESEARCH THIS REQUEST FURTHER W/DLRSHIP'S & W/TM FOR POSSIBLE RESOLUTION, CRM VERIFIED REQUEST NUMBER, CRM WILL CONTACT CUST WHEN FURTHER INFO IS AVAIL. JUDI KIZER/PDX/CAC; 0; 348608499
2001-01-29

CRM SPOKE W/SVC MGR @ CARL CHEV WHO STATES THAT THIS VEH ROTORS ARE WARPED DUE TO MISUSE, THE OTHER CONCERN SVC MGR FAILED TO ADDRESS ALTHOUGH ASKED SEVERAL TIMES ABOUT THESE ISSUES, CRM ATTEMPTED TO LOCATE PHONE NUMBER FOR CUST THROUGH THE FOLLOWING WEBSITES:

1) USWEST; 0; 349665740

2001-01-29

CONT.....

2) YAHOO

3) SNAP

4) DOGPYLE (REGULAR & REVERSE DIRECTORY); 0; 349665809

2001-01-29

CONT.....

5) WHITE PAGES

CRM UNABLE TO LOCATE THIS CUST, WILL REQUEST CALL CAC LTR FOLLOWING FURTHER RESEARCH. JUDI KIZER/PDX/CAC; 0; 349665878

2001-02-23

CRM FORWARDED REQUEST TO TM TO REQUEST CALL CAC LTR IN ORDER TO RESOLVE THIS CUST REQUEST. JUDI KIZER/PDX/CAC; 0; 351822886

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
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:



Service Satisfaction Survey

62436216

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

Home telephone: _____

Change to: () _____

Date: _____

Our records indicate that you had your 1988 Corvette serviced at Carl Chevrolet on October 2, 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 Carl Chevrolet.

Sincerely,

Dan L. Wright

Dan 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 1988 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON OCTOBER 2, 1988, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Dissatisfied | 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 Satisfied <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"/> | Dissatisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Dissatisfied | Not At All Satisfied | Does Not Apply/Not Satisfied |
|---|--|---|---|---------------------------------------|---|---|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Satisfied <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? | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Dissatisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> | Does Not Apply/Not Satisfied <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"/> | | | |

101Y224800122008 00111

21040340784 00000112202 210217

About Your Service Consultant/Advisor - Continued

8. 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
9. Overall, how satisfied were you with your Service Consultant? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Carl Chevrolet? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Yes ☐ Probably Yes ☐ Might/Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your:
- Dealership: Carl's Anderson started great & service was good. Points to Supermile service as Carl's. Has maintained the vehicle with little problems, good, electrical, cost, value seems, service, great rates.

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 20 ☐ 20-34 ☒ 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: 1-800-222-1920

Please return this questionnaire in the self-addressed, postage-paid envelope provided.

CHEVROLET MOTOR DIVISION, P.O. BOX 18000, TOLEDO, OH 44060-0001

101YY220048128006 08111

21040340784 7234078408 216217

Anderson Chevrolet Super 3 - rude & service

Anderson Chevrolet Super 3 - rude & service

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:EL DORADO HILLS
CA

HOME PHONE:

CASE NUMBER: 05674993

VIN: 1G1YY22G5X5128533

DATE OPENED: 2001-10-11

MODEL YEAR: 1999

DATE CLOSED: 2001-11-02

SERIES: UNKNOWN

SOURCE: Mail

MILEAGE: 27505

BRC TYPE: No

DELIVERY DATE:

BRC PART#: 0

DEALER NAME: FOLSOM CHEVROLET

DEALER ADDRESS: 12655 AUTO MALL CIR., FOLSOM, CA, 95630, USA

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)Customer Satisfaction
SERVICEM41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
LOCKING UPJ73 Oil Pump
0 REPAIR ATTEMPT(S)Other
OIL LEAKA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
FUTURE CONCERNSA01 Open Campaign
0 REPAIR ATTEMPT(S)Other
2001044

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb\wbknowledge]]. 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 REC'D DOC MEX # VIN. CASE SCAN PERFORMED - NO PREV REQ FOUND. OPEN CAMPAIGNS 2001044 CORVETTE ELECTRONIC STEERING LOCK. CUST STATES THAT ALL CONCERNS WERE RESOLVED BY SVC VISIT. CUST STATES THAT HE IS COMPLETELY SAT WITH FOLSOM AND SOMEWHAT SAT WITH 1999 CORVETTE. CUST STATES THAT COLUMN IS STILL LOCKING UP AND THAT HE HAS AN OIL LEAK. CRM WILL CONTACT CUST 10-12-01 BETWEEN 5-7PM (TOO LATE TO CALL NOW) TO DETERMINE STATUS OF CONCERNS AND CURRENT MILEAGE. JEFF KNICKERBOCKER/CORR/ATX/CARS/10-11-01; 0; 371711234 2001-11-02

CRM CONTACTED SVC ADVISOR SANDY SMITH, WHICH STATED CUST HAD PROBLEM WITH STEERING COLUMN. CUST HAS TWO OPEN CAMPAIGNS WHICH ARE 00034 AND 01044. CRM CONTACTED CUST FOR UPDATE. CRM LEFT MESSAGE WITH CUST TO CONTACT CAC IF ANY FURTHER QUESTIONS OR CONCERNS. CRM CLOSING FILE. NO FURTHER ACTION IS NEEDED. GUADALUPECASTILLO/CAC/ATK; 0; 373564986
2001-11-02

CRM ASSISTING EVENING SHIFT KNICKERJ REVIEW AND CLOSE FILES. DARYL WEST/CARS/CORR - A/TX.; 0; 373570042

*****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:

FAX 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:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
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:



Service Satisfaction Survey

05674993

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

B Dorado Hills CA

(111) (111) (111) (111) (111) (111) (111) (111) (111) (111)

Home telephone:

Change to:

Please provide us with your preferred email address:

Dear

Our records indicate that you had your 1999 Corvette serviced at Folsom Chevrolet on June 7, 2001. 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 Folsom Chevrolet.

Sincerely,

Darin L. Wright

Darin 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 1999 Corvette, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON JUNE 7, 2001, 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

101YV2205KR128533 06001

21133424006 00000112167 129773

051

About Your Service Consultant/Adviser - Continued

8. 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 ☐

9. Overall, how satisfied were you with your Service Consultant?

Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:

- The time it took to complete the transaction?
- The ease of getting your vehicle?
- The condition in which it was returned?

Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐

12. Were ALL of your service concerns corrected on this service visit? ☒

If NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) _____
- ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?

Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐

14. Were you given a copy of the completed repair order/invoice? ☒

Yes ☒ No ☐

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?

Yes ☒ No ☐ Don't Know/Not Sure ☐

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Folsom Chevrolet?

Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐

17. Would you recommend this dealership for service?

Definitely Would ☒ Probably Would ☐ Might/ Might Not ☐ Probably Not ☐ Definitely Not ☐

18. Overall, how satisfied are you with your 1990 Corvette?

Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐

19. Do you have any comments/recommendations about your Dealership?

Vehicle STAYING WITH CORVETTE TO LOCK IN REASON FOR

20. Are you ... ☒ Male ☐ Female

21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older

22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to CHEVROLET MOTOR DIVISION, P.O. BOX 19063, TOLEDO, OH 43660-0663

0406

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] FARMINGTON MI [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05014854 VIN: 1G1YY22G5X5131092
MODEL YEAR: 1999
DATE OPENED: 2001-07-23 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-23 MILEAGE: 9200
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) locking steering column
A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 01044

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_Corepo 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 he has a recall notice for campaign 01044. cust states that he has experienced the condition detailed in the campaign. cust seeks to know if the 2001 corvette will have a locking steering column, as he noticed that after the campaign repair that his 1999 corvette will no longer have a locking steering column. crm researched and found that the 2001 corvettes will not have a locking steering column either. crm advised cust that the 2001 corvettes will not have a locking steering column.

scott brown/atx/cac; 0; 364750861

*****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:

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

ERC WARRANTY DATE:

MERP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LAGUNA HILLS

CA

HOME PHONE:

CASE NUMBER: 01719369

VIN:

1G1YY22G5X5132209

MODEL YEAR:

1999

DATE OPENED: 2000-09-27

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-10-26

MILEAGE:

16500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: TUSTIN CHEVROLET

BRC PARENT:

DEALER ADDRESS: 16 AUTO CENTER DR., TUSTIN, CA, 92782, USA

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

N01 Steering General
6 REPAIR ATTEMPT(S)Other
column lockingT04 General Information
5 REPAIR ATTEMPT(S)Other
CORRA12 Miscellaneous - Not Classified
2 REPAIR ATTEMPT(S)Other
SHEKES REPURCHASET55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) SMARTCARE 24/24,000

STEERING COLUMN CONCERNS - CORR RECEIVED

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

CRM RECEIVED CORR FROM CUST. CUST HAD STATED SHE HAD A PREVIOUSLY EXISTING FILE BUT WHEN I BROUGHT THAT REQUEST UP, IT IS ASSIGNED TO ANOTHER CUSTOMER. CUST STATES THAT SHE HAS HAD "CONTINUING PROBLEMS WITH THE STEERING COLUMN". CUST STATES THAT ON JULY 31, 2000 THE STEERING COLUMN LOCKED AND THE WARNING "SERVICE STEERING COLUMN LOCK" CAME ON. AT THAT TIME THE BATTERY HAD TO BE DISCONNECTED TO RELEASE THE STEERING. THE VEHICLE WAS TAKEN TO TUSTIN CHEVROLET FOR REPAIR. CUST STATES THAT ON AUGUST 18, 2000 THE STEERING COLUMN LOCKED AGAIN AND THE CAR WAS TOWED TO TUSTIN CHEVROLET.; 0; 338944264
2000-09-27

ON SEPTEMBER 13, 2000 THE "SERVICE STEERING COLUMN LOCK" LIGHT CAME ON AGAIN AND VEHICLE TAKEN TO TUSTIN. WHEN CUST WENT TO PICK UP VEHICLE ON SEPTEMBER 14, THE LIGHT CAME ON BEFORE THEY LEFT THE PARKING LOT. CUST PICKED UP VEHICLE ON SEPTEMBER 15 AND THE LIGHT REAPPEARED ON SEPTEMBER 16, 2000. CUST STATES THAT THEY TOOK VEHICLE TO DEALERSHIP ON SEPTEMBER 20, 2000 WHERE IT REMAINS TO THAT DATE OF THE LETTER WHICH WAS SEPTEMBER 21, 2000 CUST STATES THAT SHE HAS NO COMPLAINTS WITH THE DEALERSHIP BUT THAT THE VEHICLE REMAINS UNREPAIRED. CUST WISHES IT TO BE REPAIRED AND ADVISED OTHER ACTIONS PURSUED SHOULD THIS NOT BE DONE. CUST ADVISED SHE IS WILLING TO WORK WITH CHEVROLET SHOULD THE NEED ARISE. CRM WILL CONTACT CUSTOMER AND DEALERSHIP.
Michelle Fitzgerald/Austin; 0; 338944513
2000-09-27

CRM CONTACTED DEALERSHIP AND SPOKE WITH SVC WRITER/LYNN. SVC WRITER STATED THAT THE CUST LAST HAD VEHICLE IN ON 9/20/00 AND PICKED IT UP ON 9/22/00. DEALERSHIP HAD CONTACTED TECHNICAL ASSISTANCE AND THEY ADVISED ABOUT REPAIR. LYNN DOES NOT SHOW FURTHER DOCUMENTATION AS TO WHETHER THE CUST HAS HAD FURTHER CONCERNS SINCE THAT REPAIR BUT THE SVC ADV/GENE WHO HANDLED CUSTOMER IS OUT TODAY. CRM WILL CONTACT CUSTOMER.; 0; 338945103

2000-09-27

CRM CONTACTED CUST AND SHE ADVISED THAT SHE HAS NOT HAD ANY FURTHER CONCERNS WITH THE STEERING COLUMN LOCKING OR THE LIGHT COMING ON SINCE THEN. CRM ADVISED CUST OF HER NEW FILE NUMBER AND SHE ADVISED SHE STILL HAS THE CHEVROLET CAC 800#. CRM APOLOGIZED FOR THE INCONVENIENCE AND ADVISED SHE CAN CONTACT CAC BACK SHOULD SHE HAVE ANY FURTHER CONCERNS WITH THE VEHICLE. CUST THANKED FOR THE CALL.

Michelle Fitzgerald/Austin; 0; 338945331
2000-10-11

EXEC CRM RECEIVED FAXED INFO FROM THE CUST. THE CUST RE-STATES CIRCUMSTANCES SURROUNDING THE STEERING COLUMN CONCERN. EXEC CRM CONTACTED THE TO GATHER MORE INFO, EXEC CRM REQUESTED THE NAME & NUMBER FOR AVM. (THERE WAS NO LISTING FOR AN AVM ONLY THE ASM). EXEC CRM TO REVIEW THE CURRENT STATUS. THE CUST OUT OF THE VEH. EMAGENE NANN EXECUTIVE OFFICE; 0; 340153573
2000-10-12

EXEC CRM RECEIVED A MESSAGE FROM SVC MGR CURT. CURT STATES 30 MINUTES PRIOR TO MY CALL THE AVM MR. AL GALLAGHER SPOKE W/ THE CUST W/ REGARDS TO THE CONCERN. EXEC CRM TO CONTACT CURT TO REQUEST CONTACT W/ AVM IN ORDER TO DOCUMENT THE PLAN OF ACTION.; 0; 340210087
2000-10-12

AVM AL GALLAGHER 800-906-0123 MB 58713 STATES THAT HE SPOKE TO CUST ON 10/11/00 BY PHONE AND INFORMED THE CUST THAT THERE HAS BEEN AN UPDATE ON THE PARTS REGARDING HER STEERING COLUMN ISSUE. CUST HAS GIVEN PERMISSION TO AVM TO ALLOW DLRSHP 1 MORE CHANCE AT REPAIR. PARTS ARE ON EXPRESS ORDER AND AVM STATES THEY HOPE TO HAVE REPAIRS DONE BY FRI. AVM ALSO STATES THAT*** IF*** THIS REPAIR IS SUCCESSFUL, HE HAS OFFERED CUST. A 1 YR SMART CARE. DO NOT ISSUE SMART CARE TILL AVM CALLS TO AUTHORIZE. *****IF CUST CALLS CAC, PLEASE CALL AND LEAVE MESSAGE WITH AVM SO HE CAN CALL CUST. HIMSELF.*****; 0; 340223063
2000-10-12

LAST CRM WAS JAYNE WOODBURY/AVM LINE/TAMPA REGARDING AVM CONTACT WITH CUST AND RESOLUTION 10/12/00; 0; 340223874
2000-10-12

EXEC CRM VIEWED FILE, THE AVM HAS BEEN INVOLVED & PROVIDED A PLAN OF ACTION. EXEC CRM CLOSING FILE AS THE AVM WILL HANDLE THE CUST ACCORDINGLY.; 0; 340235912
2000-10-19

corr recieved: CUST SENT LETTER OCT 11TH, WHEN ACCORDING TO NOTES SHE WAS STILL WILLING TO GIVE CHEV ONE MORE CHANCE TO REPAIR PROBLEM. CUST SEEKS REPURCHASE IN LETTER. CRM WILL CONTACT DLR AND DETERMINE IF CUST HAS BEEN HELPED. CRM WILL LET CUST KNOW WHEN RECIEVED CORR AND CALL AVM IF CUST IS STILL DISSATISFIED. MELISSA CRUMPLER/PDX; 0; 340856831
2000-10-23

CRM CALLED SVC MGR. SVC MGR STATED THAT THE STEERING WHEEL COLUMN HAD BEEN FIXED. SVC MGR STATED THAT CUST AND AVM WILL STILL WORKING OUT DETAILS FOR GOODWILL. DO NOT MENTION GOODWILL TO CUST. CRM WILL CALL CUST AND ADVISE THAT WE HAVE RECIEVED CORR. MELISSA CRUMPLER/PDX; 0; 341197778
2000-10-25

CRM CALLED CUST AND L/M. IF CUST CALLS REFER TO NOTES. MELISSA CRUMPLER/PDX; 0; 341373294
2000-10-27

CORR RECEIVED JADE O HUGHES CARS/PDX
CUST SENT IN LETTER THAT SHE SENT TO THE AVM, STATING THAT SHE SEEKS REPURCHASE OF HER VEHICLE.
CRM TRIED TO CONTACT THE DEALER AND WAS UNABLE TO. WILL TRY TO CONTACT LATER. JADE O HUGHES CARS/PDX; 0; 341515162
2000-10-30

CRM CONTACTED DEALER AND SPOKE WITH KIRK THE SVC MGR AND WAS TOLD THAT AS FAR AS HE KNEW THE SITUATION HAD BEEN TAKEN CARE OF. CRM THEN CONTACTED CUST AND WAS TOLD THAT AT THIS TIME,

THE PROBLEMS HAVE BEEN FIXED AND SHE IS SATISFIED, CUST INFORMED CRM THAT IF NEEDED SHE WOULD CONTACT US BACK. JADE O HUGHES CARS/PDX; 0; 341776133
2000-11-28

CRM received call from avm Al Gallagher who states cust has had 6 repairs due to the steering column locking up, which condition has been corrected. Avm seeks to issue a Smartcare for 24/24,000 as an apologetic gesture which cust has accepted the offer.. Crm advised will submit request.. 800 248 5507 58713 Kelley Williams/Avm
Cac/Tpa; 0; 344309323
2000-11-28

Avm states he has cust daytime number of [REDACTED] Information has been merged together as far as contact number and caller name, all cust infor has been verified as far as address etc.. Kelley Williams/Avm Cac/Tpa; 0; 344309517
2000-11-30

TEAM LEAD REVIEWED REQUEST FOR GMPP SMARTCARE 24/24,000 DUE TO REPEATED STEERING COLUMN REPAIRS. REQUEST FROM AVM MEETS SOG GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING...SHARON IKEI/TEAM LEAD FOR AVM TEAM/TAMPA; 0; 344458203
2000-12-01

PRE-APPROVE REQUEST FOR GMPP, SC 24/24/0 , PER AVM, AL GALLAGHER
PAMELA MOREAU/TPA GOODWILL AUDITOR/ / 12-01; 0; 344525896
2000-12-01

1ST APPROVAL..JOY NIXON-TAMPA APPROAL GROUP; 0; 344554814
2000-12-04

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED GMPP SMARTCARE FOR 24/24/0 PER AVM AL GALLAGHER. FORWARDING TO APPROVAL TEAM FOR LTR PROCESSING.; 0; 344799402
2000-12-04

GMPP ON ITS WAY, LETTER SUBMITTED #00215036....KARLA GRAY. TAMPA-APPROVER GRP...; 0; 344804320
2000-12-04

GMPP on its way, letter # 00215036 released. Allen Preston / Approver Group/ Tampa; 0; 344812269
2000-12-22

GMPP letter sent 12/07/00. Cookie McCormick/TPA Goodwill Auditor/12-22-00; 0; 346375100
2001-01-09

AVM, AL GALLAGHER STATED CUST NEVER RCV'D CONTRACT FOR SMARTCARE. AVM SEEKS TO HAVE CONTRACT RE-MLD. CRM ADVISED AVM THAT CRM WILL CALL GMPP 1/10 AND REQUEST ANOTER CONTRACT BE MLD. BRANDON ZIPPERER/TAMPA AVM LINE; 0; 347939090
2001-01-10

CRM SPOKE TO RICK AT GMPP. RICK STATED HE WOULD RE-MAIL CONTRACT TO CUST. RICK STATED CUST SHOULD RCV CONTRACT IN 1-2 WKS. BRANDON ZIPPERER/TAMPA AVM LINE; 0; 348012418
2001-01-11

CRM RECEIVED A CALL BACK FROM AVM AL GALLAGHER/CA. AVM WAS GIVEN CUST REQUEST ID # FOR RECORDS. CRM CLARIFIED THAT CUST WAS GIVEN THE GMPP SMARTCARE 24 MNTHS/24K MI/\$0 DEDUCT DUE TO STEERING COLUMN CONCERNS. CRM CALLED GMPP & VERIFIED THAT CO-WORKER BRANDON HAD MADE ARRANGEMENTS FOR CUST TO RECEIVE A 2ND GMPP VIA MAIL. HIS INFO WAS SHARED W/AVM & HE WAS PLEASED. AVM WAS TOLD WHAT ADDRESS REFLECTS FOR CUST IN DATABASE. NO OTHER ACTION REQUIRED BY THI CRM. ONIKA FENNEL/TPA/AVM LINE.; 0; 348097651
2001-01-11

cust called in stating that she is going to recieve a smartcare plan
cust seeks to know what is covered under her plan
crm advised that smart care deals w/ oil, oil changes, chassis lubrications, & tire

rotations
cust thanked crm & advised that she will wait until her smartcare paper are obtained
demetriusphillips/pdx/cac; 0; 348100092

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

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

MSRP: 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:

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:

Irvine, CA



10-20-00P01:11 RCYD

Chevrolet
Customer Relations Department
Attn: Anna Spikola
P.O. Box 33170
Detroit, MI 48232-5770

48232+5170 

01719369

October 16, 2000

Chevrolet
Customer Relations Department
Attn: Anna Spikola
P.O. Box 33170
Detroit, MI 48232-5770

Re: 1999 Chevrolet Corvette
Vin #1G1YY22G5K5132209
Chevrolet File No: C01619589

Dear Ms. Spikola:

As you know, I have had ongoing problems with my 1999 Corvette Coupe. In my correspondence dated September 21, 2000, I explained that if the problem with the steering column lock recurred, I would be pursuing a repurchase of my car. Unfortunately, on October 9, the same problem occurred, and I brought my car back to Tustin Chevrolet for repair.

On October 11, I again wrote concerning the initiation of the repurchase of my vehicle, as the problem had not been permanently repaired. I was put in touch with Al Gallagher, the area service representative. I had several conversations with Mr. Gallagher on October 11 and 12, in which Mr. Gallagher purported to explain my options, including keeping the vehicle or having Chevrolet repurchase the vehicle. I have since discovered that Mr. Gallagher was not fully informed of the law in California regarding repurchases, and provided some incorrect information during our conversations.

After some consideration, I have decided that I have lost confidence in my vehicle, and, quite frankly, am concerned for my safety and that of my passengers. I understand that even in the highest quality vehicles, sometimes a problem arises that just cannot be remedied. Unfortunately, I have purchased just such a vehicle.

Therefore, I determined that I would like to initiate the repurchase of my Corvette. I left the message for Mr. Gallagher to this effect on Thursday, October 12, 2000, but have not received a return call or any further contact from Mr. Gallagher or anyone at Chevrolet in this regard.

Chevrolet Customer Service
October 16, 2000
Page 2

I would greatly appreciate if someone could contact me so that we may expedite the repurchase process. Please contact me at my office at (949) 788-8900. I look forward to working with you to resolve this matter.

Very Truly Yours, /



[Redacted]
Irvine, CA [Redacted]



09-25-00P02:45 RCYD

Chevrolet
Customer Relations Department
P.O. Box 33170
Detroit, MI 48232-5770

48232+5170 [Barcode]

LAW OFFICES OF
[REDACTED]

[REDACTED]
Attorney at Law

[REDACTED]
Irvine, CA [REDACTED]

Tel: [REDACTED]
Fax: [REDACTED]

September 21, 2000

Chevrolet
Customer Relations Department
P.O. Box 33170
Detroit, MI 48232-5770

Tustin Chevrolet
Attn: Kirk Dailey
16 Auto Center Drive
Tustin, CA 92782-8401
(via fax and mail)
fax: (714) 731-3077

Re: 1999 Chevrolet Corvette
Vin #1G1YY22G5X5132209
Chevrolet File No. C01619589

Dear Mr. Dailey and Chevrolet Customer Relations Department:

I am the owner of a 1999 Corvette Coupe which I purchased in May, 2000. The vehicle currently has approximately 16,500 miles on it. I have had continuing problems with the steering column lock on the vehicle. I reported this problem to the customer service department at Chevrolet and was provided the file number set forth above.

On July 31, 2000, the steering column locked, and the warning "service steering column lock" appeared on the Driver Information Center. At that time the battery had to be disconnected to release the steering. The car was taken to Tustin Chevrolet for repair.

On August 18, 2000, the steering column again locked, and the car had to be towed to Tustin Chevrolet for repair.

Chevrolet / Tustin Chevrolet correspondence
September 21, 2000
Page 2

On September 13, 2000 the Driver Information Center indicated "Service Steering Column Lock." I immediately drove to Tustin Chevrolet and the car was again repaired.

On September 14, 2000 I went to pick up the car at Tustin Chevrolet and before I left the parking lot, the same indicator warning appeared. I left the vehicle at Tustin Chevrolet for further repairs.

On September 15, 2000 I picked up my car from Tustin Chevrolet. On September 16, 2000 the same warning appeared.

I took the car back to Tustin Chevrolet on September 20, where it remains to date.

I am writing to give you notice of the problems with the vehicle, and of my intended actions should this matter not be resolved with the current repairs. I have now had the same problem on five separate occasions, and the problem remains unresolved. I am hopeful that the service department at Tustin Chevrolet can make the final repairs at this juncture and that no further action will be necessary. I have found the service manager and personnel at Tustin Chevrolet to be very helpful and pleasant, and intend no disparagement of them or their work.

However, if this ongoing problem is not repaired at this time, I will request that Chevrolet fulfill its warranty and legal obligations to provide a car that is of merchantable quality in place of the current vehicle which appears to be defective. Of course, I am willing to work with Chevrolet and /or Tustin Chevrolet to resolve the issue in a mutually satisfactory manner should the need arise.

If you have any questions, or wish to discuss this matter, please do not hesitate to contact me at the number above.

Very Truly Yours, 

Irvine, CA



10-16-00P05:27 RCVD

Chevrolet.
Customer Relations Department
Attn: Anna Spikola
P.O. Box 33170
Detroit, MI 48232-5770

48232-5770



October 11, 2000

Chevrolet
Customer Relations Department
Attn: Anna Spikola
P.O. Box 33170
Detroit, MI 48232-5770
(via fax and mail)
fax: (813) 635-4276

Tustin Chevrolet
Attn: Kirk Daeley
16 Auto Center Drive
Tustin, CA 92782-8401
(via fax and mail)
fax: (714) 731-3077

Re: 1999 Chevrolet Corvette
- Vin #1G1YY22G5X5132209
Chevrolet File No. C01719369

Dear Mr. Daeley and Ms. Spikola:

This will follow up on my correspondence of September 21, 2000, regarding ongoing problems with my 1999 Corvette. Unfortunately, since the last repair of my vehicle which was completed on September 22, the same problem has again occurred. The "service steering column lock" indicator has again been activated, causing me to once again take the vehicle to Tustin Chevrolet for repair on October 9, 2000. This is the seventh time in a ten week period that the vehicle has been at the dealership for repair of this problem. It remains at the dealership at the time of this writing.

On October 9, 2000, I contacted Kirk Daeley, the service manager at Tustin Chevrolet, to initiate a repurchase of my vehicle. Mr. Daeley stated that he would contact Al Gallagher, the area service representative, to discuss this situation, and would then call me back. To date, I have not heard from either Mr. Daeley or Mr. Gallagher.

On a related matter, on September 27, 2000, I received a telephone call from Michelle at the Customer Service Center. Michelle informed me that my previous file number, C01619589, was no longer "connected to my name" and that it must have been reassigned to someone else. The bottom line is that the documentation of my previous calls to the Customer Service Center was no longer in existence. Michelle assured me that she had documented the problem with the file numbers. This is troublesome however, as I have been in contact with the Service Center on a number of prior occasions regarding the problem with the steering column lock. I am confident that this error at the service center will not work to my prejudice during the repurchase process.

Please have someone contact me in the immediate future to discuss the most expedient manner in which to resolve this situation. I look forward to hearing from you.

Very Truly Yours, A

A large rectangular area of the document is completely blacked out, redacting the signature and any handwritten notes. A single vertical line extends downwards from the bottom left corner of this redacted area.

[REDACTED]
Irvine, CA [REDACTED]



10-20-00P03:55 RCV8

Chevrolet Customer Relations Department
P.O. Box 33170
Detroit, MI 48232-5770

48232-5770



October 17, 2000

Al Gallagher
c/o Kirk Dealey, Tustin Chevrolet
16 Auto Center Drive
Tustin, CA 92782-8401

Re: 1999 Chevrolet Corvette
Vin #1G1YY22G5X5132209
Chevrolet File No. C01719369

Dear Mr. Gallagher:

Thank you for returning my telephone call yesterday. As I stated in my messages to you and again in our telephone conversation, I wish to begin the repurchase process for my Corvette due to the numerous problems with the steering column lock.

As you requested, I have enclosed the service records for my Corvette which were generated before my purchase of the vehicle. I obtained these records from Frank Parra Chevrolet, the dealership from which the Corvette was originally purchased. I have also included the Extended warranty transfer forms for the vehicle.

The original owner of the vehicle is Ken Holman, 14247 Kelly Road, Forney, TX 751230. I do not have Mr. Holman's home telephone number, but he works at U.S. Fire Protection, Inc., office number is (972) 226-5444.

The vehicle was purchased from, and serviced at, Frank Parra Chevrolet, 1000 E. Airport Freeway, Irving, Texas, 75062 (972) 721-4300. I purchased the vehicle with between 10,000 and 10,500 miles on it.

I understand that you are checking with Chevrolet as to the policy regarding the repurchase of vehicles which were purchased used from out of state. I look forward to hearing from you later this week in that regard.

Al Gallagher correspondence
October 17, 2000
Page 2

Please contact me when you have further information on the repurchase plan, or if you need further information regarding my vehicle.

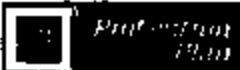
Thank you for your cooperation and assistance.

Very Truly Yours, / s/

A large black rectangular redaction box covering the signature and name of the sender.

Enclosures

cc: Chevrolet Customer Relations Department
P.O. Box 33170
Detroit, MI 48232-5770
(with enclosures)



Transfer Form

TRANSFER OF CONTRACT MUST BE MADE WITHIN 30 DAYS OF TRANSFER OF VEHICLE OWNERSHIP
(REFER TO "TRANSFER" SECTION OF YOUR AGREEMENT)

VEHICLE IDENTIFICATION NUMBER

1 0 1 Y Y 2 2 0 5 X 5 1 3 2 2 0 9

ODOMETER READING AT TIME OF TRANSFER

10 000 X

TRANSFER

Effective immediately, please transfer all Plan coverage remaining on the identified vehicle to the person identified below.

Please only use "NAME" Line

(Please PRINT or TYPE)

FIRST NAME

LAST NAME

OR

ENTER NAME OF BUSINESS OR INDIVIDUAL

FORNEY

TX

ADDRESS OF VEHICLE PURCHASER (PRINT)

DATE OF PLAN CHANGE

MONTH DAY YEAR

05 05 00

A CHECK FOR THE AMOUNT OF \$5.00 PAYABLE TO GMPT OR MRP PLANS MUST ACCOMPANY THIS FORM.
PLEASE PROVIDE PROOF THAT ANY REMAINING NEW VEHICLE LIMITED WARRANTY, IF APPLICABLE,
HAS BEEN PROPERLY TRANSFERRED.

AFTER PROVIDING ALL OF THE ABOVE INFORMATION AND ENCLAVING YOUR CHECK, PLEASE FORWARD THIS
DOCUMENT TO:

Mediation Processing Center

NOTE: For questions regarding transfer, call 1-800-431-5390

© 1994 GM Corp. All Rights Reserved. 36425977

Make checks payable to:

mail to:

Chicago, Illinois

Note: [redacted] was the previous owner of the car. He transferred the extended warranty to me but inadvertently filled in his name as the new owner. Included is a copy of his transfer form that he mailed to me.

5-25-00



Transfer Form

TRANSFER OF WARRANTY MUST BE MADE WITHIN 30 DAYS OF TRANSFER OF VEHICLE
(REFER TO "TRANSFER" SECTION OF YOUR AGREEMENT)

1 6 1 7 7 2 4 6 5 2 5 7 1 2 2 0 9

1 0 0 0 0

LA GUANA MILLS CA

052500

050500

18/11/2000

DISTRICT LISTING

5630

18/11/2000

Page 1

CUSTOMER NAME : [REDACTED]

SERIAL NO. : 140112200015209

R.O. NO. : 214754

R.O. DATE : 04/01/2000

R.O. TIME : 8

MILEAGE : 18111

MILEAGE : 4000

JOB NUMBER : 1 OPERATION 18014

OP. DESC. ENGINE RUMOR

SALE TYPE : C TECHNICIAN NO. 1270

COMPLAINT : RATTLING/ VIBRATION IN REAR QUARTER, EN BUS-STOP LAMINARI

CASE : TEST WAGON, VEHICLE & RILEY, WAGON TO REPLACE LIFT.

COMPLAINT AT THIS TIME.

CORRECTION : NO REPAIRS MADE AT THIS TIME.

JOB NUMBER : 2 OPERATION 18014

OP. DESC. MULTIPLE INJECTION

SALE TYPE : C TECHNICIAN NO. 1814

COMPLAINT : INJECTION SIDE WENT OUT OF LOCK AND WAS A LOT OF PLANT

CASE : SENT OPERATING ON 06/01/01 THIS TIME

JOB NUMBER : 3 OPERATION 18014-02

OP. DESC. ELECTRICAL INJECTION

SALE TYPE : C TECHNICIAN NO. 1814

COMPLAINT : CAN HARD A BODDING NOISE IN REAR QUARTER

CASE : CHILDRN BODDING BODDING NOISE/NOISE PARTS NOISE//

CORRECTION : DISCONNECTED TILT COLUMN TO LIFT ALL NOISE PARTS

AND RECONNECTED AND RECONNECTED TIGHT

WARRANTY : CLAIM NO.

OPERATION NO.

CLAIM NO.

OPERATION NO.

214754

1814

JOB NUMBER : 4 OPERATION 18014-03

OP. DESC. ELECTRICAL INJECTION

SALE TYPE : C TECHNICIAN NO. 1814

COMPLAINT : INJECTION SIDE INJECTION NOISE

CASE : VIBRATOR LOOSE

CORRECTION : TESTED AND REPLACED WITHIN VIBRATOR

WARRANTY : CLAIM NO.

OPERATION NO.

CLAIM NO.

OPERATION NO.

214754

1814

JOB NUMBER : 5 OPERATION 18014-04

OP. DESC. ELECTRICAL INJECTION

SALE TYPE : C TECHNICIAN NO. 1814

COMPLAINT : PROBLEM SIDE WAGON VIBRATOR

CASE : VIBRATOR LOOSE

CORRECTION : TESTED AND REPLACED WAGON VIBRATOR

WARRANTY : CLAIM NO.

OPERATION NO.

CLAIM NO.

OPERATION NO.

214754

1814

JOB NUMBER : 6 OPERATION 18014-05

OP. DESC. VETTE LEVEL 0

SALE TYPE : C TECHNICIAN NO. 1270

COMPLAINT : CUSTOMER REQUEST REPAIRS INJECTION PARTS

CASE : WAGON, ONE SERVICE

CORRECTION : WAGON, ONE SERVICE COMPLETED

10/10/2006
10:11:47

REPORT LINEAGE

PAGE
PAGE 2

R.O. NO. : 251053 R.O. DATE : 09/28/1999 R.O. TYPE : 5
RELEASE : 4602 ADVISOR NO. : 1061

JOB NUMBER : 1 OPERATION 000VZ OP. DESC. TIME AND DISTURBANCE
SALE TYPE : 0 TECHNICIAN MOBILE, PER
COMPLAINT : CUSTOMER STATES: INTERMITTENTLY SMOKING AND OVER FIRING
NOISE
CASE : DENG., ALL REPAIRS NEEDED, NO PROBLEMS NOISE DETECTED
AT THIS TIME

UNIDENTITY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
251053 1999 251053 1999

JOB NUMBER : 2 OPERATION 200VZ OP. DESC. FROM SUSPENSION
SALE TYPE : C TECHNICIAN MOBILE, PER
COMPLAINT : CUSTOMER STATES WHEN ACCEL.,
A RATTLING NOISE CAN BE HEARD COMING FROM THE REAR
CASE : CHECK EXHAUST TUBE MOUNTING
CORRECTION : NOIS FIXED WHILE ON LUNAROCK, NO CHANGE

JOB NUMBER : 3 OPERATION 210VZ OP. DESC. EXHAUST MOUNT
SALE TYPE : C TECHNICIAN MOBILE, 199
COMPLAINT : CUSTOMER STATES: INTERMITTENT NOISE TOP
CASE : INSTALL GLASS TOP
CORRECTION : INSTALL GLASS TOP AND MAGNETIC AND MOUNTING
AND REAR DOOR GLASSES WITH MOUNT

JOB NUMBER : 4 OPERATION 220VZ OP. DESC. EXHAUST MOUNTING
SALE TYPE : C TECHNICIAN MOBILE, 200
COMPLAINT : AND CHECK EXHAUST TUBE—SEE JOB 0020
CORRECTION : COMPLETE

COMMENTS : CALL WHEN DONE

R.O. NO. : 255021 R.O. DATE : 07/06/1999 R.O. TYPE : 5
RELEASE : 30 ADVISOR NO. : 7061

JOB NUMBER : 1 OPERATION 000VZ OP. DESC. PER
SALE TYPE : 1 TECHNICIAN MOBILE, 205
COMPLAINT : PER INSPECTION VEHICLE
CASE : UNIDENTITY REPAIRMENT
CORRECTION : PER COMPLETED

JOB NUMBER : 2 OPERATION 000VZ-03 OP. DESC. STATE INSPECTION - NEW
SALE TYPE : 1 TECHNICIAN MOBILE, 205
COMPLAINT : STATE INSPECTION FOR NEW VEHICLE

December 4, 2000

[REDACTED]
Laguna Hills, CA [REDACTED]

Request: C01719369

Dear [REDACTED]

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

The GMPP SmartCare plan is for the following:

- 24 months or 24,000 miles, whichever occurs first
- A \$ 0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Karla Gray
Customer Relationship Manager

RS0011-T/agp

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 8888
Chicago, IL 60680-8888

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

Customer Name: _____

File Number: _____

Personal Use: ☒ Commercial Use: _____

Reason for offering GMPP: due to 16 steering column repairs related

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1V12265X5132209

Year: 1999 In service Date: 7-24-99 Mileage: 16,500

Division Dealer Code Information: (Circle one below)

Pontiac - 16-99101
Buick - 11-99001

GMC Truck - 48-81784
Chevrolet - 13-70011

Oldsmobile - 15-99001
Cadillac - 12-99000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

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

Payment Approval:

ORR (decision maker): Kelley Williams per Al Gallagher

Plan Selection: GMPP/Smartcare 124/24,000 & deduct

Team Manager/Supervisor: Carol Williams Date: 11/30/00

976106354

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1614422G5X5132209

YEAR

MAKE

MODEL

1999 Chevrolet Corvette

CURRENT ODOMETER

PLAN PURCH. DATE

COMM.

EMER.

4WD

14500 11-29-00

(SELECT ONLY ONE)

GMPT

MRP

MAJOR GUARD

CUSTOM

POWERTRAIN

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLANS PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD
The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles, and end at the earlier of the selected time/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

VEHICLE IN SERVICE DATE

7-24-99

MONTHS
MILES

36 48 60 72

OPTIONAL DEDUCTIBLE

50,000 60,000 70,000 100,000

\$100
\$200

The time and mileage of any plan selected below will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. These plans can be purchased only at the time of vehicle purchase. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

OPTIONAL DEDUCTIBLE

12/12,000

24/24,000

36/24,000

\$100
\$200

SmartCare and Mech. Coverage

TOTAL \$

00

MECHANICAL COVERAGE

PRICE \$

TAX \$

TOTAL \$

00

FIRST NAME

MI

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP

Laguna Hills CA

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

DEALER NAME

DEALER CODE

Chevrolet Motor Division

13 70011

ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

Detroit

MI 48232

GEN. HOLDER NAME

Chevrolet Motor Division

MAILING ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

Detroit

MI 48232

By signing this, I agree to all terms and conditions on the "front and back" of this form. I acknowledge and understand that I have read and understood the entire "Terms" tabular. Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

CUSTOMER SIGNATURE

DATE

11/30/00

- ☐ Mailed to National Mechanical Service Center, P.O. Box 6835, Chicago, Illinois 60680-6835
In the state of Arizona, the service company for the MRP program is MRC Services Corporation.
☐ Submitted by GM Access (CDR).

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ORIGINAL COPY

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

WYLIE , TX

CASE NUMBER: 04571834 VIN: 1G1YY22G5Y5101334
MODEL YEAR: 2000
DATE OPENED: 2001-06-15 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-15 MILEAGE: 38000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RELIABLE CHEVROLET
BRC PARENT: DEALER ADDRESS: 800 N CENTRAL EXPY, RICHARDSON, TX, 75080, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) CUST. STATES HIS STEERING COLUMN IS LOCKED
AND HE WAS TOLD BY SOMEONE THIS WAS A

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST. STATES HE'S HAVING A PROBLEM W/HIS 2000 CHEV CORVETTE. CUST. STATES HIS VEHICLE IS AT HIS HOME AND IT ISN'T STARTING B/C HIS STEERING SECTION IS LOCKED. CUST. STATES HE WAS TOLD BY SOMEONE THIS A PROBLEM GM HAS BEEN HAVING. CUST. SEEKS KNOWING WHY THIS ISN'T LISTED AS A RECALL SITUATION. CRM CHECK VIN PROFILE AND FOUND NO RECALLS RELATED TO HIS STEERING COLUMN. CRM ADVISED CUST. A RECALL WOULD ONLY OCCUR IF GENERAL MOTORS FOUND A DEFECTIVE PART AND IN THAT SITUATION THE CUST. WOULD BE NOTIFIED BY MAIL FROM CHEVY. CRM INFORMED CUST. THAT GM COULD NOT ADHERE TO HEARSAY. CRM INFORMED CUST. OF WHAT WOULD HAVE TO BE SUBMITTED FOR CONSIDERATION FOR REIMBURSEMENT. CUST. THANKED CRM AND HUNG UP.
LAMONTE BARLOW/CACATX; 0; 361475522

*****FAR 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 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:
ADDRESS:
HOME PHONE:

MERAUDX , LA

CASE NUMBER: 04271536 VIN: 1G1YY22G5Y5107599
MODEL YEAR: 2000
DATE OPENED: 2001-05-21 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-05-21 MILEAGE:
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: SNELL CADILLAC-CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 701 BARONNE ST., NEW ORLEANS, LA, 70113, USA

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

T22 CSI Reply Other
0 REPAIR ATTEMPT(S) SURVEY RCVD 5/21/01

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKS HAPPENS TOO OFTEN

COLUMN LOCK HAPPENSTOO OFTEN Auto-Text(Letter Request) Accessed for this Request, with a
M/M/Y of CHEVROLET CORVETTE COUPE 2000 .

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

SURVEY RCVD 5/21/01
CUST STATES THAT COLUMN LOCK CONCERN NEEDS TO BE ADDRESSED IN HIS VEH. CUST FEELS THAT IT
HAPPENS TOO OFTEN. CRM IS SENDING CUST LETTER SUV0012 BECAUSE IT SHOULD BE ADDRESSED OR
LOOKED AT.
MEGAN WELTER/CAC/PDX; 0; 359349098
2001-05-21

*****TO NEXT CRM*****
PLEASE INFORM THE CUST THAT WE HAVE DOCUMENTED THEIR CONCERN ABOUT THE COLUMN LOCK CONCERN
THAT IT SHOULD BE ADDRESSED.
MEGAN WELTER/CAC/PDX; 0; 359349179
2001-06-01

GL REVIEWED REQUEST AND APPROVED
SENT TO MSX ON TO PROCESS
NICOLE REW/GL/PDX/CARS; 0; 360284954

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

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:

*****BEC CONTACT INFORMATION*****

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

[illegible]

Change to: 1 3

Thank you for having your vehicle serviced at Small Chevrolet

Director - Customer & Relationship Services

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

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

**- PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON APRIL 2, 2001, COMPLETE THIS SURVEY. -*

About Your Chevrolet Dealer's Service Department

- | Completely
Satisfied | Very
Satisfied | Satisfied -
Satisfying | Satisfied -
Satisfying | Not at All
Satisfied |
|-------------------------|-----------------------|---------------------------|---------------------------|-------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- | Yes | No | Does Not Apply/Not Respondent | Don't Know |
|-------------------------------------|--------------------------|-------------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- **□** **▢**

- | Completely
Satisfied | Very
Satisfied | Satisfied | Not
Satisfied | Not At All
Satisfied |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <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 | Not Satisfied | Partially Satisfied |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- | Yes | No | Not Applicable | Don't Know |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Do Not Respond/Refused |
|---|---|---|---|---|---|
|  |  |  |  |  |  |

- | Yes | No | No Time
Provided |
|-------------------------------------|--------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <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
 - ☐ Work performed did not correct the problem
 - ☐ Service Department could not duplicate problem
 - ☐ Service Department was too busy
 - ☐ Parts not available
 - ☐ I declined repair
 - ☐ Other (please specify) _____
 - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/worksheet?.....
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 General Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 2000 Corvette?.....
19. Do you have any comments/recommendations about your:

Dealership: _____

Vehicle: CORVETTE 2000 PROBLEM NEEDS TO
BE ADDRESSED IN A URGENT
MANNER HAPPENS TOO OFTEN

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-422-1939

Please return this questionnaire in the self-addressed, postage-paid envelope 0499

101YY22551910700 24820
2111390757 5853E15804 383209

May 21, 2001

[REDACTED]
Meraux, LA [REDACTED]

Request: C04271536

Dear [REDACTED]

Thank you for taking the time to respond to our Customer Satisfaction Survey.

We are glad you took the time to write. We are highly interested in learning about the experiences and opinions of our customers. This type of information is very important to us in evaluating public reaction to our products.

We have taken your comments very seriously, and they have been brought to the attention of our Engineering people in our organization for future consideration.

Thank you again for your feedback. If you have any additional comments, please feel free to contact us at 1-800-222-1020 between the hours of 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Sincerely,

Megan Welter
Customer Relationship Manager

CS108-P/nlr

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

LAKEWAY, TX

CASE NUMBER: 03690062 VIN: 1G1YY22G5Y5108414
MODEL YEAR: 2000
DATE OPENED: 2001-04-02 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-04-26 MILEAGE: 27000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CHAMPION CHEVROLET
BRC PARENT: DEALER ADDRESS: 11400 RESEARCH BLVD, AUSTIN, TX, 78759, USA

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

S06 Service Delayed Other
4 REPAIR ATTEMPT(S) SERVICE DELAYED AT DEALER

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

C07 Window Other
3 REPAIR ATTEMPT(S) WINDOWS LEAKING

C44 Sunroof/T-Top (including Power - Removable Top) Water Leak
3 REPAIR ATTEMPT(S) LEAKING T TOP

N91 Fog Lamps Other
1 REPAIR ATTEMPT(S) MOISTURE GETTING IN FOG LAMPS

C07 Window Other
0 REPAIR ATTEMPT(S) WINDOWS ON BOTH DRIVER AND PASSENGER SIDE
HIT THE SENSOR TABS

Service delayed at dealership

CRM ACTIONS:

CRM to advise customer, "There are times that unforeseen delays occur at a dealership and we do apologize for any inconvenience you may have experienced. I have documented your concerns and these are helpful as they are reviewed periodically by both GM and your local dealership. Thank you for your comments." NOTE TO CRM: If needed, please contact the Service Manager at the customer's dealership and advise of customer concern.
Service delayed at dealership

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

cust STATES that she has had numerous problems with her veh. including, one of the remotes to her alarm system doesn't work, the steering column locked up (which dealer did fix), seals on window and hatch on t top is leaking, glove compartment is crooked b/c dealer took dash apart, moisture is still getting in the fog lamps, the windows on both the drivers side and passenger side hit the sensor tabs, the dealer said they would paint the lamp mirror on passenger side. cust STATES none of these things have been taken care of b/c dealer keeps telling her to come back. cust STATES she has been back and forth to this dealer and has had car towed 4x. Cust STATES she is original owner of veh but she does not get her maintenance done at dealership and she has not paid for any expenses outside her warranty. cust SEEKS to have these repairs done asap and for cust to get a loaner veh while these repairs are happening. crm ADVISED that crm will call dealer. crm attempted to call dealer but service dept. had left for the; 0; 355115854

2001-04-02

****CONT. day. crm will call dealer for cust and set a call back w/cust for 4/4/01 between 3-5pm pst. jennifer knoy/cars/pdx.; 0; 355116011
2001-04-04

CRM ATTEMPTED TO CONTACT CUST BUT CUST WAS NOT HOME. CRM LEFT VOICE MESSAGE LETTING CUST KNOW THAT CRM IS STILL RESEARCHING AND WILL TRY TO GET A HOLD OF HER TOMORROW 4/5/01 BETWEEN 2-4PM PST. JENNIFER KNOY/CARS/PDX.; 0; 355279966
2001-04-05

crm attempted to reach svc mgr but he was unavail. crm will transfer dealer call to AM CRM. **MORNING CRM** please find out from dealer why cust has not gotten these repairs fixed and they need to be addressed asap and cust seeks a loaner veh. Jennifer knoy/cars/pdx.; 0; 355360616
2001-04-05

crm attempted to contact cust but cust was not home. crm left voice message letting cust know that crm is still researching and hasnt been able to reach svc mgr as of yet. crm set call back for monday between 2-4pm pst. jennifer knoy/cars/pdx.; 0; 355364895
2001-04-09

CRM contacted cust and advised that previous CRM has not yet been in contact w/ the svc mgr. Cust states that she does have an update, that is that she cannot get a rental from her dealer, that she wants a competent mechanic to fix her vehicle and for the svc mgr to inspect the vehicle before she picks it up. CRM advised that previous CRM will attempt contact w/ the dealer again tomorrow. Cust states that she can be reached at her work number: 512-454-0330 between 9-6PM CST.
CRM will forward back to previous CRM for completion. Kelsey Tanabe/CAC/PDX; 0; 355719999
2001-04-10

CRM CLLD DLR & WAS UNABLE TO REACH ANYONE IN SVC DEPT. CRM WILL ATTEMPT TO CLL BCK. JAINESANDAGE PDX CAC; 0; 355763877
2001-04-10

CRM CLLD DLR & SVC MGR, JON. CRM ADVSD OF CUST CONCERNS. JON STATED TO HAVE THE CUST CLL & SET UP APPT & BRING THE VEH IN. CUST WOULD RECEIVE A RENTAL ONLY IF THE VEH IS IN THE SHOP OR OVER 8 HOURS, STAYING OVERNIGHT OR THE VEH IS INOPERABLE. PLS ADVS CUST. CRM WILL FORWARD BCK TO PM CRM KNOYJ. JAINESANDAGE PDX CAC; 0; 355772691
2001-04-10

CRM ATTEMPTED TO CONTACT CUST BUT CUST WAS NOT HOME. CRM LEFT VOICE MESSAGE TO CALL CAC. **NEXT CRM** IF CUST CALLS IN PLEASE LET HER KNOW THAT THE DEALERSHIP WOULD LIKE HER TO CALL AND SET UP AN APPT. AND IF HER VEH. HAS TO BE THERE FOR 8 HOURS OR MORE SHE WILL GET A RENTAL VEH. JENNIFER KNOY/CARS/PDX.; 0; 355790676
2001-04-13

CRM ATTEMPTED TO CONTACT CUST BUT CUST WAS NOT HOME. CRM LEFT ANOTHER VOICE MESSAGE TO CALL CAC. JENNIFER KNOY/CARS/PDX.; 0; 356052302
2001-04-23

crm attempted to call cust but cust was not home. crm will send call cac letter. Jennifer Knoy/cars/pdx.; 0; 356919661
2001-05-02

*****NEXT CRM*****WHEN CUST CALLS PLS ADVISE: CRM CLLD DLR & SVC MGR, JON. CRM ADVSD OF CUST CONCERNS. JON STATED TO HAVE THE CUST CLL & SET UP APPT & BRING THE VEH IN. CUST WOULD RECEIVE A RENTAL ONLY IF THE VEH IS IN THE SHOP OR OVER 8 HOURS, STAYING OVERNIGHT OR THE VEH IS INOPERABLE. PLS ADVS CUST. JAINESANDAGE PDX CAC; 0; 357692230
2001-05-02

Reviewed file and approved letter RS0006 sent to mex for printing. GWL/JEANNE OLSON/PDX; 0; 357692406

*****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:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

DEPRECIATION:

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

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

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:	6431833	VIN Number:	1G1YY22G5Y5109059
Date Opened:	04/29/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B16447	Mileage:	28093
Address:	LANCASTER MOTOR COMPLANCASTER	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN COLUMN WOULD NOT UN LOCK.

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/29/2003 15:04:55 SBD TEMPLATE - WENGER

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)

BROOKS FAULKENBERRY (TECH)

CUSTOMER CONCERN -

SERVICE COLUMN LOCK

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

TECH CALLED STATES THAT VEHICLE'S STEERING COLUMN WOULD NOT UN LOCK. TECH STATE HE CAN NOT DUPLICATE.. TECH LOOKING FOR INFO. TECH STATES HAS LOT OF LOSS OF COMMUNICATION CODES. TECH LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH ON PI A000265. CHECK KEY IN STATUS, CHECK POWER TO G201, G202. TECH TO REPORT

04/29/2003 15:04:55 HISTORY - WENGER

EA02-031 / GM22C

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Bethpage, NY

CASE NUMBER: 1-1390503 VIN: 1G1YY22G5Y5110258
MODEL YEAR: 2000
DATE OPENED: 2002-05-13 SERIES: Corvette
DATE CLOSED: 2002-05-14 MILEAGE: 41000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Ayes DEALER NAME: Valley Stream Chevrolet-Geo, Inc.
BRC PARENT: DEALER ADDRESS: 709 W Merrick Rd, Valley Stream, NY, 11580-4824, USA

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

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

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

Steering Column Lock-up.; ; 2002-05-14
2002-05-13

Svc Mgr *John Vetere*; ; 2002-05-13
2002-05-14

Svc Mgr *John Vetere*; ; 2002-05-14
2002-05-14

Steering Column Lock-up...; ; 2002-05-14
2002-05-14

Service Request has been Closed Dissatisfied.; ; 2002-05-14

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:
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: ,

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:		

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6526903	VIN Number:	1G1YY22G5Y5111104
Date Opened:	6/6/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	H25177	Mileage:	41504
Address:	DRAKE CHEV-OLDS-PONTMONTICELLO	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN 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--

06/06/2003 09:43:18 SBD TEMPLATE - BEERE

STRATEGY BASED DIAGNOSTICS

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

VEHICLE NOT AT DEALER

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

CUSTOMER CONCERN - STEERING COLUMN LOCKED AND WON'T RELEASE. VEHICLE NOT AT DEALER YET.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) DEALER SAYS HE'S CALLING BECAUSE HIS SM TOLD HIM TOO.

TAG RECOMMENDATION - ADVISED DEALER TO GET VEHICLE IN SHOP. VERIFY THE CONCERN, CHECK FOR CODES, CHECK BCM DATA FOR STEERING WHEEL LOCK ACTUATOR. DEALER TO CHECK FOR FAULT AT COLUMN LOCK RELAY AND BCM CONNECTOR.

06/06/2003 09:43:18 HISTORY - BEERE

06/09/2003 14:54:21 BENNETT - UPDATE.

EA02-031 / GM22C

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

ROGER DAVIS TECH.

CUSTOMER CONCERN -

CAR NOW IN THE SHOP.

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

HAS NO CODES BECAUSE THE BATTERY HAD BEEN DISCONNECTED. DEALER HAS ONLY SCANNED THE CAR FOR CODES AND FOUND NONE. DEALER HAS CHECKED GROUNDS G201 AND G202.

TAC RECOMMENDATION -

TAC ADVISE DEALER OF ISSUES WITH THE ELC RELAY.

TAC ADVISE DEALER TO USE THE DIAGNOSTICS FOR THE 2001 YB.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LAURINBURG

NC

HOME PHONE:

CASE NUMBER: 05282376

VIN: 1G1YY22G5Y5111930

MODEL YEAR: 2000

DATE OPENED: 2001-08-10

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-08-16

MILEAGE:

SOURCE: Mail

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: DIEFFENBACH CHEVROLET/OLDSMOBILE/CAD

BRC PARENT:

DEALER ADDRESS: 1209 E BROAD AVE., ROCKINGHAM, NC, 28379, USA

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)Customer Satisfaction
surv rec'd 08/10/01C21 Seat Track/Adjuster/Rail/Anchor Bolts
0 REPAIR ATTEMPT(S)Other
process of malfunctioningM41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
locked unexplainedly

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_Corepo 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*****

corr rec'd.

Cust concern not fixed this repair attempt due to being intermittent concern. Cust satis. w/dlr and very satis w/veh. In cmta... cust states ...DLR:New location for this dealer - acquired existing one - getting better. VEH - need better finish, a little less plastic, lights failed early due to short, wire in contact. With sharp edge- steering column locked unexplainedly, auto seat is in process of malfunctioning. CRM unable to make call attempt due to time zone. CRM will attempt on tues 8/14 between 5-6 pm pst.

nadiya cantebury/cac/pdx/appr; 0; 366352326
2001-08-14

1ST ATTEMPT - CRM SPOKE WITH WIPE OF CUST AND GAVE CALL CAC MESSAGE. CRM WILL MAKE SECOND ATTEMPT ON THURS 7/16 BETWEEN 5-6 PM PST.

NADIYA CANTEBURY/CAC/PDX/APPR; 0; 366690844
2001-08-14

PLEASE NOTE DATE CHANGE ON LAST CMT - 8/16 NOT 7/16.; 0; 366690873
2001-08-16

2ND ATTEMPT - CRM REACHED WIFE AGAIN AND SHE STATED THAT SHE GAVE HIM THE INFO BUT DOES NOT
KNOW WHAT HIS INTENTIONS ARE TO DO WITH IT. CRM LEFT ANOTHER CALL CAC MESSAGE AND ADVISED
WIFE OF CUST THAT CRM WOULD BE SENDING LETTER. CRM SUBMITTED LETTER SU0003.
NADIYA CANTERBURY/CAC/PDX/APPR; 0; 366862795
2001-08-17

CRM REVIEWED AND APPROVED LETTER REQUEST SU0003. CRM WILL FORWARD REQUEST TO MSX FOR
FULFILLMENT. RONNI OAKLEY/CAC/PDX APPROVER; 0; 366957746

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

About Your Service Consultant/Advisor - Continued

8. How satisfied were you with the explanation you were given of all services performed?.....
9. Overall, how satisfied were you with your Service Consultant?.....

About Service Delivery

11. When you picked up your vehicle, 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
- ☐ Work performed did not correct the problem
- ☒ Service Department could not duplicate problem
- ☐ Service Department was too busy

- ☐ Parts not available
- ☐ Declined repair
- ☒ Other (please specify) *Intermittent problem*
- ☐ 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 Chevrolet Chevrolet?.....

17. Would you recommend this dealership for service?.....

18. Overall, how satisfied are you with your 2008 Corvair?.....

19. Do you have any comments/recommendations about your

Dealership: *New location for this dealer - acquired*

Quality care - getting better

Vehicle: *Need better finish - a little less plastic*

lights faded early days to start - were in contact

with shop edge - pretty ok. fixed

20. Are you ... ☒ Male ☐ Female

21. Your age ... ☐ Under 25 ☐ 25-34 ☒ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older

22. May we include your name when providing this information to your dealership? ☒

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: 1-800-322-1029

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10062, TOLEDO, OH 43060-0062

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Canton, MA

CASE NUMBER: 1-134416259 VIN: 1G1YY22G5V5114973
MODEL YEAR: 2000
DATE OPENED: 2003-08-26 SERIES: Corvette
DATE CLOSED: MILEAGE: 24773.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Tom Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 391 Providence Hwy Rte 1, Norwood, MA, 02062-3913, USA

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

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

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

RECALL 01044; ; 2003-08-27
2003-08-28

1-134416259; ; 2003-08-28
2003-08-26

RECALL 01044 CLOSED; ; 2003-08-26
2003-08-26

1-134416259; ; 2003-09-04
2003-08-27

1-134416259; ; 2003-09-03
2003-09-04

1-134416259; ; 2003-09-04
2003-09-04

1-134416259; ; 2003-09-04
2003-09-10

1-134416259; ; 2003-09-09
2003-09-09

Service Request has been Closed Dissatisfied.; ; 2003-09-09
2003-09-15

SR in Status of Closed has been Re-Opened by KIRKLAND; ; 2003-09-15
2003-09-15

Service Request Ownership has changed FROM: BATHOL TO: KIRKLAND; ; 2003-09-15
2003-09-15

Exec received a directive to address the cust request; ; 2003-09-15
2003-09-17

S. Calderone received email from Joy Hutchkiss of Product Investigations seeking status update.; ; 2003-09-17
2003-09-17

Outbound Call Customer; ; 2003-09-17
2003-09-17

Exec called Sheri Calderone in Detroit; ; 2003-09-17
2003-09-18

Inbound Call Customer; ; 2003-09-18
2003-09-18

Exec called Sheri Calderone in Detroit; ; 2003-09-18
2003-09-18

Inbound Call Customer; ; 2003-09-18

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME :
COMPANY :
ADDRESS :

CONTACT NUMBER : 1
CONTACT TYPE :
CONTACT PHONE :

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

CASE NUMBER:	05591493	VIN:	1G1YY22G5Y5118456
DATE OPENED:	2001-09-27	MODEL YEAR:	2000
DATE CLOSED:	2001-11-02	SERIES:	UNKNOWN
SOURCE:	Phone	MILEAGE:	15000
BRC TYPE:	No	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	GORDON CHEVROLET
		DEALER ADDRESS:	16414 N DALE MABRY HWY., TAMPA, FL, 33618, USA

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

J01 Engine	Other
2 REPAIR ATTEMPT(S)	squeak noise
M41 Steering Column/Lock/Attaching Parts	Other
2 REPAIR ATTEMPT(S)	lock up
G01 Axle/Differential/Driveline	Other
4 REPAIR ATTEMPT(S)	growling noise
T44 Maintenance Certificate (Oil Change)	Other
1 REPAIR ATTEMPT(S)	cust inconvenience
S86 CAC Resolved With Goodwill	CAC Resolved With Goodwill
1 REPAIR ATTEMPT(S)	cac resolved with goodwill

FINAL- FL

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

crm left vm for avm don reeves as fyi.louise gentile/legal corres/tampa x58150; 0; 370542691
2001-10-01

crm received letter from cust stating vehicle has 3 concerns to be addressed.growling/grinding noise occurring when turning and starting/stopping,squeaking noise coming from engine,and tapping sound which is thought to be coming from the piston when 1ststarting up and last approx 30 seconds.cust states he has been to dealership at least 4 times and they have not been able to correct concerns.at this time cust is seeking for vehicle to be check out by another dealer and final attempt.louise gentile/legal corres/tampa x58150; 0; 370799990
2001-10-01

crm left another vm for avm don reeves requesting input for getting cust in to another dealer.louise gentile/legal corres/tampa x58150; 0; 370800059
2001-10-01

crm spk to skip graney service director and was advised cust has had several concerns.svc dir states the growling/grinding noise in rear differential has been lubricated as per tan and so far cust is the only one who states sounds are still there.svc dir states when test drove vehicle could not hear sounds.svc dir also states could not dup the squeak in engine nor the tapping noise.crm will wait for response from avm.louise gentile/legal corres/tampa x58150; 0; 370801910
2001-10-05

crm left another vme for avm to call back and advise if he can suggest another dealer for cust to go to for final or if he wants cust to stay with gordon dealership. cust advised crm previously he does not want to go back to gordon's. louise gentile/legalcorres/tampa x58150; 0; 371154378
2001-10-05

crm left vme for cust to call back. louise gentile/legal corres/tampa x58150; 0; 371154536
2001-10-05

crm rec'd call back from cust. crm apologized to cust for not getting back to him sooner and advised him crm will contact another chevrolet dealer on monday to set up final attempt. crm will wait until monday morning for response from avm. cust agreed louise gentile/legal corres/tampa x58150; 0; 371163476
2001-10-05

crm rec'd call back from avm don reeves stating cust may go to roger whitley dealership if ok with svc mgr. crm contacted svc mgr jim brinkley and he would like for cust to come in on tuesday 10/9. crm left vme for cust to call back. louise gentile/legal corres/tampa x58150; 0; 371164331
2001-10-10

cust has not responded to 1st call. crm left another vme requesting call back asap to set up appt for him to go to roger whitley dealership. if no response by monday crm will send out n contact letter. louise gentile/legal corres/tampa x58150; 0; 371589075
2001-10-17

crm sent no contact letter to cust. cust has not responded to vme for call back so that an appt maybe set up for final attempt. louise gentile/legal corres/tampa x58150; 0; 372179289
2001-10-18

Auditor approving letter request. Betsy McGhee/Goodwill Approval Group/Tampa; 0; 37228052
2001-10-18

cust called back and stated he has been out of town till today. crm contacted dealership roger whitley to set up appt for final attempt and was advised svc mgr will not be back till monday. cust and crm agreed to wait until then to set up appt. louise gentile/legal corres/tampa x58150; 0; 372292200
2001-10-22

final attempt set for 10/24/01 wednesday. crm sent final attempt letter. louise gentile/legal corres/tampa x58150; 0; 372629388
2001-10-22

final attempt set at roger whitley chevrolet. louise gentile/legal corres/tampa x58150; 0; 372629469
2001-10-23

AUDITOR APPROVED LETTER PAMELA MOREAU/TPA; 0; 372697580
2001-10-31

crm spk to cust and was advised so far everything is working and no concerns. crm sending cust oil change letter for inconvenience. louise gentile/legal corres/tampa x58150; 0; 373400297
2001-11-01

LIASON PRE APPROVING OIL CHANGE LETTER. JAN HANTHORNE/TPA/GOODWILL LIASON-F; 0; 373485126
2001-11-02

liaison found no other request through vin search. final approval by fran dukes/goodwill liaison/tpa.; 0; 373581982

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE 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:

October 22, 2001

[REDACTED]
Tampa, FL [REDACTED]

Request number: C05591493
VIN: 1G1YY22G5Y5118456

Dear [REDACTED]

Thank you for your recent correspondence dated September 23, 2001 regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Roger Whitley Chevrolet. As per our conversation on October 22, 2001 this repair opportunity will take place on October 24, 2001.

If you have any further questions, please contact me at 1-800-231-1841 extension 58150 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Louise Gentile
Customer Relationship Manager

LC1001-T/pjm

November 1, 2001

[REDACTED]
Tampa, FL [REDACTED]

Request: C05591493

Dear [REDACTED]

We are sorry you have experienced concerns with your 2000 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary oil change which includes an oil filter for your General Motors vehicle. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Louise Gentile
Customer Relationship Manager

RS0015-T/jth

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

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

October 17, 2001

[REDACTED]
Tampa, FL [REDACTED]

Request Number: C05591493
VIN #: 1G1YY22G5Y5118456

Dear [REDACTED]

Thank you for your recent correspondence dated September 23, 2001 regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Unfortunately, my attempts to contact you have been unsuccessful. I have tried to contact you on the following dates: October 5th, 2001, and October 10th, 2001 to set up an appointment at Roger Whitley dealership for a final attempt.

Please feel free to contact me at 1-800-231-1841 extension 58150 Monday through Friday Eastern Standard Time 8:00 am to 4:00 PM and I would be happy to assist you.

Sincerely,

Louise Gentile
Customer Relationship Manager

LC1001-T/bam



Tampa, FL
Tel
Cell

September 23, 2001

VIA USPS EXPRESS MAIL
#EF32328621 | US

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

Dear Customer Assistance:

On February 15, 2000 I leased a 2000 Corvette Coupe from Gordon Chevrolet in Tampa, FL. Since April of 2001 I have had numerous mechanical problems and one in particular has still not been repaired despite four different attempts.

My car has a consistent growling/grinding noise that occurs when turning and when starting and stopping. As you can see from the attached chronology, the first three times the cause was diagnosed as a lubricant problem involving the rear differential. On the third occasion, the Service Director, "Skip" drove the car with me to verify the continued problem. He contacted GM technical services and was told to use a "special" lubricant that had a 100% success rate in cars having this problem. The repair was made and like all the other attempts, the problem came back in a few weeks.

The fourth and last time I brought the car in was on 8/31/01. That morning I called my service advisor, Steve Shaw and informed him that the growling noise was back. He asked me to bring it in and on the way to the dealership, it had to be towed in because the steering column locked up. (Apparently a very well know problem among your corvettes). When I arrived, I reported four problems: steering column locked, growling noise returned, constant engine squeak when car is in drive, and an engine tapping noise during cold start up lasting 30 seconds.

The car was kept from Friday through Wednesday. (Monday was a holiday). Steve called me on Tuesday 9/4 to tell me the steering column was fixed but that the service department could not duplicate the other 3 noises. He asked me to ride with a service advisor to help point out the noises.

On Wednesday 9/5 I rode with "Bob" and all three noises could be heard. The tapping was thought to be a piston which I was told to ignore because GM builds certain tolerances in the mechanics. Regarding the engine squeak, they could hear the squeak, but not find the cause until I left it with them to go through again. The growling noise was thought to be a body rattle and not the rear differential that had already been supposedly fixed three prior times. They couldn't really tell until they can go over it again. I had already turned in the rental, and Steve suggested that since it was approaching the weekend, that I return the following Monday and drop it off again. Needless to say I did not return. If this wasn't so sad it would be comical.

Customer Service Assistance
Page 2

The bottom line is that I am spending a great deal of money and what is supposed to be a high performance car. From where I stand that is my first GM product and I am very disappointed in the car and the service I have not received on it.

In order to protect my rights regarding defective products, pursuant to the Lemon Law, I am formally notifying you of my problems and expect that your company will do what is necessary to fix my car. The car has been in the shop four times now for the same problem, as well as all the other repairs it had to have.

I will no longer take my car back to Gordon Chevrolet, as it is obvious they are incapable of making the repairs.

I expect to be contacted shortly with a plan for repairing the car and salvaging any hope of me ever buying a GM/Chevrolet product in the future.

I may be reached [REDACTED] or at the address listed above.

Thank you for your prompt attention to this matter.

Sincerely,

[REDACTED]

[REDACTED]

Chronology of Repairs

8/28/00

Bad Battery Cell

4/24/01

Growling/Rattling Noise

Cause: Rear end slip stick

Drained rear end, refilled added additive

Fuel Gauge reads empty

Cause: LT and RT Fuel Senders bad-ordered parts

Pulsating when braking

Cause: Out of round

Refaced both Front and Rear Rotors

4/30/01

Replaced RT and LT Fuel Senders

Replaced missing lug nut from 4/24/ brake repair.

6/22/01

Growling/Rattling Noise

Cause: Insufficient Lube

Drained rear and put additives in.

Vibration in Steering

Cause: Bad alternator

Replaced alternator and tension per tech bulletin.

7/24/01-7/26/01

Growling/Grinding Noise

Cause: Binding

Serviced rear differential.

8/31/01-9/05/01

Steering Column Locked

Replaced steering lock column.

Grinding/Growling

Nothing Done

Squeak in Engine when engaged.

Nothing Done

Engine Tapping when cold started and driven for 30 sec's

Piston tapping

Ignore



GORDON CHEVROLET

18414 NORTH DALE MABRY

TAMPA, FLORIDA 33618

(813) 989-2800

MV #: 10827



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS ON WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
80% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:

MON-FRI 7:00 AM - 7:00 PM

SAT 8:00 AM - 6:00 PM

PARTS HOURS:

MON-FRI 8:00 AM - 6:00 PM

SAT 8:00 AM - 12:00 PM

*SHOP MATERIAL - A FORD 1/2% CHARGE OF LABOR WITH A MAX. OF \$50.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, FINE, AIRPOWDER, GELAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

DEALERSHIP WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 32,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X

1

CUSTOMER SIGNATURE

INVOICE TO

INVER/OWNER INFORMATION -- INVOICE# 1037021

TAMPA

FL

HOME#

WORK#

FOR OFFICE USE

TIN# 3105 AD# 346 GRENEY, INVOICE# PRELIM WAR W AP
NFI# 413301 TAX RULE# VYNN INVOICED: 09/05/2001 17:18:40
OBDOMETER IN# 14445 DIST# 101
DATES BEGIN: 08/31/01 DONE: 09/05/01

TAMPA

FL

HOME#

WORK#

VEHICLE INFORMATION

VIN 101Y220070116456 LICENSE NUMBER
00 CHEVROLET CORVETTE 2DR CPE
STOCK# 00066467
DATE# INSERVICE: 02/700

CONCERN 44 ALL VALVES REMOVED FROM VEHICLE

CAUSE 0

CORRECTION NO CHARGE

FACTORY TECH 346 - GRENEY, COLIN

CON CODE: 10

FAIL CODE: 10

OPERATION

TECH

MC

346

TYPE# 11

SUBTOTAL
TOTAL CHARGE FOR CONCERN

CONCERN 51 VEHICLE TOWED BY RECTORS POW99947

CAUSE TOW BILL

CORRECTION TOWED FROM TOWED FROM NEW TPA & NEW

PART NUMBER FOR NOTE DESCRIPTION

000 NEW/RECTOR'S/TOWING 099947

FACTORY TECH 346 - GRENEY, COLIN

CON CODE: 10

FAIL CODE: 10

OPERATION

TECH

T2020

346

TYPE# 11

SUBTOTAL
SUBLET REPAIRS
TOTAL CHARGE FOR CONCERN

CONCERN 52 CUSTOMER STATES STEERING COLUMN LOCKED!!!!!!

CAUSE LOCK KEY STICKING, REASONS

CORRECTION HOUSING BROKEN, REPL TILT STEERING COLUMN LOCK ACTUATOR &

COMMENT HOUSING!!!!!! - H REUSE!!!!!!

PART NUMBER FOR NOTE DESCRIPTION

000 02400060

LOCK

QTY

1

PRICE

97.00

000 024043199

HOUSING-S

1

111.00

PRINT# COUNT 2

COPY



GORDON CHEVROLET

16414 NORTH DALE MABRY
TAMPA, FLORIDA 33618
(813) 968-2600
MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
80% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OF USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 5:00 PM
SAT 8:00 AM - 12:00 PM

DEalership warrants labor for 90 days or 4,000 miles with GM parts. Parts and labor are warranted for 12 months or 12,000 miles. No warranty on used or non-GM parts unless otherwise specified.

SHOP MATERIAL - A TYPICAL 15% CHARGE OF LABOR WITH A MAX OF \$150 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TUBES, PINS, AIRCRAFT, SELLING, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

BY CUSTOMER SIGNATURE

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE #	
FOR OFFICE USE		VEHICLE INFORMATION			
TRON 3103, ADDR 346 BREWERY, INVOICE# 09/05/2001 17:18:40 KP		CO CABINETE SILVER		LICENSE NUMBER	
FACTORY TECH 305 - MC DAVID, JAMES		FAIL CODE 1 2F		ANTH. 1 FP	
CON CODE 1 0H		SUBTOTAL		PARTS LAB-MECHANICAL	
TYPE 1 N		TOTAL CHARGE FOR CONCERN			
CONCERN 33 RENTAL REQUIRED FOR STEERING COLUMN REPAIRS FOR 99137		OPERATION MC		TECH 305	
CAUSE RENTAL		QTY 10		SEC	
CORRECTION RENTAL		SUBTOTAL		TOTAL CHARGE FOR CONCERN	
PART NUMBER 000 ENTERPRISE		NOTE DESCRIPTION			
FACTORY TECH 305 - MC DAVID, JAMES		CON CODE 1 0H		SUBTOTAL	
TYPE 1 N		TOTAL CHARGE FOR CONCERN			
CONCERN 34 CUSTOMER STATES WHISTLING NOISE IN REAR END // / / / /		OPERATION MC		TECH 305	
CAUSE COULD NOT DUPLICATE		SUBTOTAL		TOTAL CHARGE FOR CONCERN	
CORRECTION NO CHARGE					
FACTORY TECH 305 - SHAW, STEVE		FAIL CODE 1 0		SUBTOTAL	
CON CODE 1 0		TOTAL CHARGE FOR CONCERN			
TYPE 1 N					
CONCERN 35 CUST. STATES NOISE IN ENGINE RAYLING WHEN FIRST STARTED // / / / / /		OPERATION MC		TECH 305	
CAUSE COULD NOT DUPLICATE		SUBTOTAL		TOTAL CHARGE FOR CONCERN	
CORRECTION NO CHARGE					
FACTORY TECH 305 - SHAW, STEVE		FAIL CODE 1 0		SUBTOTAL	
CON CODE 1 0		TOTAL CHARGE FOR CONCERN			
TYPE 1 N					

COPY



GORDON CHEVROLET

18414 NORTH DALE MABRY

TAMPA, FLORIDA 33618

(813) 988-2800

MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO RETURNS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUND ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
80% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON FURNISH OR USED PARTS.

SERVICE HOURS:

MON-FRI 7:00 AM - 7:00 PM

SAT 8:00 AM - 2:00 PM

PARTS HOURS:

MON-FRI 8:00 AM - 5:00 PM

SAT 8:00 AM - 12:00 PM

SHOP MATERIAL - A TYPICAL 8% CHARGE OF LABOR WITH A MAX. OF \$55.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPES, PINS, ADHESIVES, BELLAS, SOLVENT, RAGS, CARBONATOR CLEANER, FOMBLA, BATTERY CLEANER, WIRE, ETC.

DEalersHIP WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH 60% PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 18,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X

CUSTOMER SIGNATURE

DRIVER TO

DRIVER/OWNER INFORMATION - INVOICE #07021

FOR OFFICE USE

VEHICLE INFORMATION

TRK 3105 ADV 346 GRENEY, INVOICED 09/05/2001 17:18:40 KP

00 CORNETTE

SILVER

LICENSE NUMBER

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE #07021

PARTS	292.20
SURVEY REPAIRS	\$1.00
LAB-MECHANICAL	104.94
MISC. CHARGES	14.44
TOTAL CHARGE	492.48

PAYMENT DISTRIBUTION FOR INVOICE #07021

TOTAL CHARGE

PAY. WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE COLIN A GRENEY
PLEASE FILL OUT CHEVROLET SERVICE SURVEY
AND RETURN TO CHEVROLET

Mr. Goodwin

COPY

CUSTOMER COPY / PARTS



GORDON CHEVROLET

18414 NORTH DALE MABRY

TAMPA, FLORIDA 33618

(813) 989-2800

MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:

MON-FRI 7:00 AM - 7:00 PM

SAT 8:00 AM - 6:00 PM

PARTS HOURS:

MON-FRI 8:00 AM - 6:00 PM

SAT 8:00 AM - 12:00 PM

SHOP MATERIAL - A TOWEL 15% CHARGE OF LABOR WITH A MAX. OF \$85.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PAINT, AEROSOL, SHELLAC, SOLVENT, PAINT, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

DEALER'S WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 18,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

INVOICE TO		CUSTOMER SIGNATURE	
TAMPA		[Signature]	
FOR OFFICE USE		DATE: 06/22/91	
FAC: 1212 ADM 343 SHAW, STE 3000		USE INVOICE	
REF: 415001 TAX RULER VYBIE 00003		USE ONE SILVER	
COUNTER IN 12435 OUT: 12435		BOOK SIGNATURE	
DATES DTOR: 06/22/91 DONE: 06/22/91			
CONCERN 51	ALL VALVEBORES REMOVED FROM V6.	OPERATION	TECH HOU
CAUSE	00	12	343
CORRECTION	NO CHANGE		
FACTORY	TECH 343 - SHAW STEVE		
	CR: CODE : 00		
TYPE: H		SUBTOTAL	
		TOTAL CHARGE FOR CONCERN	
CONCERN 51	CUST STATES WHILE IN LINE TO STOP ENGINE, ENGINE VIBRATES	OPERATION	TECH HOU
	REPLACING NOISE WHEN IN LINE TO STOP ENGINE, ENGINE VIBRATES	1100	305
	ALT VIBRATES		
	TEST ALT OUT PUT (OK)		
	REPLACE ALT AND TENSIONER WITH UPDATED PER ALLESTIN 99' 06 0. 12' 1/2		
	PART NUMBER	QTY	SELL
	0004 010436674		241.61
	000 017866181		49.26
	PARTS COUNT : 2		
FACTORY	TECH 343 - NC DAVID, JIM		
	CR: CODE : 04		
TYPE: H		SUBTOTAL	
		PARTS	
		LABOR-TECHNICAL	
		TOTAL CHARGE FOR CONCERN	
CONCERN 32	CUST STATES GRINDING NOISE WHEN MAKING SHARP TURN TO THE LEFT OR THE RIGHT	OPERATION	TECH HOU
	INSUFFICIENT LUBE	12006	305

COPY



GORDON CHEVROLET

18414 NORTH DALE MABRY
TAMPA, FLORIDA 33618

(813) 969-2800

MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
30% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR ON RESULT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 5:00 PM
SAT 8:00 AM - 12:00 PM

WASH MATERIAL - A TOWN 10% CHARGE OF LABOR WITH A MAX. OF \$50.00 IS
INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPROXIMATE SUPPLY ITEMS
ARE NUTS, BOLTS, WASHING TAPE, SOAP, AIRCRAFT/SPILLAGE, SOLVENT,
FABR, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES WITH
ON PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR
12,000 MILES - NO WARRANTY ON USED OR NON-ON PARTS UNLESS
OTHERWISE SPECIFIED.

CUSTOMER SIGNATURE

INVOICE #

FOR OFFICE USE

TRK 1212 ADV 343 SNAI ST TWO/CE

CORRECTION CHNG. - ENGINE OIL

PART NUMBER

000 012370211

000 001022250

PARTS COUNT 3

FACTORY TECH 305 - MC DAVID JAMES

CON CODE 1 AG

TYPE: M

SUMMARY OF CHARGES FOR INVOICE NUMBER

PARTS

LAB-MECHANICAL

TOTAL CHARGE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN H. SHAW
PLEASE FILL OUT CHEVROLET SERVICE SURVEY
AND RETURN TO CHEVROLET

COPY



GORDON CHEVROLET

18414 NORTH DALE MABRY

TAMPA, FLORIDA 33618

(813) 989-2800

MV #: 10987



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUND AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUND ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 5:00 PM
SAT 8:00 AM - 12:00 PM

DEALERSHIP WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH
500 PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR
12,000 MILES - NO WARRANTY ON USED OR NON-500 PARTS UNLESS
OTHERWISE SPECIFIED.

"BUMP" MATERIAL - A TONER 10% CHARGE OF LABOR WITH A MIN. OF \$50.00 IS
INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS
ARE NUTS, BOLTS, WASHERS, TAPE, FIBER, AEROSOL, SPRAY, SEALANT, SOLVENT,
RAGS, CARWAX/STONER CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

X _____ CUSTOMER SIGNATURE

INVOICE TO _____

DRIVER/OWNER INFORMATION - INVOICE #25197

STATE

FL

TAMPA

HOME

WORK

FL

FOR OFFICE USE

VEHICLE INFORMATION

TAX: 1304 AM: 343 8944 STE INVOICE: FUEL: 14.00 N C J IP
MPS: 415001 TAX RATES: YESMY INVOICE: 07/26/2001 1742155
METER IN: 13600 OUT: 13600
DATE: 07/24/01 DONE: 07/26/01

VIN: 1G1YY2255Y8119456 LICENSE NUMBER: FL 00
00 CHEVROLET CORVETTE 200 CPE
STOCK: 0064467-INV
DATE IN SERVICE: 021700

CONCERN 44 ALL VEHICLES REMOVED FROM VEHICLE

OPERATION - TECH HOUR
NC 043

CAUSE

0

CORRECTION

NO CHANGE

FACTORY

TECH: 343 - 8944 STEVE

COND CODE: 1 0

FAIL CODE: 1 0

TYPE: M

SUBTOTAL
TOTAL CHARGE FOR CONCERN

CONCERN 51 CURT STATES GRINDING NOISE FROM REAR END JOINTS 30 MILES TURNING

OPERATION - TECH HOUR
F2006 350

CAUSE

BINDING

CORRECTION

SERVICE REAR DIFF.

PART NUMBER

000 061002250

000 012345777

PARTS: 0000

FACTORY

TECH: 350 - FERRINGTON, WAY

COND CODE: 1 NH

FAIL CODE: 1 0

LINE NUMBER 07/26/01 1742155

AMT

SUBTOTAL
PARTS
LAB-MECHANICAL
TOTAL CHARGE FOR CONCERN

TYPE: M

CONCERN 52 CURT STATES CHECK BRAKES SQUEAKING WHEN STOPPING

OPERATION - TECH HOUR
NC 350

CAUSE

ROAD TESTED, NORMAL BRAKE SOUND

CORRECTION

NO CHANGE

COPY

CUSTOMER COPY / PARTS



GORDON CHEVROLET

16414 NORTH DALE MABRY

TAMPA, FLORIDA 33618

(813) 969-2600

MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUND AFTER 30 DAYS ON WITHOUT THIS INVOICE. NO REFUND ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
30% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM
SAT 8:00 AM - 12:00 PM

DEALER'S WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH
GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR
12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS
OTHERWISE SPECIFIED.

*SHOP MATERIAL - A TONER 10% CHARGE OF LABOR WITH A MAX. OF \$50.00 IS
INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS
ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSOL, SEALANT, SOLVENT,
FABR, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

X _____ CUSTOMER SIGNATURE

INVOICE TO _____ DRIVER/OWNER INFORMATION -- INVOICE: M05197
_____ VEHICLE INFORMATION
TAG: 1584 ADV: 343 SHW: ST INVOICE: 07/26/2001 17:42:55 KP 00 CORVETTE SILVER LICENSE NUMBER: _____

FACTORY TECH: 350 - PENNINGTON, MIY
COND CODE: 1 0 FAIL CODE: 1 0

TYPE: M SUBTOTAL
TOTAL CHARGE FOR CONCERN

CONCERN	ENTERPRISE RENTAL, CAR	OPERATION	TECH	IDE
ORUSE	RENTAL	NC	346	
CONNECTION	RENTAL			
	PART NUMBER	PG	NOTE	DESCRIPTION
	000 ENTERPRISE	096673		
FACTORY	TECH: 346 - GRENEY, COLIN			
	COND CODE: 1 0			
	FAIL CODE: 1 0			

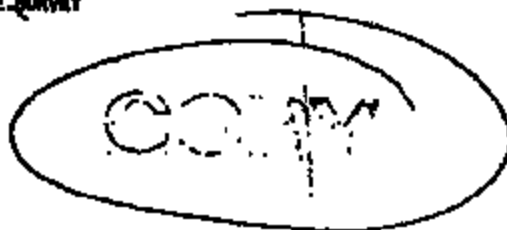
TYPE: M SUBTOTAL
TOTAL CHARGE FOR CONCERN

SUMMARY OF CHARGES FOR INVOICE M05197

PARTS	17.30
LAB-MECHANICAL	30.84
TOTAL CHARGE	48.22

PAYMENT DISTRIBUTION FOR INVOICE
TOTAL CHARGE
FAC WARRANTY

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CIS - CUSTOMER PAY INT - INTERNAL
IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN H SHW
PLEASE FILL OUT CHEVROLET SERVICE SURVEY
AND RETURN TO CHEVROLET





GORDON CHEVROLET

16414 NORTH DALE MABRY

TAMPA, FLORIDA 33618

(813) 986-2800

MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
80% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR ON REBUILT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 5:00 PM
SAT 8:00 AM - 12:00 PM

DEALERSHIP WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH
GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR
12,000 MILES. NO WARRANTY ON USED OR NON-GM PARTS UNLESS
OTHERWISE SPECIFIED.

*SHOP/INTERNAL - A 10% CHARGE OF LABOR WITH A MAX. OF \$100 IS
INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS
ARE NUTS, BOLTS, WASHERS, TAPE, FMS, AEROSOL, SHELLAC, SOLVENT,
RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

X

CUSTOMER SIGNATURE

INVOICE TO

DRIVER/OWNER INFORMATION - INVOICE 135197

TAMPA

HOME

WORK

TAMPA

HOME

WORK

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1004 ADR 340 8MM. STE INVOICE: PRELIM INK N C I KP
MFR: 41ED01 TAX RULES: YYYR INVOICE: 07/26/2001 17:43:14
METER: 100 13499.00/1 13499.00 BMTA: 1ST
DATES: BEGIN: 07/24/01 DONE: 07/26/01

VIN 1G1Y228055110456 LICENSE NUMBER: [REDACTED]
00 CHEVROLET CORVETTE 20R CPE
STOCK: 0004461 (W)
DATES: INVOICE: 021700

CONCERN	22	SYNTHETIC LUBE OIL, 5-FILTER CHANGE-644/35(+)	TAX-ENVIRONMENTAL CHARGES.	OPERATION	TECH
CONNECTION		CHANGE OIL LUBE & FILTER SYNTHETIC		02	314
COMMENT		65A PER LETTER			
		PART NUMBER	POB	NOTE	DESCRIPTION
		000 000010433			OIL FLTR
		000 00000500			CONTROL SYN
FACTORY		TECH 314 - 500A			

Mr. Goodman

SUBTOTAL

HAZARDOUS WASTE CDS
LAB-MECHANICAL
250 CHARGE TO 65A
TOTAL CHARGE FOR CONCERN

TYPE: E LINE: FL0801 MZ NOS

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 135197

PARTS 46.06
HAZARDOUS WASTE CDS 2.26
LAB-MECHANICAL 9.91
250 CHARGE TO 65A 38.24
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE

INTERNAL
TOTAL CHARGE

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
MAR - INVOICE CDS - CUSTOMER
IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN H. SMITH

COPY



GORDON CHEVROLET

18414 NORTH DALE MABRY
TAMPA, FLORIDA 33618
(813) 989-2800
MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 90 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERING AFTER 30 DAYS.
80% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM
SAT 8:00 AM - 12:00 PM

WORK MATERIAL - A TYPICAL 10% CHARGE ON LABOR WITH A MAX OF \$50.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPS, FINS, AEROSOL, SHELLAC, SOLVENT, PASTE, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

DEALERSHIP WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

CUSTOMER SIGNATURE

INVOICE TO

OWNER/OWNER INFORMATION - INVOICE #01150

TAMPA

FL

TAMPA

FL

FOR OFFICE USE

VEHICLE INFORMATION

TRAC 1444 ADM 343 GMA 976 INVOICE: PRELIM WIR N ON
WPM 446001 TRK RULES: YSNV INVOICE: 04/30/2001 14:30:153
ODOMETER IN: 11219 OUT: 11219 DIST: 101
DATES BEGIN 04/30/01 DONE: 04/30/01

VIN 1G1YY2289YH18456 LICENSE NUMBER: [REDACTED]
00 CHEVROLET CORVETTE 2DR CPE SILVER
STOCK# 0004446T
DATE IN SERVICE: 12/17/00

CONCERN 44 ALL WHEELS REMOVED FROM VEHICLE
CAUSE 0
CORRECTION NO CHARGE
FACTORY TECH 343 - SHANK STEVE
CON CODE 1 0

OPERATION TECH NO
JC 343

FAIL CODE: 0

TYPE: M

SUBTOTAL
TOTAL CHARGE FOR CONCERN

CONCERN 51 CUST STATES FUEL PUMP NEEDS REPAIR
CAUSE INTERMITTENT
CORRECTION REPL RT INTAKE FUEL SENSOR & LT FUEL THIN SENSOR & STRANDER
PART NUMBER PO# NOTE DESCRIPTION QTY BILL
SPD 002409042 1 45TH KIT 1 \$6.00
SPD 000097004 1 45TH KIT 1 21.00
0000 000075125 1 45TH KIT 1 179.00
PARTS COUNT 3
FACTORY TECH 343 - MC DAVID JAMES
CON CODE 1 0

OPERATION TECH NO
L1200 305

FAIL CODE: 40

PARTS 1 EP

SUBTOTAL

TYPE: M

PARTS
LAB-MECHANICAL
TOTAL CHARGE FOR CONCERN

CONCERN 52 CUST STATES RIGHT REAR LUG NUT COVER MISSING
CAUSE MISSING
CORRECTION REPL RT REAR LUG NUT COVER
PART NUMBER PO# NOTE DESCRIPTION QTY BILL

OPERATION TECH NO
B0030 305

COPY

CUSTOMER COPY / PARTS



GORDON CHEVROLET

18414 NORTH DALE MARRY
TAMPA, FLORIDA 33618
(813) 989-2800
MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 90 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 90 DAYS.
25% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:

MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:

MON-FRI 8:00 AM - 5:00 PM
SAT 8:00 AM - 12:00 PM

SHOP MATERIAL - A TOWEN 15% CHARGE OF LABOR WITH A MAX. OF \$50.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPES, PMS, AEROSOL, BELLING, SOLVENT, PASS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES WITH 8M PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-8M PARTS UNLESS OTHERWISE SPECIFIED.

X _____
CUSTOMER SIGNATURE

INVOICE TO

RETURN/OWNER INFORMATION -- INVOICE# 1031190

FOR OFFICE USE**VEHICLE INFORMATION**

TRK: 1646 ADV: 343 SVW: ST INVOICE# 04/30/2001 16150453 SH 00 CORVETTE SILVER LICENSE NUMBER: FL 00

000 009393229

CAP-M/NUT

1 .00 .00

PARTS COUNT

1

FACTORY

TECH: 305 - MC DAVIN JAMES

CON CODE: 1 VQ

FAIL CODE: 1 VQ

SUBTOTAL

PARTS

LAB-MECHNICAL

TOTAL CHARGE FOR CONCERN

TYPE: M

CONCERN 70+ PARTS PILOT PROGRAM

CAUSE LOCAL

CONNECTION AUTOMY CASE, TPA PT # 8005124

FACTORY TECH: 344 - GENEY, COLIN

CON CODE: 1 VQ

FAIL CODE: 1 VQ

OPERATION

TECH H

23000

344

SUBTOTAL

TOTAL CHARGE FOR CONCERN

TYPE: M

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 1031190

PARTS 331.63

LAB-MECHNICAL 200.51

TOTAL CHARGE 532.14

PAYMENT DISTRIBUTION FOR INVOICE

TOTAL CHARGE

PAC WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN H SHIN
PLEASE FILL OUT CHEVROLET SERVICE SURVEY
AND RETURN TO CHEVROLET

COPY



GORDON CHEVROLET

16414 NORTH DALE MABRY
TAMPA, FLORIDA 33618
(813) 969-2600
MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 6:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM
SAT 8:00 AM - 12:00 PM

*SHOP MATERIAL - A TOUGH 15% CHARGE OF LABOR WITH A MAX OF \$500 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WAXERS, TAPE, FINE, AEROSOL, INELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

DEALERSHIP WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH 90 PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GEN PARTS UNLESS OTHERWISE SPECIFIED.

X _____ CUSTOMER SIGNATURE

INVOICE TO		DRIVER/OWNER INFORMATION - INVOICE NUMBER	
TAMPA FL		TAMPA FL	
FOR OFFICE USE			
TRM 1570 ADV: 343 BMM, STE INVOICE: PRELIM WIR W		VIN 101YV2200Y5118934	
NPD: 415001 TAX RULES: TYSNY INVOICE: 04/24/2001 17:22:47		00-CHEVROLET CORVETTE	
METER IN 11875 OUT 11075		STOCK# 00066467	
DTE: BETA: 04/24/01 DOME: 04/24/01		DTE: INSERVICE: 021700	
CONCERN 44	ALL VOLUMES REMOVED FROM VEHICLE	OPERATION	TECH H
CHARGE	0	NC	343
CORRECTION	NO CHARGE		
FACTORY	TECH 343 - BMM, STEVE		
	CON CODE		
TYPE 1	FAIL CODE 1 0	SUBTOTAL	
TOTAL CHARGE FOR CONCERN			
CONCERN 51	CURT STATES RATTLE WHEN IN REVERSE AND BRKING UP OR SLOWLY IN TRAFFIC POSS FROM REAR	OPERATION	TECH H
CHARGE	ROAD TEST REAR END, SLIP STICK	F3270	305
CORRECTION	CONDITION DRAINED REAR END REFILLED AND ADDED ADDITIVE		
	PART NUMBER FOR NOTE DESCRIPTION QTY SELL		
	000 001002350 LUBRICAN 1 3.95		
	000 012378261 GEAR OIL 2 15.40		
FACTORY	TECH 305 - NC BMM, JAMES		
	CON CODE 1 10		
TYPE 1	FAIL CODE 1 1Y	SUBTOTAL	
TOTAL CHARGE FOR CONCERN			
CONCERN 52	CURT STATES FUEL GAUGE INACCURATE CURT STATES FULL TANK OF GAS AND FUEL GAUGE WENT TO EMPTY	OPERATION	TECH H
CHARGE	LT & RT FUEL SENSORS	80	305
CORRECTION	PARTS HAVE BEEN SPECIALLY ORDERED		

COPY



GORDON CHEVROLET

10414 NORTH DALE MABRY

TAMPA, FLORIDA 33618

(813) 969-2800

MY #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:

MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

PARTS HOURS:

MON-FRI 8:00 AM - 5:00 PM
SAT 8:00 AM - 12:00 PM

*SHOP MATERIAL - A TOKEN 15% CHARGE OF LABOR WITH A MAX. OF \$65.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, FUEL, AEROGRAPHY, BRILLAD, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

DEALER'S WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

CUSTOMER SIGNATURE

INVOICE TO

DRIVER/OWNER INFORMATION INVOICE #30002

FOR OFFICE USE

VEHICLE INFORMATION

TAB 1579 INV: 343 SHAW GT INVOICED: 04/24/2001 17:22:47 KP 00 CORVETTE SILVER LICENSE NUMBER

PART NUMBER

FOR

NOTE

DESCRIPTION

QTY

SELL

000 000099034

000 002459962

PARTS COUNT 2

FACTORY

TECH 305 - MC DAVID, JAMES

CON CODE 1 0

FAIL CODE 1 0

TYPE: M

TOTAL CHARGE FOR CONCERN

CONCERN 33

CLUT STATES FLEETING WHEN BRAKING AND THERE IS A SOLEAK WHEN BRAKES

OPERATION

TECH NO

APPLYING/MAINTENANCE

10127

305

CAUSE

OUT OF ORDER

CORRECTION

RMR BOTH FRT & REAR GUTORS & TENSION

FACTORY

TECH 305 - MC DAVID, JAMES

CON CODE 1 0

FAIL CODE 1 3H

AUTH

1 E

TYPE: B

LAB-MECHANICAL

TOTAL CHARGE FOR CONCERN

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE #30002

PARTS

49.27

LAB-MECHANICAL

197.35

TOTAL CHARGE

246.62

PAYMENT DISTRIBUTION FOR INVOICE

TOTAL CHARGE

PAC WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN H SHAW
PLEASE FILL OUT CHEVROLET SERVICE SURVEY
AND RETURN TO CHEVROLET

COPY



GORDON CHEVROLET

18414 NORTH DALE MABRY
TAMPA, FLORIDA 33618
(813) 868-2600



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 60 DAYS.
30% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:30 AM - 7:00 PM

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM

*SHOP MATERIAL - A TONER 10% CHARGE OF LABOR WITH A MAX. OF \$500 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPES, PINS, AIRPOPMAY, SHELLAC, SOLVENT, PAINT, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

DEALERSHIP WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 18 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X

CUSTOMER SIGNATURE

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE #19987	
[REDACTED]		[REDACTED]	
TAMPA FL		TAMPA FL	
FOR OFFICE USE			
1081 4549	ADM 304 S10A	NTC INVOICE# PRELIM NWR C W	PC
VIN 101YY2205110454	LICENSE NUMBER	[REDACTED]	
90 CHEVROLET CORVETTE	200 CPE	SILVER	
STOCK# 00064467	DATE# INVOICE# 021700		
1981 4549 ADM 304 S10A NTC INVOICE# PRELIM NWR C W PC VFD: 415001 TAX RULES: Y2NY INVOICE# 08/28/2000 14:28:37 ODOMETER IN: 5204 OAT: 5504 DIST: 101 DATES: BIRTH 08/28/00 HOME: 08/28/00			

CONCERN 51 THE VEHICLE HAD TO BE JUMPED TO GET IT STARTED. THE "DISC" INDICATED LOW VOLTAGE.

CRIME CODE 2002-RJ-2002 3200-RJ

CORRECTION TEST BATTERY: BAD CELL-10.65 V: REPLACE BATTERY-RETEST OUT OF

COMMENT VEHICLE 10.59 VOLTS SERIAL 8991697

PART NUMBER	POB	NOTE	DESCRIPTION	QTY	SEL
000 019002033			70N-6YR	1	69.3
000 000000000			*****	10	1.5

PARTS COUNT 2

FACTORY TECH 316 - CLAXTON, TOMBALA

CON CODE 1 PM

FAIL CODE 1 6C

TYPE 4

SUBTOTAL

PARTS LAB-MECHANICAL

TOTAL CHARGE FOR CONCERN

SUMMARY OF CHARGES FOR INVOICE #19987

PARTS

LAB-MECHANICAL

TOTAL CHARGE

GRAND TOTALS

PAYMENT DISTRIBUTION FOR

TOTAL CHARGE

FAC WARRANTY

ATTENTION: THE FOLLOWING IS A SUMMARY OF THE CHARGES FOR YOUR INVOICE. IF YOU HAVE ANY QUESTIONS - PLEASE CALL OR RETURN TO CHEVROLET

COPY



GORDON CHEVROLET

16414 NORTH DALE MABRY
TAMPA, FLORIDA 33618
(813) 988-2600



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 90 DAYS ON WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 90 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

SERVICE HOURS:
MON-FRI 7:00 AM - 7:00 PM

PARTS HOURS:
MON-FRI 9:00 AM - 6:00 PM

*WORK MATERIAL - A TAKEN 10% CHARGE OF LABOR WITH A MAX. OF \$25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPES, PINS, ADHESIVES, SEALANTS, SOLVENTS, OILS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

DEALER'S WARRANTY LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X

CUSTOMER SIGNATURE

INVOICE TO		DELIVER/DOWNER INFORMATION -- INVOICE C19937	
TAMPA FL		TAMPA FL	
FOR OFFICE USE		VEHICLE INFORMATION	
TRK 4549 ADV: 336 SICR: MIC INVOICE: PRELIM CUS C M PC NFO: 412001 TAX RULR: YTYN DROICER: 06/28/2000 14:29:37 ODOMETER IN: 3584 OUT: 3584 DIST: 101 DATES: BUDGET 06/28/00 DONE: 06/28/00		VIN 1G1YY2280Y0118454 LICENSE NUMBER 00 CHEVROLET CORVETTE 2DR CPE SILVER STOCK# 80044467 GOLD# 021790	
CONCERN 44 ALL VEHICLES REMOVED FROM VEHICLE CORRECTION ALL VEHICLES REMOVED. FACTORY TECH 336 - SICR: MICHAEL J TYPE C		OPERATION TECH AMOUNT 44 336 C .00 SUBTOTAL TOTAL CHARGE FOR CONCERN .00	
CONCERN 52 THE SES (L/NH) CAME ON AFTER THE VEHICLE WAS JUMPED AND RUNNING. CORRECTION NO PROBLEM FOUND COMMENT RETEST FOR TROUBLE/COMES HOME IN HISTORY OR PRESENT FACTORY TECH 316 - CLAYTON DOUGLA TYPE C		OPERATION TECH AMOUNT NP 316 B .00 SUBTOTAL TOTAL CHARGE FOR CONCERN .00	
SUMMARY OF CHARGES FOR INVOICE C19937		PAYMENT DISTRIBUTION FOR INVOICE C19937	
TOTAL CHARGE .00		CASH DUE .00	
		TOTAL CHARGE .00	
ATTENTION THE FOLLOWING INVOICES ALSO EXIST INR - WARRANTY IF YOU HAVE ANY QUESTIONS - PLEASE SEE MICHAEL J SICR PLEASE FILL OUT CUSTOMER SERVICE SURVEY AND RETURN TO CHEVROLET. PART NUMBERS PRECEDED BY AN ASTERISK (*) INDICATES LIFETIME SERVICE GUARANTEE APPLIES ON ALL CUSTOMER PAY REPAIRS.			

COPY

PAGE 1
LAST PAGE

CUSTOMER COPY / SERVICE

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Gilford , NH

CASE NUMBER: 1-65516224 VIN: 1G1YY22G5Y5119350
MODEL YEAR: 2000
DATE OPENED: 2003-01-20 SERIES: Corvette
DATE CLOSED: 2003-01-21 MILEAGE: 3500.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Cantin Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 623 Union Ave, Laconia, NH, 03246-2546, USA

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

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

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

Chevrolet Corvette Owner Assistance; ; 2003-01-20

RE: Chevrolet Corvette Owner Assistance; ; 2003-01-20
2003-01-21

Reply to cust and close sat; ; 2003-01-21

RE: Chevrolet Corvette Owner Assistance; ; 2003-01-21

RE: Chevrolet Corvette Owner Assistance; ; 2003-01-21
2003-01-21

1-65516224 2003-01-21

RE: Chevrolet Corvette Owner Assistance; ; 2003-01-21
2003-01-21

Service Request has been Closed Satisfied.; ; 2003-01-21

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Town Creek

AL

HOME PHONE:

CASE NUMBER: 1-134801172 VIN: 1G1YY22G5Y5119400
MODEL YEAR: 2000
DATE OPENED: 2003-08-27 SERIES: Corvette
DATE CLOSED: 2003-08-27 MILEAGE: 53000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A NO DEALER NAME: Lynn Layton Chevrolet, Inc.
BRC PART: DEALER ADDRESS: 2416 Hwy 31 S, Decatur, AL, 35601-6516, USA

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

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

Inoperative

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

ignition locked; ; 2003-08-27
2003-08-27

Service Request Ownership has changed FROM: TEMPJULI TO: HERMANNA; ; 2003-08-27
2003-08-27

steering column lock; ; 2003-08-27
2003-08-27

call to svc mgr; ; 2003-08-27
2003-08-27

Service Request has been Closed Satisfied.; ; 2003-08-27

*****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:

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

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 RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] PARK HILLS MO [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 04370184 VIN: 1G1YY22G5Y5120529
DATE OPENED: 2001-05-30 MODEL YEAR: 2000
DATE CLOSED: 2001-05-31 SERIES: CORVETTE COUPE
SOURCE: Phone MILEAGE: 16000
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME: TURNER CHEVROLET-CADILLAC CO INC
DEALER ADDRESS: 1005 E MAIN ST., PARK HILLS, MO, 63601, USA

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

M41 Steering Column/Lock/Attaching Parts Other
2 REPAIR ATTEMPT(S) STEERING LOCKING UP/INTERMITTENTLY

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CUST STATES VEH STEERING IS LOCKING UP....CUST STATES CLD TOW TRUCK BY TIME VEH GOT TO DLR
STEERING IS NO LONGER LOCKED UP...2ND TIME VEH LOCKED UP CLD DLR THEY CAME OUT BUT WHEN THE
ARRIVED STEERING NO LONGER LOCKED...DLR HAS ADVISED CUST IT IS THE COMPUTER BOARD--DLR
TURNER CHEV CANNOT PUT IN UNTIL LOCKS UP AGAIN....CUST IS AT DLR NOW CHRIS WILLIAMS PROVIDED
THE VIN. NUMBER...SER MGR PAUL ARNHART IS GONE....CRM ADVISED CUST WOULD CONTACT DLR
TOMORROW & ADVISE....CANNOT PROMISE ANYTHING...CUST STATES IS GOING ON A TRIP FRIDAY...WANTS
THIS TAKEN CARE OF BEFORE THEN...CRM SET CALL BACK TIME FOR 3:00 CST 1:00 PST...CUST STATES
CAN REACH ALL DAY.AT CELL NUMBER..CRM/EVELYNSTEVENS/PDX; 0; 360118518
2001-05-30

CRM GAVE CUST REQ NUMBER...CRM/EVELYNSTEVENS/PDX; 0; 360118546
2001-05-31

CRM CLD DLR TALKED TO SER MGR PAUL BARNHART...SERMGR STATES THEY ARE MAKING A REPAIR THAT MAY OR MAY NOT SOLVE PROBLEM...CANNOT DUP PROBLEM...HAD VEH AT DLR 2 DAYS & STARTED VEH EVERY 15 MIN...CLD TAC..THEY DO NOT HAVE ANY SUGGESTIONS...CRM THANKED SER MGR FOR INFO...CRM/EVELYNSTEVENS/PDX; 0; 360189262
2001-05-31

CRM CLD CUST ADVISED CUST HAVE TALKED TO SER MGR PAUL BARNHART...& UNDERSTAND THAT DLR IS DOING REPAIR NOW AS WE SPEAK..THAT MAY OR MAY NOT TAKE CARE OF PROBLEM..CUST UNDERSTANDS THAT...CUST THANKED CRM FOR CALLING BACK & HOPES THIS WILL TAKE CARE OF PROBLEM OR WILL BE CALLING BACK..CRM ADVISED CUST DLR IS DOING ALL THEY CAN TO REPAIR VEH...CRM/EVELYNSTEVENS/PDX; 0; 360195315

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5737605	VIN Number:	1G1YY22G5Y5120854
Date Opened:	7/15/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B06438	Mileage:	14722
Address:	NORTHWOOD CHEVROLET EUREKA	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN WAS LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/15/2002 17:05:42 SBD TEMPLATE - KOPAH

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) WILL MOBLEY SM

CUSTOMER CONCERN -CUSTOMER STARTED VEHICLE, AND STEERING WHEEL DID NOT
UNLOCK. CUSTOMER STATED IT DID UNLOCK EVENTUALLY.

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

WILL STS NO CODES, AND LOCK IS OPERATING AT THIS TIME

TAC RECOMMENDATION -

ADVISED HIM ON ON BULLETIN 01-02-35-008 (UPDATED PARTS).

07/15/2002 17:05:42 HISTORY - KOPAH

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING STEERING COLUMN WAS LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/15/2002 17:05:42 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

EA02-031 / GM22C

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) WILL MOBLEY SM

**CUSTOMER CONCERN -CUSTOMER STARTED VEHICLE, AND STEERING WHEEL DID NOT
UNLOCK. CUSTOMER STATED IT DID UNLOCK EVENTUALLY.**

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

WILL STS NO CODES, AND LOCK IS OPERATING AT THIS TIME

TAC RECOMMENDATION -

ADVISED HIM ON ON BULLETIN 01-02-35-008 (UPDATED PARTS).

07/15/2002 17:05:42 HISTORY - KOPAH

GM RESTRICTED

CASE NUMBER: 1-25641446 VIN: 1G1YY22G5Y5122443
 DATE 08/19/02 MODEL 2000
 DATE 10/03/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 22420.
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: [REDACTED] STATE FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

Key West, FL [REDACTED]

CASE NUMBER: 1-25641446 VIN: 1G1YY22G5Y5122443
 MODEL YEAR: 2000
 DATE OPENED: 2002-08-19 SERIES: Corvette
 DATE CLOSED: 2002-10-03 MILEAGE: 22420.0000000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: N/AYes DEALER NAME: Milas Sales and Service, Inc.
 SRC PARENT: DEALER ADDRESS: 3500 N Roosevelt Blvd, Key West, FL, 33040-4225, USA

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

M01 General
 0 REPAIR ATTEMPT(S)

Inoperative

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

Cust is very upset about steering wheel locks up; ; 2002-08-19
 2002-08-19

Information on cust veh; ; 2002-08-19
 2002-08-20

Will call for f/u; ; 2002-08-20
 2002-08-21

Follow up; ; 2002-08-23
 2002-08-21

Call for update; ; 2002-08-23
 2002-08-23

Call for f/u; ; 2002-08-23

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

2002-08-27

Follow up; ; 2002-08-27
2002-09-06

Left message for update; ; 2002-09-06
2002-09-16

Left message for cust to call; ; 2002-09-16
2002-09-17

Cust stated very satisfied; ; 2002-09-17
2002-09-17

GMPP SC 12/12; ; 2002-09-17
2002-09-17

Created:CAC_RS0013. SR#1-25641446; ; 2002-09-17
2002-09-17

Submitting GMPP SC 12/12 for approval; ; 2002-09-27
2002-09-27

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-09-27
2002-09-27

Submitting 12/12 GMPP Smartcare for Approval; ; 2002-10-01
2002-10-01

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-10-01
2002-10-01

GW final approved; ; 2002-10-02
2002-10-02

Service Request has been Closed Satisfied.; ; 2002-10-02
2002-10-03

Gmpp contract for 12/12 smart Care has been completed and submitted for processing; ;
2002-10-03
2002-10-03

Service Request has been Closed Satisfied.; ; 2002-10-03

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:

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

ACCOUNT BALANCE:
LEGAL:

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 RESTRICTEDCUSTOMER:
ADDRESS:

JEFFERSON

GA

HOME PHONE:

CASE NUMBER: 05362655 VIN: 1GLYY22G5Y5128209
MODEL YEAR: 2000
DATE OPENED: 2001-08-20 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-20 MILEAGE: 37340
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TOM JUMPER CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7200 ROSWELL RD., SANDY SPRINGS, GA, 30328, USA

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) locked

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owner's manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/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 stated that his steering column has locked up and wants to know since there is a srvc bulletin on this issue, but his vin doesn't fall w/in these parameters, what can he do to have this issue resolved at the dlrshp w/ no cost to him. cust seeks for his veh's steering column issues to be taken care of free of charge. crm advised cust that since he has an extended srvc contract w/ gm there is no asst that can be granted b/c cust has to live up to the end of the agreement. plus, his veh doesn't fall w/in the specific vin parameters for the steering column so he can't have his veh worked on under this sp. policy anyway b/c the system will reject it. cust unhappy but satisfied.

sampadgitt/atx/cac; 0; 367189101
2001-08-20

cust wanted it documented that ford is coming out w/ a new mustang!!!! so keep that in mind and hung up!!!!

sampadgitt/atx/cac; 0; 367189162

*****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:
REFURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Alexandria

VA

HOME PHONE:

CASE NUMBER: 1-136137078

VIN: 1G1YY22G5Y5129229

DATE OPENED: 2003-08-30

MODEL YEAR: 2000

DATE CLOSED: 2003-09-04

SERIES: Corvette

SOURCE: Phone

MILEAGE: 32000.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering Column Locked; ; 2003-08-30

2003-08-30

Service Request has been Closed Satisfied.; ; 2003-08-30

2003-09-04

SR in Status of Closed has been Re-Opened by MARTINLM; ; 2003-09-04

2003-09-04

GMPP transfer; ; 2003-09-04

2003-09-04

Service Request has been Closed Satisfied.; ; 2003-09-04

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
MADA: 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:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Naples, FL

CASE NUMBER: 1-5326406 VIN: 1G1YY22G5Y5129697
MODEL YEAR: 2000
DATE OPENED: 2002-06-03 SERIES: Corvette
DATE CLOSED: 2002-06-10 MILEAGE: 9000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Bob Taylor Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 5665 N Airport Pulling Rd, Naples, FL, 34109, USA

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

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

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

sold veh; ; 2002-06-10
2002-06-10

Service Request has been Closed Satisfied.; ; 2002-06-10
2002-06-03

steering column locks; ; 2002-06-10
2002-06-03

spk with SrvcMgr- Ale Frazalon; ; 2002-06-10
2002-06-04

request update on SR; ; 2002-06-04
2002-06-04

Call back to cust; ; 2002-06-10
2002-06-04

steering column locks; ; 2002-06-10
2002-06-04

spk w/svc director; ; 2002-06-04
2002-06-04

Steering column; ; 2002-06-10
2002-06-04

Service Request Ownership has changed FROM: SPIVBYR TO: MILLERJ; ; 2002-06-04
2002-06-10

1-5326406 steering column locks; ; 2002-06-10

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

*****AIR INFORMATION*****

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Gotha , FL

CASE NUMBER: 1-135267719 VIN: 1G1YY22G5Y5130901
MODEL YEAR: 2000
DATE OPENED: 2003-08-28 SERIES: Corvette
DATE CLOSED: 2003-09-04 MILEAGE: 30000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Ck Chevrolet Llc
BRC PARENT: DEALER ADDRESS: 2500 W Orange Blossom Trl, Kissimmee, FL, 34744-1705, USA

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

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

Sticks

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

Steering locked up; ; 2003-09-04
2003-08-28

CRM called dealership in regards to veh; ; 2003-08-28
2003-08-29

1-135267719 Call cust in regards to veh; ; 2003-09-04
2003-08-29

1-135267719 Call dealership in regards to the repairs; ; 2003-09-04
2003-08-29

CRM called dealership in regards to veh.; ; 2003-08-29
2003-09-04

CRM left message for cust; ; 2003-09-04
2003-09-04

Service Request has been Closed Satisfied.; ; 2003-09-04

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Suffern , NY

CASE NUMBER: 1-130751860 VIN: 1G1YY22G5Y5133457
MODEL YEAR: 2000
DATE OPENED: 2003-08-15 SERIES: Corvette
DATE CLOSED: 2003-08-19 MILEAGE: 35000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARROT: DEALER ADDRESS:

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

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

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

steering lock on column; ; 2003-08-15
2003-08-15
call to see if cust wants to take veh to dlr for diag; ; 2003-08-19
2003-08-19
dis-satisfied close without BBB; ; 2003-08-19
2003-08-19
Service Request has been Closed Dissatisfied.; ; 2003-08-19

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0
PROPERTY DAMAGE:
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CHATEAM , NJ

CASE NUMBER: 06808408 VIN: 1G1YY22G5Y5133586
MODEL YEAR: 2000
DATE OPENED: 2002-05-01 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-02 MILEAGE: 10300
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: AYERS CHEVROLET-OLDSMOBILE INC
BRC PARENT: DEALER ADDRESS: RTE 46,, DOVER, NJ, 07801, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
COLUMN LOCKED

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Customer Satisfaction
REFERRED TO DLR, FURTHER ASSIST

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.html]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST STATES: TRIED TO START CAR, BUT MESSAGE OF COLUMN LOCKED ON DASH AND STEERING WHEEL WILL NOT MOVE. CUST SEEKS: STEERING WHEEL UNLOCKED. CRM ADVSD: TRY PUSHING IN THE BREAK, TURNING THE KEY AND MOVING THE WHEEL AT SAME TIME. NOTHING HAPPENED. THEN REFERRED TO OWNERS MANUAL FOR ACC POSITION AND NOTHING HAPPEN. THEN REFERRED TO DLR FOR FURTHER ASSIST. TRIED TO OFFER ROADSIDE ASSISTANCE, BUT CUST TURNED DOWN.

CLOSED CASE SATISFIED

JOHNA FINE/CAC/PDX; 0; 389152391
2002-05-02

CUST STS VECH STEERING COLUMN IS LOCKED . VECH IS UNDRIVABLE. ROADSIDE CALLED TOW COMPANY TOW COMPANY REQUIRES NAVIER. TO BE SIGNED BY CUSTOMER. CUSTOMER SEEKS GM TO CONTACT TOW COMPANY AND SIGN NAVIER. CRM ADVISED CUSTOMER IF DAMAGE IS DONE TO VEHICLE IN TOWING BECAUSE OF STEERING FAILURE CONSIDERATION CAN BE MADE . CUST DISSAT CUST SEEKS SUPERVISOR. ED

GUTIERREZ ATX/CAC; 0; 389200135
2002-05-02

TM SPECIALIST DANIEL KINCHELOE RELATED INFORMATION TO CUSTOMER. CUSTOMER STILL DISSAT. CUST. SEEKS CRM MGR. CRM ADVISES CUST ANSWER HAS BEEN GIVING. CUST DISSAT CLOSING DISCONNECTS CALL CLOSING DISSATIFIED BBB CRM SEEKING TM APPROVAL ED GUTIERREZ ATX/CAC; 0; 389201032

2002-05-02

CUST STATES HE WANTS TO SPEAK WITH A SUPERVISOR. CUST SEEKS THAT HIS VEHICLE BE TOWED WITHOUT HIM HAVING TO SIGN A WAIVER FOR THE TOWING COMPANY. CRM ADVISED CUST THAT WE HAVE NO CONTROL OVER A TOWING COMPANY AND CANNOT ALTER THEIR PROCEDURES. CUST WAS NOT SATISFIED. CUST SAID IF HIS VEHICLE IS DAMAGED DURING TOW DUE TO A STEERING COLUMN LOCKING UP, HE DOES NOT WANT HIS INSURANCE INVOLVED. CRM ADVISED CUST THAT NOTHING HAS HAPPENED AT THIS POINT OTHER THAN THE DEALERSHIP HAVING TO DETERMINE IF THE STEERING COLUMN DAMAGE WAS DUE TO ABUSE OR A FACTORY DEFECT. CRM ADVISED CUST OF OUR PRODUCT ALLEGATION PROCEDURES. LEE RIEVON, CAC, TAMPA.; 0; 389202733
2002-05-02

CLOSING DISSAT. NO BBB PER TM MIKE FLORES ED GUTIERREZ; 0; 389211701

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6768397	VIN Number:	1G1YY22G815102886
Date Opened:	9/8/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B06699	Mileage:	23885
Address:	MADERA CHEVROLET-OLDMADERA	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN STEERING SERVICE STEERING COLUMN MESSA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/08/2003 14:05:32 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) CHRIS MADSEN TECH

CUSTOMER CONCERN - CUSTOMER STS THAT VEHICLE WILL NOT STEER AFTER STARTING VEHICLE.

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

- CHRIS STS THAT HE HAS NO DTC STORED. DEALER STS THAT CUSTOMER IS IN TRAVEL AND PASSING THROUGH. DEALER STS THAT STEERING DID NOT LOCK UP WHILE DRIVING.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I A000285 FOR G201 AND G202 AND PULL BCM FUSE.

- CLOSED/INVALID. DEALER WAS LOOKING FOR LIKE CASES. CUSTOMER IS TRAVELING WITH VEHICLE AND DOES NOT EXPECT TO HEAR FROM THE CUSTOMER IF THIS VEHICLE IS REPAIRED OR NOT.

EA02-031 / GM22C

Page 1 of 2

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5664159	VIN Number:	1G1YY22G815115426
Date Opened:	6/11/2002	Model Year:	2001
Date Closed:	6/12/2002	Series:	Corvette
Dealer Code:	B13700	Mileage:	8491
Address:	CHAPMAN CHEVROLET CHCHANDLER	State:	AZ
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK WOULD NO RELEASE
RESOLUTION ABSTRACT- STEERING/SUSPENSION/RIDE CONTROL
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

06/11/2002 18:48:22 SBD TEMPLATE - WEEKS
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)

HARRY ELKINS TECH

CUSTOMER CONCERN -

STRG COLUMN LOCK , WOULD NOT RELEASE.

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

TECH STS CANT REDUPLICATE THE CONCERN.

TECH STS NEED TO KNOW IF TSB 01-02-35-008 WILL APPLY TO THIS VEHICLE.

TAC RECOMMENDATION -

TAC ADV THAT TSB 01-02-35-008 ONLY APPLIES TO 97 - 00 MY .

TAC ADV TO SEE SI2000 STRG COLUMN LOCK DIAG.

06/11/2002 18:49:22 HISTORY - WEEKS

06/12/2002 18:45:53 LESZCZYNSKI - CALLED IN CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6738737	VIN Number:	1G1YY22G815116303
Date Opened:	8/28/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B05637	Mileage:	24504
Address:	ERNST AUTO CENTER, ICOLUMBUS	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING STEERING COLUMN WOULD NOT UNL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/28/2003 12:39:23 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) MIKE AUGUSTINE TECH

CUSTOMER CONCERN -STEERING COLUMN DIDNOT UNLOCK

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

DLR TECH CANNOT DULICATE THE CONCERN AND HAS TRIED SEVERAL TIMES TO DUPLICATE ////

TAC RECOMMENDATION -SUGG DLR MAKE NO REPAIRS UNTIL IT CAN BE DUPLICATED

.....SUGG SUSPECT EITHER A BAD ACTUATOR OR A IGN WIRE TERMINAL

LOOSE.....43584

08/28/2003 12:39:23 HISTORY - GEMUS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5036614	VIN Number:	1G1YY22G815119573
Date Opened:	9/12/2001	Model Year:	2001
Date Closed:	11/8/2001	Series:	Corvette
Dealer Code:	B08804	Mileage:	1119
Address:	JIM ELLIS CHEVROLET, CHAMBLEE	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/12/2001 09:13:14 SBD TEMPLATE - AOUAD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

09/12/2001 09:13:14 HISTORY - AOUAD

2001 CORVETTE.

CONCERN: CHARLIE SAID, HE HAS STEERING COLUMN LOCK.

DIAGNOSIS: CHARLIE SAID, THE STEERING WAS STUCK AND VEHICLE WAS TOWED IN. CHARLIE SAID, HE INSTALLED NEW COLUMN LOCK ACTUATOR. CHARLIE SAID, AFTER ACTUATOR REPLACEMENT THE STEERING WHEEL IS UNLOCKED BUT STILL HAVE THE

STEERING COLUMN LOCK MESSAGE ON DIC. CHARLIE SAID, HE DID NOT PULL THE BCM FUSE AND BATTERY WAS STILL CONNECTED.

ADVISED: CHARLIE TO PULL THE BCM2 FUSE FOR 10 SEC AND EVALUATE. CHARLIE TO CALL BACK FOR FURTHER ASSISTANCE.

08/12/2001 14:56:46 STRETLIEN -

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

CHARLIE TABONE TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH ASKED FOR PI INFO A000285

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

TAC DISCUSSED PI A000285

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6318264	VIN Number:	1G1YY22G815133005
Date Opened:	3/13/2003	Model Year:	2001
Date Closed:	8/12/2003	Series:	Corvette
Dealer Code:	B06004	Mileage:	19795
Address:	PUTNAM CHEVROLET-CADBURLINGAME	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING UNWANTED CHS20030001 STE

RESOLUTION ABSTRACT- STEERING/SUSPENSION/RIDE CONTROL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/13/2003 12:33:03 SBD TEMPLATE - RAUCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

STEREO

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

CUSTOMER CONCERN -HE STS THE COLUMN LOCKS INTERMITTENTLY WITH THE VEHICLE RUNNING. HE IS UNABLE TO DUPLICATE THE CONCERN.

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

HE STS NO DTC'S PRESENT. HE STS NO PARTS HAVE BEEN REPLACED AS OF YET FRO THE CONCERN. HE HAS MONITORED THE RELAY AND ALL IS OPERATING CORRECTLY.

TAC RECOMMENDATION -

-ADVISED OF CHS20030001 MESSAGE '97-03 ALLEDGED CORVETTE STEERING COLUMN LOCKS WHILE IN MOTION AND FAXED TO DEALER.

03/13/2003 12:33:03 HISTORY - RAUCH

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Riceville

TN

HOME PHONE:

CASE NUMBER: 1-25037855

VIN: 1G1YY22G6V5100138

MODEL YEAR: 1997

DATE OPENED: 2002-08-15

SERIES: Corvette

DATE CLOSED: 2002-08-15

MILEAGE: 59000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Ayes

DEALER NAME: Athens Chevrolet Cadillac, LLC

BRC PARENT:

DEALER ADDRESS: 1900 Congress Pky, Athens, TN, 37303, USA

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

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

No Symptom Indicated

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

Steering Column Locked Up, ; 2002-08-15
2002-08-15

Svc mgr Bill Haggard, ; 2002-08-15
2002-08-15

Service Request has been Closed Dissatisfied.; ; 2002-08-15

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

WOLFFORTH

TX

HOME PHONE:

CASE NUMBER: 04889683

VIN: 1G1YY22G6V5100592

DATE OPENED: 2001-07-12

MODEL YEAR: 1997

DATE CLOSED: 2001-07-18

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 28000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: SCOGGIN-DICKEY CHEVROLET-BUICK, INC.
DEALER ADDRESS: 5901 SPUR 327, LUBBOCK, TX, 79424, USA

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

T04 General Information
0 REPAIR ATTEMPT(S)

Other
steering column locked up

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

Other
LOCK UP

CUST STATES THAT HIS STEERING COLUMN LOCKED UP, WANTS TO KNOW IF ANY RECALL

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

cust called in stating that on yesterday his steering column locked up an he is seeking to know if there are any recalls b/c he was on the internet and it seems that there are alot of concerns w/this and engineer dave hill stated that there were to be some information on this coming out the end of june, corr pulled up the website couldn't find anything, corr then called the dlr and he wasn't available will call back corr caralotta reese-spivey atx; 0; 363803494

2001-07-12

CUST CALLS IN STATING PREV CRM DID NOT GIVE HIM A CALL BACK
CRM ADV CUST WILL RESEARCH.

CUST STATES LOOKING FOR NEW RECALL INFORMATION.

CRM LOOKED IN WEBKNOWLEDGE.

INFORMED CUST OF PREV CAMPAIGNS ON 1997 CORVETTE FROM WEBKNOWLEDGE.

CRM ADV CUST OF CAMPAIGN ON SEAT BELTS.

CUST WANTED INFORMATION ON A SOPPSED UPCOMING CAMPAIGN, CRM ADV CUST OF NOT FINDING ANYTHING.

CRM GAVE CUST NHTSA WEBSITE FOR FURTHER REVIEW.

CRM RECOMMENDED CUST GO TO HIS DLR.

CUST STATED WILL NOT UNTIL CAMPAIGN RELEASE

CUST STATED WANTED TO SPEAK TO AVM DIRECTLY ON THIS ISSUE.

CRM STATED COULD NOT GIVE OUT INFO.

CUST BECAME ADAMANT.

CRM REPEATED THE FACT THAT CRM COULD NOT GIVE OUT THAT INFORMATION

CRM WAS IN MIDDLE OF EXPLAINING TO CUST JOB OF CRM AND STEPS THAT CRM HAS TO GO THROUGH

CUST HUNG UP

DISSAT CUST.

NO FURTHER ACTION REQUIRED

JAMES SPROAT /CAC/ATX; 0; 363824554

2001-07-12

SCOGGIN-DICKEY CHEVROLET-BUICK, INC 806-798-4000

CUST DEMANDED VEH BE DIAGNOSED AT HIS HOUSE, THAT HE WAS NOT GOING TO PAY TO HAVE IT TOWED TO DLR, DUE TO STATEMENT HE CLAIMS MADE BY GM ENGINEER THAT THERE WAS A KNOWN DEFECT,

CUSTOMER DEMANDED NAME OF CEO OF GM AND HUNG UP. CRM CB DLR SCOGGIN-DICKEY, LUBBOCK, TX 806-798-4000., SPO W/ SVC MGR HOLLIS, AND HE STATES THAT VEH HAS NOT BEEN IN DLR SINCE 98. CRM VERIFIED THAT THE CAMPAIGN #01044, RE 98-2000 MODEL CORVETTES DOES NOT CONCERN HIS VEH. SVC MGR OFFERED TO CALL CUST AND CLARIFY ISSUE, BUT THAT HE AGREED WITH GM DECISION THAT NOTHING WOULD BE DONE UNTIL VEH TRANSPORTED TO DLRSHIP. NO FURTHER CONTACT THIS CUSTOMER REQUIRED BY CAC. ROBIN DALE/CAC/PDX; 0; 363830583
2001-07-12

XX

SUPPORT DECISION OF CRM..... NO ACTION UNTIL VEH TRANSPORTED TO DLR. THIS CUST IS A VERY DEMANDING, ABUSIVE, PERSON WHO WILL TRY TO TELL YOU WHAT HE WANTS GM TO DO. ROBIN DALE/CAC/PDX; 0; 363830659
2001-07-13

CUST STATES HE FOUND A CAMPAIGN ON THE INTERNET REGARDING STEERING COLUMN LOCK UP ON CHEVY CORVETTES. CUST SEEKS COVERAGE FOR HIS VEH. CUST VEH IS A 97, AND CAMPAIGN IS FOR 98-2000. CRM ADVSD THAT HIS VEH WAS NOT INCLUDED IN CAMPAIGN, BUT OFFERED TO SEE WHAT WE COULD DO. CRM ADVSD CUST WOULD NEED TO GET VEH INSPECTED FIRST BY DLR. CUST STATES HE DOESN'T NEED A DIAGNOSIS TO KNOW HIS COLUMN IS LOCKING UP WHILE DRIVING. CRM ADVSD COULD NOT EVEN ATTEMPT TO ASSIST CUST W/ THIS MATTER, UNTIL VEH HAD BEEN DIAGNOSED. CUST WAS UNSATISFIED, AND REQUESTED CHEVROLET'S MANAGER NAME AND PHONE NUMBER. CRM ADVSD KURT RITTER WAS MGR FOR CHEVY, BUT WE HAD NO PHONE NUMBER, AS IT WAS CAC'S JOB TO TAKE CUST CALLS. CRM OFFERED AGAIN TO ASSIST CUST, BY ADVISING TO TAKE SITUATION STEP BY STEP, BUT CUST WASN'T SATISFIED, AND THANKED CRM FOR TIME, AND ENDED CALL.
BRIANGIRARD/CAC/PDX; 0; 363895192
2001-07-13

*****EXECUTIVE OFFICE FILE***** --Marissa
Byrum/Executive Office

Cust states he has a 97 Corvette and he has been advised that he is not included in the campaign for column lock. Cust states his vehicle is in the garage and is exhibiting the concern. Cust states he should be included. Cust states that he called Scoggin-Dickey and they advised him that they didn't know how to fix it. Cust states that he's not comfortable taking the vehicle to the dlrship, cust states he keeps his vehicle in the garage, only drives it in fair weather, doesn't want to leave it at the dlrship because something would happen to it. Cust seeks coverage under warranty/campaign. Exec apologized for concerns. Exec advised that he is not included in the campaign, the parts involved in the campaign are not the same in the 1997 models, in other words, his vehicle has different parts than the 1998-2000 models, and is therefore not included in this campaign. (cont'd); 0; 363897158
2001-07-13

>>>Exec advised in order to assist we would have to have vehicle diagnosed at dlrship before we could consider cost assistance. Exec advised that after that we would look into assisting him. Cust states that he wants a guarantee. Cust states that all Exec is telling him is that he's guaranteed to pay for the towing and the repair at the dlrship. Exec advised that no guarantees will be made, however, all considerations will be taken in assisting him. Exec advised due to the fact that the vehicle is out of warranty there is a cost of ownership at this point, as it is for all products outside of their manufacturer's warranties. Exec advised that he would have to pay for towing at this time and possibly for the diagnosis as well. Cust states this is not acceptable. Exec advised that unless he is willing to work with Chevrolet and the dlrship then we would have no way to assist him. Exec apologized. Cust asked Exec to contact dlrship to see if they would have the parts available to fix his car (cont'd); 0; 363897386
2001-07-13

>>>so that he doesn't have to leave his car there to get possibly damaged while on the lot. Exec advised needed to do some research on this concern and would contact the dlrship for him. Cust suggested Shamrock Chevrolet. Customer states number is [REDACTED] Exec spoke with TL Paul Byther who advised that Scoggin-Dickey is the biggest parts dealer in the area, probably should work with them. Exec Byther advised to allow him to look into this and would advise of more information. --Marissa Byrum/Executive Office; 0; 363897496
2001-07-16

Exec contacted AVM Lloyd Tatum and advised of situation, asked for callback for discussion on this concern. Exec awaiting callback. --Marissa Byrum/Executive Office; 0; 364150615
2001-07-16

Exec received callback from AVM Lloyd Tatum. Mr. Tatum states that cust has made himself unwelcome at Scoggin-Dickey. Mr. Tatum states that they have called him "unbalanced". Mr. Tatum states that the dirship called him after the cust called the dirship and then came in to the dirship and started yelling at the asst svc mgr in the svc bay in front of customers. Mr. Tatum states that the cust demanded that the dirship come to his garage and fix the vehicle at his residence while he watches. Mr. Tatum states that they denied this request but did offer to PICK UP THE VEHICLE, FIX IT FOR FREE AS LONG AS THE VEHICLE HAS NOT BEEN IN AN ACCIDENT OR IS NOT MODIFIED IN ANY WAY. Mr. Tatum states IF THIS IS A NORMAL PRODUCT FAILURE THEY WILL DO A POLICY ADJUSTMENT AND FIX IT AT NO CHARGE TO THE CUSTOMER. Mr. Tatum states the cust was advised of this and the cust states that this was not acceptable. Mr. Tatum states that the cust is not involved in the campaign (cont'd); 0; 364173779
2001-07-16

>>>and states it's probably a problem with the pass lock theft deterrent system. Mr. Tatum states they gave the cust the VIN breakpoints for the campaign and advised him that he is not involved in it. Mr. Tatum states that the pass lock has nothing to do with the campaign that is out on the 98-2000 models. Mr. Tatum states that the only other dirship that the cust can work with is Shamrock and he will have to ask them to look at the veh and warn them that this customer is one that has made a scene at a previous dirship. Mr. Tatum states he is still willing to flatbed the veh from customer's home to the dirship and fix the concern with the vehicle if the veh has not been involved in a wreck and there's no modification to the veh at all. Mr. Tatum states that he needs a time and an address for pick up. Mr. Tatum states he will ask for the cust to come in to pick up the veh as he will want the cust to inspect the veh at time of delivery after the repair and sign off on the RO. Exec agreed. (cont'd); 0; 364174148
2001-07-16

>>>Exec to contact customer and ask about previous offer, and make offer again as stated by the AVM today. Exec to contact customer 17 or 18 July. --Marissa Byrum/Executive Office; 0; 364174189
2001-07-17

Exec contacted customer at number in documentation. Exec left message for customer to return call to Exec Office for update. Exec awaiting callback from customer. --Marissa Byrum/Executive Office; 0; 364236649
2001-07-17

Exec contacted customer and advised of the offer from the AVM. Cust states he wasn't aware of the offer, states that is essentially what he wanted. Cust states that would be fine. Cust states how would he arrange this. Exec advised all Exec would need is a time and pickup address. Cust states he will call tomorrow. Exec awaiting callback. --Marissa Byrum/Executive Office; 0; 364249077
2001-07-18

Exec received voice mail from customer. Cust states he managed to get steering wheel unlocked using the reset button. Cust states that he won't need service visit because the vehicle is not exhibiting the concern. Exec to contact AVM and advise. Exec left no voice mail for AVM Lloyd Tatum and advised of message from customer. Exec advised to contact Exec if he wanted to follow up, Exec advised otherwise would close file dissatisfied. Exec closing file satisfied. --Marissa Byrum/Executive Office; 0; 364347388

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

PEMBROKE PINES

FL

HOME PHONE:

CASE NUMBER: 02360068

VIN:

1G1YY22G6V5101130

DATE OPENED: 2000-11-27

MODEL YEAR:

1997

DATE CLOSED: 2000-11-27

SERIES:

CORVETTE COUPE

SOURCE: Phone

MILEAGE:

DELIVERY DATE:

HRC TYPE: No

DEALER NAME:

HRC PARENT:

DEALER ADDRESS:

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

MD1 Steering General

Other

1 REPAIR ATTEMPT(S)

actuator replaced.

steering actuator

Campaign 00034

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

Customer e-mail kana case # 707783 dated 11/26/00: On 11/20/00 my wife's corvette was towed to Maroone Chevrolet with a "locked steering column". That morning, I had inadvertently set off my after market alarm system, which had recently been installed. I was "assured" by the rep @ Maroone that the alarm system had nothing to do with it. The car has an "actuator" that has a mind of its own and goes bad for no reason at all. They then BROKE my steering lock to move the vehicle into the shop for repair. When we picked up the car 2 days later, nobody knew why the "actuator" had gone bad, although the rep "assured" my wife that if "it goes bad 3 times in the next 12 months/12,000 miles, we will fix it for free." Quite frankly, this is not very assuring at all. If there is a defect in the steering lock mechanism, it should be addressed and fixed permanently, not just for 12,000 miles. What if it decides to do it while she is travelling? The service rep said this is quite common in corvettes. It seems that a company that developed such a great car could at least solve this problem!! The rep said that the new vettes do not have this "feature". Perhaps this is just a way of bleeding \$400.00 from your owners. I will not be!

t!

aking my vehicle back to Maroone for any type of service. Customer seeks to document and assurance that part is covered. CRM replied: Thank you for your e-mail regarding your experience at your Maroone Chevrolet. We apologize that it has not been satisfactory to you and hope you will see an improvement in the near future if you decide to return there.

Buick Motor Division prides itself on customer service and we attempt to instill this pride in our dealerships as well. We continually work with our dealers to help them offer quality Buick service and most of the time, high quality service is the result. We apologize that this was not your experience. The part replaced is covered under warranty, 12 months or 12,000 miles, or under the 3 years/36,000 miles, whichever is greatest.

You may be interested to know that Buick dealers are independent businesses that are privately owned and operated. Buick, as the manufacturer, is not involved in the day-to-day business operations of the dealership. To ensure that the dealer is aware of your concerns, we suggest contacting dealer management.

We processed your Vehicle Identification Number through our computer file. Based on our information, your vehicle is currently involved in Open Recall Campaign number 00034

relating to the Lap Belt Webbing twisted. Please contact your local Chevrolet Dealership to have this recall taken care of as soon as possible. If you have any questions, please contact our office at 1-800-222-1020.

Thank you for taking the time to share your thoughts with us.

Sincerely,

Barbara Acevedo
Customer Relationship Manager
GM Internet Response Center, 0, 99999

*****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:

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 BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

FORT COLLINS

CO

HOME PHONE:

CASE NUMBER: 05479635 VIN: 1G1YY22G6V5101354
MODEL YEAR: 1997
DATE OPENED: 2001-09-07 SERIES: UNKNOWN
DATE CLOSED: 2001-09-20 MILEAGE: 37000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: KOPF CHEVROLET
BRC PARENT: DEALER ADDRESS: 9050 HWY 392, WINDSOR, CO, 80550, USA

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

S08 Loaner Vehicle Not Provided
0 REPAIR ATTEMPT(S)

Customer Satisfaction
CAMPAIGN #01044 - NO TOOL & PART AVAILABLE

M41 Steering Column/Lock/Attaching Parts
2 REPAIR ATTEMPT(S)
COLUMN LOCK ISSUE

Other
CAMPAIGN #01044 - ELECTRONIC STEERING

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Customer Satisfaction
PER DIAGNOSE & POSSIBLE DLR EMPOWERMENT

Courtesy transportation - availability while vehicle being repaired under warranty

CRM TO ADVISE:

"Starting with 1993 models, Courtesy Transportation is available for all warranty repairs during the bumper-to-bumper period of the New Vehicle Limited Warranty and the 5 year/100,000 mile terms of the 6.5L Diesel Engines Warranty at no additional charge. For same day repairs: Cadillac customers may be offered reimbursement for fuel, public transportation or provided with a rental vehicle for same day repairs. For all other vehicles, a one-way dealer shuttle transportation is available from the dealership for up to 10 miles. For overnight repairs: a loaner, rental car or transportation reimbursement up to \$30 a day, up to 5 days, is provided until the repair is completed. The customer pays only for fuel and any additional rental options they elect." CRM ACTIONS: If customer qualifies for courtesy transportation and did not receive it, CRM to contact the Service Manager for further research into the customer's concerns.

Courtesy transportation - availability while vehicle being repaired under warranty

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

CUST NOW CALLED INTO CAC STATING THE DLR BROKE A TOOL TO REPAIR THE CAMPAIGN #01044 - STEERING COLUMN LOCK - STATED HER SON DOES NOT HAVE A VEH TO DRIVE NOW - DUE TO THE DLR CAN NOT FIX THE CAMPAIGN - CRM ADV WOULD RESEARCH & CALLED "KOPF" DLR - SVC MGR "TOM CARTER" STATED THE LAST CAMPAIGN REPAIR THEY DID BROKE THE TOOL & THE NEW TOOL WILL ARRIVE ON 9-10-01 - STATED THE PART FOR THE CAMPAIGN IS NOT THE SAME - DUE TO THE CUST VEH IS A 97' & THE CAMPAIGN #01044 IS FOR 98-00' - STATED HE CHECKED THE DLR'S IN THE AREA & FOUND A 97' PART & THEY WILL GET THE PART & TOOL TO THE DLR & DO THE REPAIR ON 9-8-01 - STATED HE WILL ASST. THE CUST POSSIBLY W/ DLR EMPOWERMENT ONCE THE VEH HAS BEEN DUPLICATED - STATED THE CUST DAD JUST PURCHASED A P/U & THEY ARE EXCELLENT CUST - STATED HE DOES NOT HAVE ANY RENTALS AVAILABLE - STATED HE WOULD GET A HOLD OF ANOTHER TECH. WHOM HAS THE TOOL TO GET THE STEERING UN-LOCKED - STATED THIS CRM CAN CALL HIM @ HOME :: PER P/U - DAVE KALLIO., CAC, CRM, PDX; 0; 368760955
2001-09-07

CRM ADV THE CUST MOM - NO RENTAL AVAILABLE - ADV THE DLR WILL DIAGNOSE THE VEH ON 9-8-01 & DO THE REPAIR HOPEFULLY IF THE PARTS ARE AVAILABLE @ ANY OTHER DLR IN THE AREA - STATED THE SVC MGR IS GOING TO HANDLE THIS ISSUE @ THE DLR LEVEL - CUST OK'D - CRM WILL DO A F/U CALL ON 9-11-01 TO THE SVC MGR & CUST - DAVEKALLIO, CAC, CRM, PDX; 0; 368761092
2001-09-07

CRM CONTACTED THE DLR BACK - SVC MGR STATED HE HAS ORDERED THE OPEN CAMPAIGN #00034 - LAP BELT TWISTING & SHOULD ARRIVE ON 9-10-01 & THE STATED THE CUST DAD ARRIVED @ THE DLR & THE SVC MGR & CUST DAD REVIEWED THEIR ISSUE & THE SVC MGR WILL ASST. THIS CUST - DUE TO THE CUST DAD IS A CHEVY LOYAL CUST & TO THE DLR - STATED THE MOM-DAD-SON ALL HAVE CORVETTE'S & THE DAD JUST PURCHASED A NEW P/U - CRM UNDERSTOOD & ADV WOULD DO A C/U CALL - SVC MGR OK'D & STATED TO CALL HIS HOME - DUE TO HE WILL BE ON VACATION - CRM OK'D - DAVEKALLIO, CAC, CRM, PDX; 0; 368761308
2001-09-11

CRM CONTACTED THE SVC MGR [REDACTED] HOME PER UPDATE ON ISSUE - SVC MGR STATED HE HAD THE CUST CONCERN TAKEN CARE OF ON 9-1-01 & COVERED THE REPAIR'S UNDER THE MFG WNTY - STATED THE DLR REPLACED THE IGNITION LOCK & A CAMPAIGN ON THE SEAT BELT TWISTING- STATED THE CUST IS COMPLETELY SATISFIED - CRM OK'D & CONTACTED THE CUST & REVIEWED ISSUE - CUST STATED THE CONDITION HAS BEEN TAKEN CARE OF BUT SHE IS NOT SURE HOW HER HUSBAND FEELS ABOUT IT & STATED HE ARRIVES FROM WORK IN AN HOUR & THIS CRM CAN C/B - CRM C/B ADVSD THIS CAN NOT C/B IN AN HOUR - DUE TO THIS CRM IS OFF FROM WORK IN 30 MIN. & ADVSD THIS CRM WILL C/B ON 9-12-01 @ 5 PM PT - CUST OK'D - DAVEKALLIO, CAC, CRM, PDX; 0; 369107747
2001-09-19

CRM CONTACTED THE CUST HOME PER F/U - NO ANSWER - NO MSG MACHINE - CRM WILL C/B ON 9-20-01 @ 5 PM PT - DAVEKALLIO, CAC, CRM, PDX; 0; 369798994
2001-09-20

CRM CONTACTED THE CUST HOME PER F/U - CUST STATED THE SVC MGR HANDLED THE REQUEST & THEY WILL REFER ANYONE TO THAT DLR PER ASST. - STATED THE SVC MGR IS PHENOMINAL - SEEKED TO KNOW WHY THE 97'S WERE NOT INVOLVED IN THE CAMPAIGN - CRM ADVSD THAT GM INVESTIGATE'S THESE ISSUE'S WHEN COMPLAINTS HAVE BEEN DOC. PER THESE TYPE'S OF ISSUE'S & UPPER MANAGEMENT REVIEW'S WHEN THE COMPLAINT'S ARE SUBMITTED & EVIDENTLY THIS MUST NOT HAVE BEEN A COMPLAINT FOR THE 97'S - CUST UNDERSTOOD - REQUEST CLOSED SATISFIED - NO BBB LETTER SENT - DAVEKALLIO, CAC, CRM, PDX; 0; 369886722

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:

AGENT NAME:
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

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

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

*****BEC CONTACT INFORMATION*****

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] ROCKVILLE VA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05496026 VIN: 1G1YY22G6V5102083
MODEL YEAR: 1997
DATE OPENED: 2001-09-11 SERIES: UNKNOWN
DATE CLOSED: 2001-09-11 MILEAGE: 46000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	01044
T18 Request for Miscellaneous Information	Other
0 REPAIR ATTEMPT(S)	VEH INVOLVED
A07 Referred to Dealer	Other
0 REPAIR ATTEMPT(S)	FOR CAMP 00034
A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	00034
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	LOCKED

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

INFORM CALLER:

"All campaigns (recalls) are vehicle identification (VIN) specific. If you provide me with a VIN, I can review it and see if your specific vehicle is involved".

CRM INSTRUCTIONS:

Review VIN PROFILE tab for open campaigns. If there is not an open campaign on the vehicle.....

INFORM THE CALLER:

"I have reviewed your vehicle identification number, and at this time there are no open campaigns. If there should be any campaigns in the future, General Motors will attempt to notify you by first class mail".

***** IMPORTANT! *****
Do not advise the caller that a pending campaign will definitely be released. Only provide campaign information as it relates to the caller's specific vehicle.

[[Campaigns RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Bulletins/Campaigns/CampaignMain.htm>]]

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

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

CUST STATES THE STEERING WHEEL IS LOCKED UP AND SHE HAD TO HAVE THE VEH TOWED. SHE OWNS A SHOP AND SEEKS IF THERE IS A RECALL FOR THIS LIKE SHE HAS BEEN HEARING. CRM ADVSD THERE IS A CAMP FOR THE 98-2000 ON THE STEERING COLUMN LOCKING BUT HER VEH ISN'T INVOLVED.

CUST SEEKS WHAT IS DONE TO CORRECT IT.

CRM ADVSD HER THERE ARE A FEW PARTS INCLUDING HARNESS KIT, WIRE KIT AND LOCK.

CUST STATES SHE WILL GET IN TOUCH WITH THE DLR TO GET PARTS TO CORRECT THIS

CRM ADVSD HER OF THE OPEN CAMP ON THE SEATEBELTS AIN TO HAVE AN APPT FOR THAT TO BE DONE.

TRISHCHAMBERS/PDX/CAC; 0; 369087344

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SARASOTA, FL

CASE NUMBER: 06508068 VIN: 1G1YY22G6V5102391
MODEL YEAR: 1997
DATE OPENED: 2002-03-12 SERIES: CORVETTE
DATE CLOSED: 2002-03-12 MILEAGE: 34000
SOURCE: E-Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: SUNSET CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 910 TRAFFIC AVE, SUMMER, WA, 98390, USA

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

M41 Steering Column/Lock/Attaching Parts Other
3 REPAIR ATTEMPT(S) service column lock

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

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

CUST SENT KANA#1907107 DATED 3-11-02 STATING: I am having trouble with the Service Column Lock. It has locked up three times in the past week. I had the same problem repaired about 6 months ago. I was told on Friday that this is an ongoing problem with Corvettes. Is there any way to disconnect this? It cost \$ 400.00 last time to have it repaired, or is this a Recall Problem? Can this happen when I'm driving the car? Please advise.

CRM REPLIED: Dear

Thank you for your e-mail to the Chevrolet Customer Assistance Center. We sincerely apologize for the service column lock concerns you are experiencing with your 1997 Corvette.

We are unable to complete a file for you at the Chevrolet Customer Assistance Center using the information you have provided. Please contact the Customer Assistance Center at the number provided below for the most timely resolution.

If you would prefer to continue to work through e-mail, we certainly understand. We will attempt to resolve; 0; 384810725
2002-03-12

cont. to resolve your concern in the shortest period possible. Address your mail to the URL listed below or simply reply to this message.

Whether you choose to call or e-mail us, please provide the following basic information. This information will be used to document and investigate your concerns.

Current Dealer with which you are working
Purchased new or used (if used, mileage at purchase)

Once again, we thank you for your e-mail and your interest in Chevrolet. If you should need to contact us in the future, you may e-mail us at cac@chevrolet.com or call our Customer Assistance Center at 1-800-222-1020. Advisors are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday.
Please refer to file C6508068 in any correspondence with us.

Sincerely,

Alecia Rutkowski
Customer Relationship Manager
Chevrolet Customer Assistance Center

CRM SUSP FILE 5 BUSINESS DAYS PENDING CUST INFO; 0; 384810748
2002-03-12

Cust states had been in touch Via E-Mail. Cust states received E-Mail to call into CAC for resolution. CRM pulled account and found cust having issues with steering column lock. Cust states had replaced at dlr approximately 6 months ago and incurred 400.00 charge for repair. Cust state that steering column is locking again. Cust seeks assistance in matter and whether or not this feature can just be disconnected. CRM adv cust this is security feature that cannot be disconnected. CRM adv customer if has been less than 12 months 12,000 miles and work was done by dlr, has a 12/12000 warranty parts and labor (if is same thing causing problem). CRM offered to call dlr and confirm, as well as set appointment. Cust states will do later. Cust states that if plays with veh steering for a few min can get unlocked. Cust states will make appointment when knows will have time. CRM closing file satisfied. Jonathan Simic/CARE/Tampa/57117; 0; 384818396

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Ferris , TX

CASE NUMBER: 1-13333266 VIN: 1G1YY22G6V5102455
MODEL YEAR: 1997
DATE OPENED: 2002-07-02 SERIES: Corvette
DATE CLOSED: 2002-07-05 MILEAGE: 42000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

recalls; ; 2002-07-02
2002-07-02

dissatisfied closing; ; 2002-07-05
2002-07-05

Service Request has been Closed Dissatisfied.; ; 2002-07-05

*****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:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

Richmond, VA

CASE NUMBER: 1-132679424 VIN: 1G1YY22G6V5103489
MODEL YEAR: 1997
DATE OPENED: 2003-08-21 SERIES: Corvette
DATE CLOSED: 2003-08-21 MILEAGE: 68000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A Yes DEALER NAME: Whitlow Chevrolet Corp.
BRC PARENT: DEALER ADDRESS: 9701 Midlothian Pk, Richmond, VA, 23235, USA

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

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

Inoperative

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

Steering // Ignition Lock....; ; 2003-08-21
2003-08-21Steering Wheel Locked ...per Ignition; ; 2003-08-21
2003-08-21

Service Request has been Closed Dissatisfied.; ; 2003-08-21

*****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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Upper Darby

PA

HOME PHONE:

CASE NUMBER: 1-18805857

VIN: 1G1YY22G6V5103637

DATE OPENED: 2002-07-24

MODEL YEAR: 1997

DATE CLOSED:

SERIES: Corvette

SOURCE: Phone

MILEAGE: 20000.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Wilkie Chevrolet-Buick-Subaru Company, Inc
DEALER ADDRESS: 600 N Broad St, Philadelphia, PA, 19130-3402, USA

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

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

Inoperative

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

Ladyce- wife called; Pur used at 1700 miles; ; 2002-07-24
2002-07-24

verification-Service; ; 2002-07-24
2002-07-24

Service Request has been Closed Satisfied.; ; 2002-07-24
2003-09-15

SR in Status of Closed has been Re-Opened by WILLIMAD; ; 2003-09-15
2003-09-15

locked again; ; 2003-09-15
2003-09-15

Service Request Ownership has changed FROM: LANGD TO: WILLIMAD; ; 2003-09-15
2003-09-15

Assisting CRM placed call to dlr for more info; ; 2003-09-16
2003-09-18

update cust; ; 2003-09-15
2003-09-16

Assisting CRM placed call to dlr; ; 2003-09-16
2003-09-17

find out where car is; ; 2003-09-17
2003-09-17

l/m with indiv; ; 2003-09-17

*****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:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

RIVERSIDE

CA

HOME PHONE:

CASE NUMBER: 05421237 VIN: 1G1YY22G6V5103816
MODEL YEAR: 1997
DATE OPENED: 2001-08-29 SERIES: UNKNOWN
DATE CLOSED: 2001-08-29 MILEAGE: 75000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: SINGH CHEVROLET
SRC PARENT: DEALER ADDRESS: 8200 AUTO DR., RIVERSIDE, CA, 92504, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
ELECTRONIC STEERING LOCK

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CUST STATES THAT HIS STEERING COLUMN HAS LOCKED UP ON HIM ACOUPLE TIMES. CUST SEEMS TO KNOW IF THERE IS A CAMPAIGN OUT FOR THIS. CRM ADVISED THAT CAMPAIGN 01044 IS FOR 98-2000 VEHICLES. CRM ADVISED CONTACTED SINGH CHEV AND SPOKE W/ MIKE NADSTEIN SVC MGRAND HE STATES THAT IF CUST IS OUT OF MAJOR GUARD UP TO 1000 MILES HE CAN OFFER ASSISTANCE. CUST IS UNSURE IF VEHICLE HAS EXCEEDED THAT 75000 MILES. CUST WILL LOOK INTO MILEAGE AND GET VEHICLE TO DLR EITHER TODAY OR TOMORROW MORNING. LISA HOLTHE/CAC/PDX; 0; 357952348

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 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 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:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Portland, TX

CASE NUMBER: 1-43125400 VIN: 1G1YY22G6V5103914
MODEL YEAR: 1997
DATE OPENED: 2002-10-22 SERIES: Corvette
DATE CLOSED: 2002-11-06 MILEAGE: 74411.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: AL Willeford Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1603 Hwy 181, Portland, TX, 78374-3701, USA

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

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

Inoperative

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

Corvette Steering Lock; ; 2002-10-22
2002-10-23

CST Al Willeford DLR 3-5 pm cst; ; 2002-10-23
2002-11-05

Cust Robert Richardson 10-23-02 between 6-8 pm cst; ; 2002-11-05
2002-10-23

Svc Dept; ; 2002-10-23
2002-10-23

GMPP; ; 2002-10-23
2002-10-23

Svc Dept; ; 2002-10-23
2002-10-23

Advs that GMPP Deductable has been waived for this repair; ; 2002-10-23
2002-10-24

Transfer..; ; 2002-10-24
2002-10-24

provided the info on file; ; 2002-10-29
2002-10-25

Cust was provided the info about the GMPP deduct.; ; 2002-10-29
2002-10-25

re. power steering lock; ; 2002-11-05
2002-10-29

Follow up after repair; ; 2002-10-29
2002-11-05

Follow up after repair; ; 2002-11-05
2002-11-05

Call CAC; ; 2002-11-06
2002-11-05

Created:CAC_RS0006. SR#1-43125400; ; 2002-11-05
2002-11-06

approved letter; ; 2002-11-06
2002-11-06

Service Request has been Closed Satisfied.; ; 2002-11-06

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER: 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:

October 23, 2003

[REDACTED]
Portland, TX [REDACTED]

Service Request: S1-43125400

Dear [REDACTED]

We would like to discuss your concern 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,

Anjel Mathews
Customer Relationship Manager

RS0006-P/ro

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

FAIRREX , CA

CASE NUMBER: 04835593 VIN: 1G1YY22G6V3104108
MODEL YEAR: 1997
DATE OPENED: 2001-07-09 SERIES: UNKNOWN
DATE CLOSED: 2001-07-09 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TEAM CHEVROLET-OLDSMOBILE-CADILLAC C
BRC PARENT: DEALER ADDRESS:

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES VEHICLE WILL NOT START, MESSAGE ON PANEL READING " SERVICE STEERING LOCK ".
CUST SEEKS IMMEDIATE ATTENTION.
CRM ADVS CUST OF CONVERSATION WITH SRV MGR (ROBERT MARTINEZ), SD VEHICLE NEEDED TO BE TOWED
IN ORDER TO BE SRVCD. CRM TRNSFRD CUST TO ROADSIDE ASSISTANCE FOR FURTHER HELP.

REGINA SPIVEY/ATX/CARS; 0; 363548432

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:SHELBY TOWNSHIP
MI

HOME PHONE:

CASE NUMBER: 01855207 VIN: 1G1YY22G6V5104819
MODEL YEAR: 1997
DATE OPENED: 2000-10-10 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-10-10 MILEAGE: 24000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

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

STEERING

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

CUST STATES THAT THE STEERING COLUMN LOCKED UP ON HIM AND HE HAD TO HAVE VEH TOWED TO DLR.
CUST SEEKS REIM FOR DEDUCTIBLE. CRM CALLED AND TALKED TO TCD MC CALLUM, SVM, WHO STATES THAT
VEH HAS BEEN REPAIRED AND CUST CHARGED FOR DEDUCTIBLE, BECAUSE HE HASA GMPP. CRM TALKED TO
GMPP WHO STATE THAT WHEN VEH IS OUT OF 3/36 THE DEDUCTIBLE IS APPLICABLE. CRM ADVISED CUST
THAT NO ASSISTANCE COULD BE GIVEN, BUT THAT I WOULD DOCUMENT HIS CONCERNS. CUST UNDERSTOOD.
CRM GVE CONTACT NUMBER.....DON ADAMS/CRM/ATX; 0; 340060694

*****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 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:
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 RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

MEMPHIS , TN

CASE NUMBER: 05400957 VIN: 1G1YY22G6V5105548
MODEL YEAR: 1997
DATE OPENED: 2001-08-27 SERIES: UNKNOWN
DATE CLOSED: 2001-08-27 MILEAGE: 14000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CHUCK HUTTON CHEVROLET CO
BRC PARENT: DEALER ADDRESS: 2471 MT MORIAH RD, MEMPHIS, TN, 38115, USA

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

N01 Steering General Other
0 REPAIR ATTEMPT(S) steering column 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\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/CustomRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

cust original owner, states steering is locked and cannot get unlocked. cust seeks getting this fixed, and if covered under major guard. Svc tech from chuck hutton chevrolet stated bring veh into dlr. crm advised cust bring to dlr and determination will be made whether or not to cover under major guard. no further action. daniel kincheloe/cac/atx; 0; 367778010

*****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

ERC 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 RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

CLYDE , NC

CASE NUMBER: 01376110 VIN: 1G1YY22G6V5105758
MODEL YEAR: 1997
DATE OPENED: 2000-08-25 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-08-25 MILEAGE: 14000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
STERRING COLUMN LOCK

SERVICE COLUMN LOCK

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

CUSTOMER STATES THAT HE WAS 125 MILES AWAY FROM HIS HOME AND THE STEERING WHEEL COLUMN LOCKED UP ON HIM. CUSTOMER STATES THAT HE TOOK THE VEHICLE TO AN INDEPENDENT AND HE REPAIRED THE VEHICLE AT AROUND 639.00/ CUSTOMER STATES THAT HE WANT CHEV TO REIMBURSE HIM THE 639.00.CUSTOMER IS OUT OF WARRANTY BY AGE AND CRM INFORMED THE CUSTOMER THAT WE WOULD NOT BE ABLE TO REIMBURSE BECAUSE THE VEHICLE IS OUT OF WARRANTY AND IT WOULD BE UP THE CUSTOMER TO REPAIR THE VEHICLE.
EBONY DAVIS/AUSTIN; 0; 336067469

*****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:
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:
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:
ADDRESS: CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 1-8951523 VIN: 1G1YY22G6V5106084
 DATE 06/17/02 MODEL 1997
 DATE 08/16/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 33000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 1-8951523 VIN: 1G1YY22G6V5106084
 MODEL YEAR: 1997
 DATE OPENED: 2002-06-17 SERIES: Corvette
 DATE CLOSED: 2002-08-16 MILEAGE: 33000.0000000
 SOURCE: Phone DELIVERY DATE:
 ERC TYPE: N/AYes DEALER NAME: Bill Heard Chevrolet Corporation
 ERC PARENT: DEALER ADDRESS: 13115 SW Fwy At Hwy 90A, Sugar
 Land, TX, 77487, USA

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

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

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

steering column lock; ; 2002-06-17
 2002-06-17

Steering column lock; ; 2002-06-17
 2002-06-17

Seeking wking CRM; ; 2002-06-17
 2002-06-17

C/B; ; 2002-06-17
 2002-06-17

1-8951523; ; 2002-06-17
 2002-06-17

1-8951523; ; 2002-06-20

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

2002-06-17

1-8951523; ; 2002-06-17
2002-06-171-8951523; ; 2002-06-20
2002-06-181-8951523; ; 2002-06-18
2002-06-181-8951523; ; 2002-06-18
2002-06-181-8951523; ; 2002-06-18
2002-07-031-8951523 check with cust if docs not received; ; 2002-07-03
2002-06-181-8951523; ; 2002-06-18
2002-06-19Update Request; ; 2002-06-19
2002-06-191-8951523; ; 2002-06-19
2002-06-201-8951523; ; 2002-06-20
2002-07-02Cust checking status of docs; ; 2002-07-02
2002-07-111-8951523; ; 2002-07-11
2002-07-05Req docs Rec'd; ; 2002-07-05
2002-07-051-8951523 docs rec'd; ; 2002-07-09
2002-07-05REQUEST FOR ASSISTANCE Scanned: 2002-07-02-06.45.24.000000, MSXDocNum: 0218300049; ;
2002-07-09
2002-07-17Offered reimbursement; ; 2002-08-02
2002-08-091-8951523 cust call; ; 2002-08-09
2002-08-02Address update; ; 2002-08-02
2002-08-02

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

Notifying CRM of cust calling in; ; 2002-08-02
2002-08-09

Creating reimbursement check and cover letter; ; 2002-08-09
2002-08-09

Created: CAC_RS0005. SR#1-8951523; ; 2002-08-09
2002-08-09

Submitting reimbursement check and cover letter for review and submission; ; 2002-08-14
2002-08-13

Call indpt; ; 2002-08-13
2002-08-13

cust call; ; 2002-08-13
2002-08-14

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-08-14
2002-08-14

Submitting request for reimbursement in the amount of [REDACTED] for Final Approval....; ;
2002-08-16
2002-08-16

Goodwill Status has been changed from: PreApprv - Check to Approved; ; 2002-08-16
2002-08-16

Service Request has been Closed Satisfied.; ; 2002-08-16

*****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:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:
MILRAGE @ 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:
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:

BURR RIDGE

IL

HOME PHONE:

CASE NUMBER: 05400868

VIN: 1G1YY22G6V5106389

DATE OPENED: 2001-08-27

MODEL YEAR: 1997

DATE CLOSED: 2001-09-11

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 10000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: TEAM CHEV INC

DEALER ADDRESS: 720 KINGSLEY EXP (RTE 83), WESTMONT, IL, 60559, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

REPLACED

J54 Spark Plugs/Glow Plugs

Other

1 REPAIR ATTEMPT(S)

WIRES

Vehicle operation or design

INSTRUCTIONS TO CRM:

*Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra~1\Plus\Micros~1\Iexplore.exe http://carsweb/web/knowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus\Micros~1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.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 STEERING LOCKED UP. HE WAS SEEKING REIM FOR DEDUCTIBLE EVEN THOUGH HIS VEH DOES NOT FALL IN CAMPAIGN GUIDE LINES. CRM ADVISED THAT ALLWE CAN DO IS DOCUMENT HIS CONCERNS AT THIS TIME BUT IF GUIDELINE EXPAND AND VEH IS INVOLVED THEN WE CAN LOOK AT REIM CUST. SECOND CONCERN WAS WAIVING DEDUCTIBLE FOR SPARK PLUG WIRES. CRM CALLED SRV MGR SAM HE ADVISED THAT THEY HAVE PASSED OVER PAPERWORK TO GMPP TO SEE IF THEY WILL WAIVE DEDUCTIBLE ON VEH. IT PENDING AT THIS TIME. CRM ADVISED CUST THAT DLR IS WAITING FOR A RESPONSE ON WAIVING OF GMPP/ KATHLEEN LINDER/PDX; 0; 367804739
2001-08-27

REPAIR DONE ON 7/31/2001 THE MILEAGE WAS DONE IN KILOMETERS INSTEAD BECAUSE ALL IT TAKES IS ACCIDENTLY HITTING A BUTTON AND IT SWITCHES. THE DLR ADVISED THEY WILL STRAIGHTEN IT OUT WITH GMPP TO READ THE WRITE MILEAGE. KATHLEEN LINDER/PDX; 0; 367804925
2001-08-29

CRM WILL CHECK WITH DLR FOR MILEAGE OF VEH AFTER REPAIR AND SEE IF GMPP DID WAIVE THE DEDUCTIBLE. KATHLEEN LINDER/PDX; 0; 367948289
2001-08-31

CRM CALLED DLR THE CURRENT CORRECT MILEAGE IS 10,025. CRM JUST WANTED TO KNOW THAT BECAUSE THE DLR ACCIDENTLY HIT THE BUTTON TO CHANGE IT OVER TO KILOMETERS AND REPAIR BEFORE THIS IS IN KILOMETERS INSTEAD THE DLR IS SUPPOSE TO TAKE CARE OF THAT. VEH STILL AT THE DLR.
KATHLEEN LINDER/PDX; 0; 368141354

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

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

MILEAGE @ BUY-BACK: 0
MSRP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

*****ADN INFORMATION*****

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

WINNETKA, CA

CASE NUMBER: 06677507 VIN: 1G1YY22G6V5106425
MODEL YEAR: 1997
DATE OPENED: 2002-04-08 SERIES: CORVETTE
DATE CLOSED: 2002-04-11 MILEAGE: 52123
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RYDELL AUTOMOTIVE GROUP
BRC PARENT: DEALER ADDRESS: 753 SAN FERNANDO RD., SAN FERNANDO, CA, 91340, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) IS NOW BLOCKED
S90 Dealer Referred Customer to CAC Dealer Referred Customer
0 REPAIR ATTEMPT(S) RE: POSSIBLE REIM

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THERE IS A CAMPAIGN ON 1998 CORVETTES RE: ELECTRIC COLUMN LOCK SYSTEM (01044A) , BUT CUST VEH IS A 97. CUST STATES VEH WAS TOWED TO DLR AND DLR BLOCKED THE COLUMN LOCK SYSTEM STATING SINCE THE VEH HAD THE SAME SYSTEM AS THE 1998'S HIS SYSTEM NEEDED TO BE BLOCKED TOO. CUST STATES DLR MADE CUST PAY FOR THE WORK SINCE VEH WAS NOT INVOLVED IN CAMPAIGN. CUST STATES STEERING WHEEL WON'T LOCK NOW. CUST SEEKS TO KNOW IF VEH SHOULD HAVE THE WORK DONE ON STEERING COLUMN AND WHY HE HAD TO PAY. CRM ADVISED WOULD CALL SVC MGR AND GET INPUT AND ASK WHY DLR BLOCKED THE STEERING COLUMN. CRM SET C/B FOR 4-11, 12-2 PDT ON CELL PHONE # 818-652-6715. KIM LAPLANTE/CAC/PDX; 0; 387172275
2002-04-10

CRM CONTACTED SVC MGR, ROBERT, WHO STATES CUST TOOK VEH TO DLR STATING STEERING COLUMN WAS LOCKED AND WOULD NOT UNLOCK. DLR RAN FOR CAMPAIGNS, FOUND NO OPEN ONES ON VEH. DLR DISABLED THE LOCKING MECHANISM ON THE STEERING COLUMN AND THE CUST HAD TO PAY BECAUSE THE VEH WAS NOT INVOLVE IN A CAMPAIGN. CRM WILL ADVISE CUST OF THIS IN SET C/B. KIM LAPLANTE/CAC/PDX; 0; 387324322
2002-04-11

CRM CONTACTED CUST TO ADVISE WHY CUST HAD TO PAY FOR REPAIR. CUST STATES FEELS B/C THERE WAS A CAMPAIGN ON 1998 CORVETTES AND HE WAS HAVING SAME CONCERN HE SHOULD NOT HAVE TO PAY. CRM

ADVISE B/C VEH WAS NOT INVOLVED IN CAMPAIGN CUST DID HAVE TO PAY FOR CONCERN WHICH WAS
SIMILAR TO CAMPAIGN. CRM CLOSING CASE DISSATISFIED NO BBB LETTER W/ TM APPROVAL KATHY MOORE
(CC). KIM LAPLANTE/CAC/PDX; 0; 367403918

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
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:
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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6706275	VIN Number:	1G1YY22G8V5106666
Date Opened:	8/18/2003	Model Year:	1987
Date Closed:		Series:	Corvette
Dealer Code:	B15262	Mileage:	30618
Address:	PELLEGRINO CHEVROLETWESTVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/18/2003 09:29:34 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION)TOM CHIOMENTO TECH

CUSTOMER CONCERN -STEERING COLUMN LOCKED

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

DLR HAS DONE TSB # 01-02-35-008 AND STILL HAS THE MESSAGE ON THE DIC.

DLR DID NOT UNHOOK THE BATTERY .

TAC RECOMMENDATION -DLR TO PULL BOTH BCM FUSES AND WAIT A BIT THEN TRY IT AGAIN. DLR TO ADV WW

08/18/2003 09:29:34 HISTORY - WILSON

08/18/2003 09:47:09 COLEMAN -CASE UPDATE

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

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

EA02-031 / GM22C

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

STATES THAT HE HAS PULLED THE FUSES AND HAS TRIED TO TOUCH THE BATTERY
CABLES TOGETHER, AND THE COLUMN STILL DOES NOT UNLOCK.

NEW RECOMMENDATIONS

TAC SUGGEST CHECKING FOR THE KEY IN STATUS.

08/18/2003 10:06:04 MOCERI - TOM CALLED BACK AND STATES THE
TECH II SHOWS A KEY IN & OUT STATUS.

I REVIEWED P/I A000285 WITH TOM.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Bolingbrook IL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-136761228 VIN: 1G1YY22G6V51067B1
MODEL YEAR: 1997
DATE OPENED: 2003-09-02 SERIES: Corvette
DATE CLOSED: 2003-09-12 MILEAGE: 70000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Bolingbrook Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 115 W Frontage Rd S, Bolingbrook, IL, 60440-3589, USA

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

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

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

STEERING WHEEL LOCKED; ; 2003-09-02
2003-09-03

sr# 1-136761228; ; 2003-09-03
2003-09-02

sr# 1-136761228; ; 2003-09-03
2003-09-03

svc mgr doug nickleski; ; 2003-09-03
2003-09-03

follow up; ; 2003-09-03
2003-09-03

\$600.00 o/c; ; 2003-09-03
2003-09-03

Created: CAC_R90027. SR#1-136761228; ; 2003-09-03
2003-09-03

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-09-03
2003-09-03

\$600.00 OLC SUBMITTED FOR APPROVAL; ; 2003-09-12
2003-09-12

Goodwill Status has been changed from: PreAprv - Cart to Approved; ; 2003-09-12
2003-09-12

Service Request has been Closed Satisfied.; ; 2003-09-12

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % 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:

October 23, 2003

[REDACTED]
Bolingbrook, IL [REDACTED]

Service Request: 1-136761228

Dear [REDACTED]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY22G6V5106781, enclosed is the Owner Loyalty Certificate for the amount of \$600.00. This certificate is valid through September 12, 2004, towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1997 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Shemika Davis
Customer Relationship Manager

RS0027-P

Issued by:
Chevrolet

Certificate No. 1G1YY22G6V5106781

Issue Date: October 23, 2003

Issued exclusively for:



Bolingbrook, IL



Valid through: September 12, 2004

Amount: Six Hundred Dollars and Zero Cents
****\$600.00****

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

New Town Square
PA

HOME PHONE:

CASE NUMBER: 1-130829677

VIN: 1G1YY22G6V5107204

MODEL YEAR: 1997

DATE OPENED: 2003-08-15

SERIES: Corvette

DATE CLOSED: 2003-08-21

MILEAGE: 65000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

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

Inoperative

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

Steering Locked; ; 2003-08-15
2003-08-19

Beauregard, Steering Locked; ; 2003-08-19
2003-08-19

call to (610) 356-6943; ; 2003-08-21
2003-08-21

Service Request has been Closed Satisfied.; ; 2003-08-21

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

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:

FAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

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:
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 RESTRICTED

CUSTOMER:
ADDRESS:

Agoura Hills

CA

HOME PHONE:

CASE NUMBER: 1-83461668

VIN: 1G1YY22G6V5107493

MODEL YEAR: 1997

DATE OPENED: 2003-03-21

SERIES: Corvette

DATE CLOSED: 2003-03-21

MILEAGE: 57300.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Courtesy Chevrolet Motors

BRC PARENT:

DEALER ADDRESS: 3610 Thousand Oaks Blvd, Thousand Oaks, CA, 91362-

3605, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering wheel locking up; ; 2003-03-21

2003-03-21

Made contact with dlr; ; 2003-03-21

2003-03-21

Closed dissatisfied due to cust being upset at all the repairs that have been...; ; 2003-03-

21

2003-03-21

Service Request has been Closed Dissatisfied.; ; 2003-03-21

*****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: ,

LOCATION:

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: