

GM RESTRICTED

380002

CASE NUMBER: 05688741 VIN: 1G1YY22G6V5107655
 DATE OPENED: 10/15/01 MODEL YEAR: 97
 DATE CLOSED: 10/16/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 15000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 05688741 VIN: 1G1YY22G6V5107655
 MODEL YEAR: 1997
 DATE OPENED: 2001-10-15 SERIES: UNKNOWN
 DATE CLOSED: 2001-10-16 MILEAGE: 15000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: TROPICAL CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 8880 BISCAYNE BLVD., MIAMI, FL, 33138, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	LOCKED
N03 Ignition System Wiring/Switches	Inoperative
0 REPAIR ATTEMPT(S)	LOCKED
M02 Steering Linkage/Component Parts	Other
0 REPAIR ATTEMPT(S)	LOCKED
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	STEERING COL LOCKED

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

GM RESTRICTED

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* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.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\1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle
 repurchase.html]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

CUST STATES:STARTED VEH COMPUTER READ FULL KEY WAIT 10 SECONDS TRIED TO RESTART STEERING
 COL LOCKED COMPUTER READ SERVICE COLUMN LOCKED.
 CUST SEEKS TO SPK W/ TECH ASST.
 CRM CALLED GRAND PRIZE DLR AND SPK W/ SVR MGR WHO STATED THE VEC WOULD NEED TO BE TOWED TO
 DLRSHIP. CUST COULD TRY TO RESTART BUT IT MAY NOT HAPPEN
 CRM ADVISED CUST OF THIS AND SCH A CALL BACK FOR 10/1812-2ESTDENISEGRIZZARD/CAC/PDX; 0;
 372030874
 2001-10-16

CUSTOMER STATED THAT THE SVC ADVISOR DOUGLAS TOLD HIM TO CALL CAC BECAUSE THE PROBLEM
 THAT HE IS EXPERIENCING IN THE STEERING COLUMN IS A COMMON PROBLEM WITH CORVETTES, AND
 HAS A RECALL FOR IT, BUT HE ISNT COVERED UNDER HIS VIN #. CUSTOMER STATED THAT HE FEELS
 UNSAFE DRIVING THIS VEH IN CASE IT LOCKS UP WHILE DRIVING OR IF IT LOCKS UP WHILE HE IS
 IN A BAD NEIGHBORHOOD. CUST SEEKS COST ASST. FOR THE REPAIR. CRM CONTACTED DOUGLAS, WHO
 REFERRED CRM TO DIANE(SVC MGR). DIANE STATED THAT SHE WILL LOOK INTO COST ASST AS
 CUSTOMER HAS HAD THIS PROBLEM REPAIRED BY THE DLRSHIP BEFORE. DIANE ADVISED CRM THAT SHE
 WILL LEAVE VME FOR CRM WITH FEEDBACK. CRM ADVISED CUSTOMER THAT I WILL GET BACK TO
 CUSTOMER LATER TODAY WITH AN ANSWER.; 0; 372095391
 2001-10-16

CONTINUED PREVIOUS CRM.....CRM WILL CALL CUST BACK IN 2-4 HRS. STACEY
 PAUL/CARH/TPA; 0; 372095607
 2001-10-16

CRM RECIEVED MESSAGE FROM DIANE (SVC MGR) REGARDING GOODWILL FOR CUST. DIANE STATED IN
 VME THAT SHE WILL PROVIDE COST ASST FOR ANY DEFECTS/FOR PARTS/LABOR RELATED TO THE RECALL
 ON THE STEERING LOCK ACTUATOR(NOTHING ELSE WILL BE COVERED), BUT CUST WILL HAVE TO PAY
 FOR THE DIAGNOSIS. CRM CONTACTED CUST. AND ADVISED HIM THAT SVC NEEDS TO LOOK AT VEH TO
 FIND OUT IF IT IS RELATED TO RECALL, AND IF IT IS IT WILL BE COVERED, IF IT IS NOT, IT
 WILL BE A CUSTOMER PAY ISSUE. CUSTOMER UNDERSTOOD AND IS SATISFIED. STACEY
 PAUL/CARH/TPA/57845; 0; 372098127

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

INCIDENT DATE:
 INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
 DRIVER DISABILITY:

DRIVER AGE:

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

380002

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:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Miami, FL

CASE NUMBER: 1-126267204 VIN: 1G1YY22G6V5107655
MODEL YEAR: 1997
DATE OPENED: 2003-08-04 SERIES: Corvette
DATE CLOSED: 2003-09-10 MILEAGE: 27000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANc DEALER NAME: Tropical Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 8880 Biscayne Blvd, Miami, FL, 33138-3398, USA

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

M01 General
G REPAIR ATTEMPT(S)

No Symptom Indicated

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

Steering column locked; ; 2003-08-04
2003-08-04

call for appt; ; 2003-08-04
2003-08-04

diagnosis; ; 2003-08-04
2003-08-04

VM from cust; ; 2003-08-04
2003-08-04

c/b; ; 2003-08-04
2003-08-04

RFI on Steering column locked; ; 2003-08-04
2003-08-04

Cust called and seeks call back; ; 2003-08-04
2003-08-04

Diagnosis; ; 2003-08-04
2003-08-04

VM from Svr mgr; ; 2003-08-04
2003-08-04

Reimbursement; ; 2003-08-04
2003-08-04

OTS; ; 2003-08-04
2003-08-04

final decision; ; 2003-08-04
2003-08-11

Check for doc's; ; 2003-08-11
2003-08-11

call about doc's; ; 2003-08-11
2003-08-15

check for doc's; ; 2003-08-15
2003-08-15

SR in Status of Pending Documentation has been Re-Opened by SCHMIDTS; ; 2003-08-15
2003-08-15

indexed 08/15/03; ; 2003-08-15
2003-08-15

REQUEST FOR ASSISTANCE Scanned: 2003-08-09-11.20.19.000000, MSXDocNum: 0322100373; ; 2003-08-19
2003-08-15

docs rec'd; ; 2003-08-19
2003-08-18

DOCS Attached Please Process; ; 2003-08-19
2003-08-18

Service Request Ownership has changed FROM: UHLROS TO: DACOSTAJ; ; 2003-08-18
2003-08-19

Tropical Chevrolet, Inc.; ; 2003-08-19
2003-08-19

RE: Reim; ; 2003-08-19
2003-08-19

Reim for Steering Concern; ; 2003-08-19
2003-08-19

RE: Reim; ; 2003-08-19
2003-08-19

1-126267204; ; 2003-08-19
2003-08-19

RE: Reim; ; 2003-08-19
2003-08-19

Requesting Status; ; 2003-08-19
2003-08-19

Reim for [REDACTED]; ; 2003-08-29
2003-08-19

Created: CAC_RS0005. SR#1-126267204; ; 2003-08-19
2003-08-19

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-08-19
2003-08-29

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2003-08-29
2003-08-29

Service Request has been Closed Satisfied.; ; 2003-08-29
2003-09-10

SR in Status of Closed has been Re-Opened by DACOSTAJ, ; 2003-09-10
2003-09-10

Requesting Status on Reim; ; 2003-09-10
2003-09-10

Service Request has been Closed Satisfied.; ; 2003-09-10

*****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: FAX NUMBER:

PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

*****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:

October 23, 2003

[REDACTED]
Miami, FL [REDACTED]

Service Request: S1-126267204

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of [REDACTED]. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

James DaCosta
Customer Relationship Manager

RS0005-T/pdm



CHEVROLET
P.O. BOX 33170
DETROIT MICH. 48232

ATT.
CASE #



48232-48232





3680 BRICKYAR BLVD. - MIAMI SHORES, FLORIDA 33138
 DADE: (305) 754-7551 TEL. PRIN: 1-800-525-7511
 DADE COUNTY REGISTRATION #MVA-01811 • STATE REGISTRATION #MVB-841009

ORIGINAL

COMPONENT NO 10879		ASSEMBLY DAVID FRANCO 611	DATE 1747	ORDER NO 000000	WORKS NO CNC872444
[REDACTED]		LABOR RATE	DESCRIPTION	QUANTITY	PRICE
MIAMI, FL [REDACTED]		VEHICLE NAME (MODEL) 07CHEVROLET/CORVETTE		DELIVERY DATE 07/08/97	DELIVERY MILE 07/08/97
		VEHICLE NO. 181YY2268V8 107656		SALES DEALER NO.	PRODUCTION DATE 07/08/97
		K.T. NO.	A.C. NO.	R.C. NO.	000000
		CITY/STATE		NO: 27382	
<p>JOB# 1 CHARGES-----</p> <p>LABOR----- JP 1 20CV202 200.00</p> <p>***** UNREPAIRABILITY CONCERN ***** CMT STATES STEERING COIL LOCKS RECALL STEERING COLUMN LOCK CIRCUIT FOUND UPDATED LOCK KIT NECESSARY TO ADJ. STEERING COLUMN TO REMOVE LOCK PLATE & RELAY KIT</p> <p>PARTS-----QTY-----FP-----NAME-----DESCRIPTION-----LIST PRICE-----UNIT PRICE----- 1 00000007 WIPER BLADE 2.195 2.195 2.195 134.04 TOTAL - PARTS 134.04</p> <p>SUBLET-----P.O.-----VEND NAME-----IN DATE-----DESCRIPTION----- 227157 11/04/97 08/04/98 V8 TOTAL - SUBLET 84.50</p> <p>JOB# 1 TOTALS----- LABOR 200.00 SUBLET 84.50</p> <p>JOB# 1 JOURNAL PREFIX CYCS 418.64</p> <p>WISC-----CODE-----DESCRIPTION-----CONTROL NO----- J08 # A 105 SHOP SUPPLIES TOTAL - WISC 88.00</p> <p>COMMENTS----- (NOTE).....A/C NON COOLING ON DRIVERS SIDE</p> <p>TOTALS-----</p> <p>***** * [] CASH [] CHECK CK NO. [] * * [] VISA [] MASTERCARD [] DISCOVER * * [] AMEX EXPRESS [] OTHER [] CHARGE * *****</p> <p>THANK YOU FOR YOUR BUSINESS!!</p> <p>***** CUSTOMER SIGNATURE</p> <p>MC-072 CHGD AUG 04 2003</p>					
<p>PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED WAS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATION AND OUR PRIDE OF WORKMANSHIP.</p> <p>PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL PROBLEMS AS POSSIBLE.</p> <p>*A standard charge is made of 10% of total charges in a minimum of \$50.00. This charge represents costs and profits to the repair vehicle facility for items such as miscellaneous shop supplies and/or waste disposal.*</p> <p>Signature M _____</p>			<p>LIMITED WARRANTY: The only warranty applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for particular purposes, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 1 year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.</p> <p>CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREON.</p> <p>CUSTOMER SIGNATURE _____</p>		

SALES DRAFT

TRIPTON, CHEVROLET
2800 BISHOP BLVD
KING, FL 33430-
(904) 754-7351
[REDACTED]

T10 : [REDACTED]
DATE : 06/06/93 03:26:43 PM ACH
ACCT : [REDACTED]
EXP : [REDACTED]

TRAM N : 1374

AMOUNT : [REDACTED]

THANK YOU.
PLEASE CONFIRM.

REFUND: 510683



FLORIDA

SALES DRAFT

TEMPAL CEMENT

AND RESUME RUM

MIAMI, FL 33139

CARD 754-7581

TR

DATE 12/10/03 09:24:43 PM AM

ACT 1

EXP 1

TRF \$ 1376

AMOUNT \$

THANK YOU

PLEASE PRINT NAME

AMOUNT: \$106495

REG. FEE	SALES TAX	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$23.10	\$	\$2.00	\$	\$0.00	\$
PLATE (ISSUED)	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONTR. TOTAL	GRAND TOTAL	
	08/12/03	\$0.00	\$	\$26.10	

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 08/12/03
CL: [REDACTED]
TAG: [REDACTED] TITLE: [REDACTED] EXP: [REDACTED]
VIN: 1G1YY2286G10788 TC: 7334817 YR/M: 10/07 CREV

MIAMI, FL

LP: 288357 TP: 351185341 BP: 256788 RP: 351185341

ATT. ROSE UHL
CASE# 1-126267204

North American Operations
 General Motors Corporation
 Disbursements (2813)
 PO Box 82838
 Phoenix, AZ 85082-2838



CHECK No. 90957751

DATE
09/03/83

*****378 DOLLARS

*****02 CENTS

AMOUNT
*****378.02

PAY
TO THE
ORDER
OF

MIAMI FL

North American Operations
 General Motors Corporation
 Disbursement Account

Richard C. [Signature]
 TREASURER

The Chase Manhattan Bank, N.A.
 Square, New York

SEP 05 2083

ALSO

#900557756# 0226309379# 601-2-62520P

VEHICLE
 IDENT NO 000000018

VENDOR NAME

North American Operations
 General Motors Corporation
 Disbursements (2813)
 PO Box 82838
 Phoenix, AZ 85082-2838

DETACH BEFORE REPORTING CHECK

CHECK NO 90957751

PAYMENT
 DATE 09/03/83

INVOICE NO DESCRIPTION	INVOICE DATE	GOOD REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
10LYT2800V810709.1-126287204.1-06H280	09/03/83	VH 1-06H280	00.0000	378.02	.00	378.02
TOTAL				378.02	.00	378.02

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT. FOR QUESTIONS CALL 800-443-8782

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Fort Rucker

AL

HOME PHONE:

CASE NUMBER: 1-139040148

VIN:

1G1YY22G6V5107705

MODEL YEAR:

1997

DATE OPENED: 2003-09-09

SERIES:

Corvette

DATE CLOSED: 2003-09-09

MILEAGE:

35000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Solomon Motor Company, Incorporated

BRC PARENT:

DEALER ADDRESS: 4886 Montgomery Hwy, Dothan, AL, 36303, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Complaint Veh - Steering Column; ; 2003-09-09

2003-09-09

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
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:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] LEAGUE CITY TX [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05274070 VIN: 1G1YY22G6V5107767
MODEL YEAR: 1997
DATE OPENED: 2001-08-10 SERIES: UNKNOWN
DATE CLOSED: 2001-08-24 MILEAGE: 62000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: NORMAN FREDERICK CHEVROLET CO
BRC PARENT: DEALER ADDRESS: 16801 FEATHER CRAFT, HOUSTON, TX, 77058, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) locked

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 - (If damage, consider explaining the consumer's responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.html>]]
- * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RDN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCE/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/CARSCE/SBS/html/CustomerRequestsVehicleRepurchase.html>]]

Vehicle repair request - Repair not done

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

cust states her steering locked up, veh has been towed, and she is in a rental. cust was told that there is a campaign on this concern but was told her veh was not involved.. cust seeks to verify info and seeks cost assist. crm called serv mgr, Dan, states that they would offer some cost assist. but will not until a determination is made. cust understood. crm will call serv aug 14 0800-1000 pat tammy lash/cac/pdx; 0; 366325299
2001-08-10

camp 01044 covers 1998-2000 corvettes tammy lash/cac/pdx; 0; 366325361
2001-08-13

CUST STATES HER VEH IS STILL AT DLRSHP WITH THE SAME CONCERN AS CAMPAIGN 01044 AND WOULD LIKE TO KNOW IF WE ARE GOING TO COVER THE REPAIR. CUST SEEKS REPAIR TO STEERING TO BE

COVERED UNDER CAMPAIGN ALTHOUGH SHE DOES NOT FALL UNDER PARAMETERS. CRM ADV WILL CALL SVC MGR. CRM SPOKE TO DAN WHO STATES IT IS THE SAME CONCERN AS RECALL SO HE HAS PLACED A CALL TO AVM AND IS WAITING FOR HIM TO CAL BACK WITH DECISION ON ASSISTANCE. DAN STATES HE WILL CALL CUST WITH DECISION. CRM ADV CUST OF INFO AND ADV HER TO WAIT ON CALL FROM DAN. CUST AGREED.

JESSE BOSQUE/ATX; 0; 366573698
2001-08-16

Crm resumed wrong file. Transferring to BOSQUEJ for reclosure
Kelley Williams/Avm Team/TPA; 0; 366862319
2001-08-24

CRM CALLED SVC DEPT AT NORMAN FREDE TO SEE IF ASSISTANCE WAS OFFERED TO CUST AND WAS TOLD BY BART THE SVC ADV ON 8-21-01 CUSTOMER,S VEH WAS REPAIRED AND THEY COVERED THE LABOR AND CUST COVERED COST OF PARTS. CRM CLOSING FILE.
JESSE BOSQUE/ATX; 0; 367528200

*****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:

CONTACT NUMBER: 1
CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

DIV: CHEVROLET CASE 980227794 TYPE: G-GENERAL
NAME: WIN KELLY CHEVROLET L.L.C.
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: GAITHERSBURG
VIN: 1G1YY22G6V5108210
RESP DEALER: 00000
MILEAGE: 12000
YEAR/MODEL: 1997/CORVETTE

STATE: MD ZIP: [REDACTED]
DELIVERY DATE: 06/24/1997

CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE : 04/20/1998
REOPENED: N

STATUS: C
ORIG OPEN DATE: 04/20/1998

LAST ACTIVITY DATE: 10/02/1998

BY: KAREN A KIESEL

CLOSE DATE: 10/02/1998

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

CHECK OR REIMBURSEMENT

LETTER 99-02, FUEL SYSTEM

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

OPEN TAX YEAR

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: RSL

OWNER DEMAND AMT: \$0.00

WARRANTY: I (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER : (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: I

VEHICLE BUYBACK: Y

DEALER CONTACTED: N

DEALER NUMBER: 14219

CONTACTED DATE: 04/20/1998

NAME: WIN KELLY CHEVROLET L.L.C.

DEALER CLOSED : 04/20/1998

CITY: CLARKSVILLE

ST: MD

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
L01	1		FUEL WAS CUT OFF
M40	1		STEERING WHEEL LOCKED UP
S06	0		POSS STATE LEMON LAW (14 219)
S40	0		6/100, UNSURE OF COMPANY

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/20/1998 12:53:22

OWNERSHIP FILE [REDACTED]
EXT 6729
DLR USE ONLY 1-800-CHEV-007

04-20-98...O/C/B REQ REPURCHASE FOR 97 CORVETTE...O/STS ORIG O/...O/
STS NO EXT SERV CONTRACT PURCHASED...O/STS HAS TAKEN VEH TO DLR FOR
TRANSMISSION, CRUISE CONTROL, PAINT CHIPPING, KEYLESS ENTRY RPRS ALREADY
& NOW THE STEERING WHEEL & FUEL PUMP...O/STS IS VERY DISSAT W/ VEH
PERFORMANCE & REQ REPURCHASE...CO ACK & APOLOGIZED FOR CONCERN...
CO DCC SMGR CAROL, WHO ADV THE FOLLOWING RO INFO:
RO # DATE MILEAGE CONCERN RPR DOS
59200 7/22/97 197 NOISE FROM NPF 1 DY
 TRANSMISSION
(((CONT
(((CONT
RO # DATE MILEAGE CONCERN RPR DOS
60800 9/6/97 3409 NOISE FROM NPF 1 DY
 TRANSMISSION
62084 10/14/97 5209 " " NO RPR 5 DYS
 MADE
 TA CONTACTED
64290 12/18/97 5797 TRANSMISSION RPL 4 DYS
 GRINDING TRANSMISSION
SMGR ALSO ADV W/ ALL CONCERNS VEH HAD BEEN OUT OF SERVICE 134
DYS TOTAL...CO REVIEWED W/ R. HERRIN...CO INFO O/ OF FILE #,
PURPOSE, & EXT...CO INFO O/ OF DCC...O/ACK...CO ADV O/ TO C/B
IN A WEEK IF HE HAD NOT HEARD ANYTHING...O/ACK...CO THANKED O/
FOR C/...NOTE:SEE RELATED FILE # 970757989...
NINA LOWERY
4/20/98*****
CO REC'D CAG CHECKLIST FROM PREV...CO REV'D CASE SET UP.....
HOLLY CARTER, TEAM 2 CA LIASON

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/21/1998 09:17:05

NEW OWNERSHIP FILE [REDACTED]
CCAC/CAG
FOR CUSTOMER USE ONLY 800-222-1020 EXT. 5228
FOR DLR USE ONLY 800-CHEV-007 EXT. 5228
FOR ZONE USE ONLY 8-366-4906

04/21/98 ***** CO TO F/UP W/ O/ ASAP.....
04/21/98 ***** CO C/ O/ TO DISCUSS...O/STS VEH IS AT DLR NOW FOR
CONCERNS...O/STS HAS 6/100 EXT SERV CONTRACT....CO ADV O/ OPTIONS:
1) SINCE VEH IS AT DLR, IF RPRS ARE SUCCESSFUL CMD WOULD BE WILLING
TO PROVIDE HIM W/ 6/100 GMPP, \$0 DED, STD RENTAL & HE COULD SEEK A
REFUND ON THE EXT SERV CONTRACT HE HAS NOW....IF RPRS ARE NOT
SUCCESSFUL, CMD CAN STILL REVIEW THE REPURCHASE REQUEST....2) CMD
CAN FORWARD FILE TO R/O NOW FOR REVIEW OF HIS REQUEST FOR REPURCHASE,
NO GUARANTEES, 4-6 WEEKS, O/ RESPONSIBLE FOR USAGE/UPGRADES...O/STS
WANTS TRADE REPURCHASE, WOULD NOT BE SAT W/ GMPP OFFER....CO ACK & ADV
O/ NAME & EXT...CO ADV O/ CO WILL C/B ONCE UPDATE/POSITION IS AVAIL...

CO THANKED O/.....O/THANKED CO.....

CO LEFT MESSAGE W/ DSM, MYRON SANFORD REGARDING REPURCHASE REQUEST....

CCAC/CAG X4906

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/24/1998 09:02:02
04/24/98 ***** CO REC'D VRU MESSAGE FROM DSM THAT HE DOES NOT REALLY
FEEL CMD SHOULD REPURCHASE THIS VEH B/C IS OPERATING FINE NOW...DSM
ADV CO HE IS GOING TO DLR TODAY & WILL DISCUSS W/ SMGR.....DSM ADV CO
HE WILL LET CO KNOW WHAT HE WANTS TO DO ONCE HE REVIEWS THE R.O. INFO.
....CO ACK & THANKED DSM FOR C/B.....
HEATHER BALL, CCAC/CAG X4906

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/29/1998 18:45:50
DLR ADV. HE WILL DISCUSS W O/WHAT HE WANTS TO DO - DLR FELT LIKE WE SH
SHOULD BUY O/OUT OF VEH AND LET HIM NEG. ON NEW VEH, SINCE HE WANTED T
O UPGRADE TO A CONV. DLR. WILL ADV.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/21/1998 16:29:36
05/21/98 ***** CO REC'D PRA FAXED FROM DSM...CO FORWARDED FILE TO
REPURCHASE GROUP.....
HEATHER BALL, CCAC/CAG X4906

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/27/1998 16:38:51

O/SHIP REPURCHASE FILE
DLR USE ONLY 800-CHEV-007 EXT 3696
CUSTOMER USE 800-222-1020 EXT 3696
ZONE 8-366-1610

5/27/98...CO REC'D FILE 5/26/98 FROM CAG FOR STRAIGHT REPURCHASE AND
APPROVAL...CO C/O...O/N/A...CO LEFT MESS W/THELMA...CO ADV PHONE#,
FILE#, EXT...CO ACK AND THANKED ...SHEILA WILLIAMS, CAC/REPR 1610

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/01/1998 16:47:29
06/01/98*****O/C/B SITS FILE # AND REQ PREV....CO ACK AND REV FILE...
CO TO TRANSFER C/TO PREV....CO L/M/FOR PREV TO C/O/B...
DAVID KHANUJA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/03/1998 10:49:48
6/3/98...CO C/O...O/STS VEH HAS LO JACK INSTALLED ON VEH AND REQ
SALES TAX...O/STS COST OF AFTER MARKET ITEM AROUND \$2500.00 AND
HAS DOC...CO ?? IF ITEM CAN BE REMOVED W/OUT DAMAGE TO VEH...O/
STS DID NOT KNOW...CO ADV IF UNABLE TO REMOVE CAN LOOK INTO REIM
CO ?? LIEN...CO ?? IF O/HAS COPY OF TITLE...O/STS HAS COPY OF TITLE
NO LIEN...CO ADV OF REPR PROCESS...CO ADV OF FAX# AND REQ O/TO FAX
AFTERMARKET DOC...CO ACK AND THANKED FOR X...SHEILA WILLIAMS
CAC/REPR X1610

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/10/1998 11:08:17
6/10/98...MARGARIE HUGHES (O/SECRETARY) C/PROVIDES FILE # & REQ O/SHIP
EXT & FAX #....CO REV FILE...CO C/REPUR & SPOKE W/TIFFANI HAILS.....
TIFFANI ADV CO CONF C/....CO CONF C/.....
WENONA CLEMONS
06/10/98...CO REC'D CONFERENCE C/FROM 800#...CO SPOKE
O'S SECRETARY...T/STS IS TRYING TO FAX INVOICE FOR AFTER
MARKET ALARM SYSTEM...CO PROVIDED TWO FAX# & ADV T/THAT CO IS NOW
HANDLING FILE...T/ACK...CO THANKED T/FOR C/B...TIFFINI HAILS
CCAC/REPURCHASE EXT 1607

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/29/1998 10:07:44
06/29/98...CO C/O/TO ADV O/OF CALCULATIONS...CO WAS ADV THAT O/

WAS UNAVAIL...CO LEFT 800#, FILE, NAME & EXT FOR A C/B...TIFFINI
HAILS CCAC/REPURCHASE EXT 1607

NEXT SPECIALIST: IF O/C/B PLS CONFERENCE C/IF I AM AVAIL...THANKS

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/07/1998 09:44:44
07-07-98*****

O/C/STS FILE # & REQ PREV...CO ATTEMPTED TO CONFERENCE O/TO PREV...
CO ADV O/PREV N/A & ADV O/THAT CO LEFT MESSAGE TO C/O...O/STS CAN BE
REACHED AT WORK #...CO ACK & THANKED O/FOR C/...
DAVINA RUTHERFORD, 6775

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/08/1998 09:36:47
07/08/98...CO REC'D VRU MSG FROM YESTERDAY...CO C/B O/THIS MORNING
BUT WAS ADV THAT O/WOULD NOT BE AVAIL UNTIL TOMORROW...CO ACK &
LEFT 800# & FILE# FOR A C/B...TIFFINI HAILS CCAC/REPURCHASE EXT
1607

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/16/1998 12:03:03
07/16/98...CO REC'D A C/B FROM O/ON 7/10/98...CO PROVIDED OFFER
FOR 43,627.34...O/STS WOULD ACCEPT...CO ACK & STS WOULD FAX OVER
LETTER TO O/...CO VERIFIED FAX#...CO FAXED OVER OFFER LETTER THIS
MORNING...CO AWAITING RESPONSE...TIFFINI HAILS CCAC/REPURCHASE
EXT 1607

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/23/1998 17:52:11
07/23/98...CO REC'D SIGNED OFFER LETTER & RELEASE OF CLAIMS
AGREEMENT...CO ADV OF THE FOLLOWING:

PURCHASE PRICE \$45,599.35
ADDED OPTIONS 624.75 (LOCK JACK ALARM SYSTEM)
USAGE DEDUCTED 2,596.76

TOTAL REPURCHASE AMOUNT \$43,627.34...REASON FOR REPURCHASE, MULTIPLE
RPRS FOR FAILURE W/DRIVE AXLE...CO FORWARDED FILE FOR FURTHER HANDLING
...TIFFINI HAILS CCAC/REPURCHASE EXT 1607

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

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DOCUMENTS FORWARDED TO CAC-RSL

☒ X_ORIG. BUYERS ORDER/OTHER RECEIPTS

☒ X_OTHER R.O.

☒ X_ORIG. INVOICE OR COPY IF AVAIL

☒ X_COPY OF NADA

☒ X_SIGNED ACCEPT LTR/BBB LTR

☐ ELIG. FOR TAX REFUND

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

NAME ON TITLE: JAMES ARNAIZ, FP POLYMERS, INC.

LIENHOLDER NAME:

ATTN:/ADDRESS:

CITY, STATE, ZIP/PHONE:

ACCOUNT:

ACCT. PAYOFF/PER DEIM/GOOD TIL:

DEALER/DLR CONTACT/PHONE: CAROL DAUGHTERY AT WIN KELLY 1-800-458-5640

REGISTRATION EXPIRATION DATE/REPURCHASE COOR: TIFFINI HAILS

07/23/98...NO LEIN ON THE VEH...O/PAID CASH FOR THE VEH THROUGH

HIS BUSINESS....

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/24/1998 16:11:56
07/24/98 REWORK APPROVED FORWARDED TO RESALE

COMMENT TYPE: 6-REIMB. PAYME ENTERED DATE/TIME: 07/28/1998 00:00:01
STRAIGHT REPURCHASE FOR CUSTOMER SATISFACTION DUE TO
DRIVE LINE CONCERNS. (DRIVE AXLE FAILURE)

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/28/1998 09:58:31

OWNERSHIP FILE [REDACTED]

CAC/RESALE

REGIONAL USE ONLY 8-366-1796

DLR USE ONLY 800-CHEV-007 EXT.1796

I REC'D SR FILE FROM REPURCH I WILL
REVIEW AND PROCESS A CHECK AND CREDIT
ON THIS FILE.

I AM SENDING FILE TO [REDACTED] FOR CHECK AND CREDIT APPROVAL.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/30/1998 14:37:43

I CONTACTED DLR I ADV'D THAT I WOULD BE OVERNIGHTING REPURCHASE
DOCS FOR CUST TO ENDORSE ONCE THEY ARRIVE.

[REDACTED]
07-30-98 *****

CO REC'D COPY OF REPURCHASE AGREEMENT AND RELEASE AGREEMENT
SIGNED BY O/ ON 7-30-98..

CO ATTACHED & ARCHIVED ICOR...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/03/1998 15:22:28

FILE IS BEING MONITORED BY THE CCAC/RESALE GROUP. FILE WILL
BE CLOSED ONCE THE VEHICLE IS DISPOSED OF AT AUCTION.

[REDACTED]
I AM FORWARDING FILE TO [REDACTED] FOR FURTHER HANDLING.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/10/1998 10:11:37

9/10/98....DOCS WERE SENT ON 9/8 TO BALTIMORE-WASHINGTON AUCTION....

KAREN KIESEL CAC/RESALE

COMMENT TYPE: 5-REPURCHASE ENTERED DATE/TIME: 10/02/1998 00:00:01

FAILURE

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 10/02/1998 00:00:01

CO TO REVIEW

CO TO REVIEW

CO TO REVIEW

..

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

Reimbursement Case 980227794 8009739

PAYMENT TYPE: H DEALER NUMBER:
DESCRIPTION:

VIN: 1G1YY22G6V5108210 MILEAGE: 12000
DESCRIPTION: STRA
MODEL YEAR/CODE: 1997 DOCUMENT NUMBER: 209810
LABOR PAY: \$0.00 PARTS PAY: \$0.00
NET PAY: \$100.00 TOTAL PAY: \$100.00

VIN: 1G1YY22G6V5108210 MILEAGE: 12000
DESCRIPTION: STRA
MODEL YEAR/CODE: 1997 DOCUMENT NUMBER: 210858
LABOR PAY: \$0.00 PARTS PAY: \$0.00
NET PAY: \$43,627.34 TOTAL PAY: \$43,627.34

CODE: 02
TYPE: H
NAME: [REDACTED]
AMOUNT: [REDACTED] DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 07/30/1998
NET PAYMENT AMOUNT: \$0.00
1099: N TIN NUMBER:

CODE:
TYPE: C
NAME:
AMOUNT: \$100.00 DOCUMENT NUMBER: 000000 VOID: N
CHECK NUMBER: 0 CHECK PRINT ISSUE DATE: 01/01/0001
NET PAYMENT AMOUNT: \$0.00
1099: N TIN NUMBER:

Reimbursement History

VIN:
ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 07/28/1998 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 07/28/1998 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G6V5108210
ENTERED DATE: 07/28/1998 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE: 18
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: C TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 07/28/1998 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE: 18
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: C TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 1G1YY22G6V5108210
ENTERED DATE: 07/28/1998 PAYMENT AMOUNT: 43627.34 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 07/28/1998 PAYMENT AMOUNT: 43627.34 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 07/28/1998 PAYMENT AMOUNT: 43627.34 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G6V5108210
ENTERED DATE: 07/30/1998 PAYMENT AMOUNT: 43627.34 CHECK NUMBER: 002569031
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: B76
ENTERED DATE: 07/31/1998 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE: 18
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: C TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 878

ENTERED DATE: 08/08/1998 PAYMENT AMOUNT: 43627.34 CHECK NUMBER:

FAILURE CODE: 98

EVENT CODE:

REPURCHASE IND: Y

PAYMENT TYPE: H

TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

1998210017

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: GAITHERSBURG

STATE: MD

ZIP: [REDACTED]

AGE: 000

HOME PHONE: ()

BUSINESS PHONE: [REDACTED]

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

CREATION DATE: 10/02/1998 DECISION DATE: 07/28/1998
CHECK REQUESTED AMOUNT: [REDACTED] CHECK DATE:
CHECK/CERTIFICATE NUMBER:
AUCTION HOUSE: BALTWASH AUCTION CHECK:
VEHICLE DISPOSED DATE: 09/30/1998 TRADE OUT:
ACCOUNT NUMBER PARTS AMOUNT: \$0.00
ACCOUNT NUMBER LABOR AMOUNT: \$0.00
COST TO DIV: \$0.00
AMOUNT RECOVERED: [REDACTED]
NET LOSS BUYBACK AMOUNT: [REDACTED]
NADA AMOUNT: [REDACTED] TRANSFER MILES: 012000
CODE: V-STRAIGHT REPURCHASE
TROUBLE CODES: G10
PROBLEM OCCURANCE NUMBERS: 4 0

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LEVITTOWN

PA

HOME PHONE:

CASE NUMBER: 05252502 VIN: 1G1YY22G6V5108515
MODEL YEAR: 1997
DATE OPENED: 2001-08-09 SERIES: UNKNOWN
DATE CLOSED: 2001-08-09 MILEAGE: 32000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DAVID PENSKE CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 240 MALL BLVD, KING OF PRUSSIA, PA, 19406, USA

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

M01 Steering Linkage/Component Parts Inoperative
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\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 HAS A 1997 CORVETTE THAT IS EXHIBITING THE SAME SYMPTOMS AS INVOLVED IN THE 98,99, AND 2000 MODELS OF LOCKING STEERING COLUMN ISSUE. CUST SEEKS TO HAVE THIS CAMPAIGN PERFORMED ON THE VEH EVEN THOUGH GM VIS SYSTEM DOES NOT QUALIFY THIS VEH FOR CAMPAIGN. CRM ADVISED CUST THAT VEH DOES NOT FALL W/IN THE VIN BREAK POINTS OR IS NOT THE SAME MODEL AFFECTED. CUST BECAME FRUSTRATED DEMANDING THAT HE SPEAK TO SOMEONE W/ MORE AUTHORITY THAN CRM. CRM PLACED CUST ON HOLD AND SPOKE TO PAL. PAL ADVISED CRM TO ADVISED CUST THAT ISSUE WOULD HAVE TO WAIT FOR AVM CALL AND RESPONSE. WHEN CRM ADVISED CUST OF THIS CUST STATED THAT THERE MUST BE SOMEONE AT GM WHO CAN AUTHORIZE THE REPAIR. CRM ASKED CUST IF HE HAD AN INDEPENDENT SVC CONTRACT CUST STATED THAT HE PURCHASED THE VEH IN MARCH AND IT WAS UNDER WRNTY BUT THIS IS NOT A WRNTY ISSUE BUT A CAMPAIGN ISSUE. CUST STATED HE WOULD HOLD FOR TM WHO WAS IN A MEETING. CRM CONTINUED TO RESEARCH AND DETERMINED THAT CUST WAS STILL UNDER WRNTY CONT.: 0; 366235375

2001-08-09

CONT.....

W/A LIMITED WRNTY FOR REPURCHASE OF 12/12 THAT WILL COVER THE VEH THE SAME AS THE ORIGINAL
MANUFACTURES WRNTY.. THE WHOLE PRECESS TOOK ABOUT 1:30 HR. TO LOCATE ALL INFO W/O THE
CUST ASSISTANCE. CRM NOTIFIED CUST OF FINDINGS. CUST WAS PLEASED.
NO FURTHER ACTION IS NECESSARY.
RACHEL FREEMAN/ATX/CAC; 0; 366235555

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

PRODUCT CODE:

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:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

BOYNTON BEACH

FL [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 06596085

VIN: 1G1YY22G6V5108563

MODEL YEAR: 1997

DATE OPENED: 2002-03-27

SERIES: CORVETTE

DATE CLOSED: 2002-03-27

MILEAGE: 26000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: MAROONE CHEVROLET OF GREENACRES

BRC PARENT:

DEALER ADDRESS: 5757 LAKE WORTH RD., GREENACRES, FL, 33463, USA

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

M01 Steering General

Other

7 REPAIR ATTEMPT(S)

COLUMN LOCKED

M41 Steering Column/Lock/Attaching Parts

Inoperative

7 REPAIR ATTEMPT(S)

INTERMITTENTLY LOCKS

A07 Referred to Dealer

Other

0 REPAIR ATTEMPT(S)

INSPECTION AND REPAIR

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

C:\Progra-1\Plus\Micros-1\Ieoplore.exe

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

Final Repair Attempt

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

ORIGINAL OWNER

CUST STATES HE HAS BEEN HAVING REPEAT ISSUE W/ STEERING COLUMN INTERMITTENTLY LOCKING ON HIM AS EARLY AS 10 MONTHS AFTER VEH PURCHASE. CUST HAS HAD VEH TOWED AND REPAIRED ON SEVERAL OCCASSIONS BUT REPAIRS ARE ONLY TEMPORARY. CUST RECENTLY GOT IN VEH, TRIED TO START IT WHEN COLUMN LOCKED. CUST CALED A TOW TRUCK AND WAS TAUGHT BY TOW GUY A TRICK TO TEMPORARILY FIX ISSUE. CUST HAS BEEN ABLE TO GET VEH GOING BUT IS AFRAID IT WON'T ALWAYS WORK OR THAT SOME PERMANENT DAMAGE WILL BE DONE. CUST CALLED DLR AND WAS TOLD THAT GM IS AWARE OF THE PROBLEM AND HAS ISSUED A RECALL. CUST ALSO TOLD THAT HIS VEH DOESN'T APPLY. CUST BOUGHT LEMON LAW ON ONE OCCASSION AND WROTE A LETTER TO GM. CUST RECVD CALL FROM SOMEONE WHO CONVINCED HIM TO TRY AGAIN W/ DLR BUT ISSUE IS STILL THERE. CUST SEEKS TO HAVE VEH FINALLY REPAIRED AND CONSIDERED UNDER RECALL FOR WRNTY REPAIR. CUST IS STILL IN POSSESSION OF VEH.;

0; 386097282

2002-03-27

CONT.

CRM ADVSD CUST THAT FURTHER RESEARCH IS NECESSARY. CRM CONTACT SVC MNGR JOHN YEKELS. SVC

MNGR UNAVAIL, CRM LEFT DETAILED MSG W/ SECRETARY [REDACTED] CRM WILL FOLLOW UP W/ CUST BTWN 3-5PM
AFTER SPEAKING W/ SVC MNGR. CUST CAN BE CONTACTED @ [REDACTED] OR CELL#
[REDACTED] CRM SUSPENDING FILE. LISA EDWARDS/FL.PILOT/TPA/57912; 0; 386097405
2002-03-27

CRM RECVD CALL FROM SVC MNGR JOHN YEKELS. SVC MNGR STATES HE RESEARCHED CUST VEH HISTORY AND
FOUND THAT CUST VEH MAY APPLY FOR CAMPAIGN AND NEEDS TO BE CONTACTED BY CUST FOR APPT FOR
REPAIR. CRM FOLLOW UP W SVC MNGR. SVC MNGR UNAVAIL, CRM WILL C/B BTWN 2:30-4:30PM. CRM
SUSPENDING FILE. LISA EDWARDS/FL.PILOT/TPA/57912; 0; 386101665
2002-03-27

CRM FOLLOW UP W/ SVC MNGR JOHN YAKOS WHO STATES HE IS AWARE OF CUST CONCERN AND IS WILLING
AND ABLE TO REPAIR THE VEH ISSUE UNDER WRNTY W/ HIS AVM APPROVAL. SVC MNGR REQUESTS THAT
CUST CONTACT YOLI IN SVC DEPT FOR AN APPT. CRM FOLLOW UP W/ CUST. CRM INFORMED CUST OF DLR
STATEMENTS AND SUGGESTED APPT. W/ YOLI. CUST STATES HE WILL BE MAKING APPT A.S.A.P. CRM
REFERRED CUST TO 800# AND REQ# FOR FUTURE ASST IF NEEDED. CRM CLOSING FILE SATIS. LISA
EDWARDS/FL.PILOT/TPA/57912; 0; 386112526

*****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:
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: CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] LEXINGTON KY [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 04966605 VIN: 1G1YY22G6V5108630
MODEL YEAR: 1997
DATE OPENED: 2001-07-18 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-18 MILEAGE: 27000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: THOROUGHbred CHEV INC
BRC PARENT: DEALER ADDRESS: 2800 RICHMOND RD., LEXINGTON, KY, 40509, USA

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

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

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

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

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

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

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

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

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

**Use the Dealer Locator Process if caller would like their nearest dealer.

My vehicle is not involved in a Recall Campaign

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

CUST STATES HER STEERING COLUMN HAS LOCKED UP AND HAD TO BE TOWED TO THE DLR SHIP..CUST SEEKS TO SEE IF HER VEH IS INVOLVED IN THE CURRENT CAMPAIGN..CRM LOOKED AT THE VIN BREAKPOINTS FOR CAMPAIGN 01044 AND THE CUST VEH IS NOT INVOLVED...CRM ADV THE CUST THAT HER VEH ISNT INVOLVED..CUST THEN WENT ON TO STATE WHAT COULD SHE DO TO GET HER VEH INVOLVED..CRM ADV THAT AT THIS TIME THERE IS NOTHING THAT COULD BE DONE..CRM FURTHER ADV THE CUST OF THE U.S.DEPT OF TRANSPORTATION SAFETY HOTLINE 800 424 9393..CRM DID CALL THE DLR AND SPEAK TO CHRIS SCHLOSSER, SVC MGR WHO ADV HE WOULD GO AHEAD AND OFFER COST ASSIST, PROBABLY A 50/50 SPLIT...CRM TRANSF CUST TO CHRIS AND HE ADV HER OF THIS OFFER.CUST SATISFIED...THIS CRM FINDS THAT NO FURTHER ACTION IS NEEDED AT THIS TIME...MARY GRIMM/ATX/CHEVY/CAC...; 0; 364346170
2001-07-18

CUST CELL PHONE IS [REDACTED].
MARY GRIMM/ATX/CHEVY/CAC...; 0; 364346197

*****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:
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:
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:

CONTACT PHONE:

ADDRESS:

DIV: CHEVROLET CASE 990500066 TYPE: G-GENERAL
 NAME: WATSON CHEVROLET, INC.
 TR/MDL: 1997/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: TUSCON
 VIN: 1G1YY22G6V5108644
 RESP DEALER: 00000
 MILEAGE: 23000
 YEAR/MODEL: 1997/CORVETTE

STATE: AZ ZIP: [REDACTED]
 DELIVERY DATE: 07/09/1997
 CORPORATE CASE #:

CASE TYPE : G-GENERAL

STATUS: C

OPEN DATE : 09/09/1999

ORIG OPEN DATE: 09/09/1999

REOPENED: N

LAST ACTIVITY DATE: 09/09/1999

BY: ALIDA

MEDINA

CLOSE DATE: 09/09/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL IMPLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: ADV

OWNER DEMAND AMT: \$0.00

WARRANTY: I (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER : (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: I

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 39330

CONTACTED DATE: 09/09/1999

NAME: WATSON CHEVROLET, INC.

DEALER CLOSED : 09/09/1999

CITY: TUCSON

ST: AZ

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A04	0		CUST STATES FEELS UNSAFE DUE TO STERRING WHEE
H23	0		CUST STATES ROTORS NEEDS TO BE REPLACED SECDND
M40	0		CUST STATES STEERING WHEEL LOCKED UP

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/09/1999 00:00:01
CRM ADVISED TO DOCUMENT HIS CONCERN
CRM ADVISED TO HAVE AUTO SEEN BY ORIGINAL DEALER
CRM ADVISED OF NO OPEN CAPAIGNS AND DOCUMENTED CONCERN.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/09/1999 11:29:14
CUST STATES STERRING WHEEL LOCKED COMPLETELY, AND HAD TO HAVE AUTO TOW
ED TO DEALER INORDER TO CORRECT PROBLEM. CUST STATES DEALER UNLOCKED T
HE STERRING WHEEL, BUT COULD NOT CONFIRM THE REASON WHY THE STERRING L
OCKED UP. CUST SEEKS MORE INFO IN FUTURE OF ANY TYPE OF CAMPAIGNS IF T
HEY OCCUR. CRM ADVISED TO DOCUMENT HIS CONCERN AND CREATE A FILE.

CUST STATES HAD THE ROTORS REPLACED BY HIS DEALERSHIP A YEAR AGO ON HI
S VEHICLE. CUST STATES THAT THE ROTORS WERE WORN DOWN AND REPLACED BY
THE DEALER AT NO CHARGE. CUST STATES NOW A YEAR LATER SAME PROBLEM HAS
OCCURED AND TOOK THE VEHICLE TO DIFF DEALER, DUE TO IT WAS CLOSER TO
HIS EMPLOYER. CUST STATES HE WAS INFORMED BY THIS DEALER THAT HE WOULD
BE CHARGED FOR THE REPLACEMENT OF ROTORS AND ALSO CHNGD FOR THE INSPE
CTION OF THE VEHICLE. CUST SEEKS TO HAVE THE ROTORS REPLACED AT NO COS
T SINCE IT WAS DONE BEFORE BY HIS ORIG DEALER. CRM ADVISED TO HAVE THE
VEHICLE SEEN BY THE ORIG DEALER TO DETERMINE IF THE ROTORS WERE UNDER
WARRANTY. CUST AGREED TO TAKE IT TO HIS DEALER BECAUSE THEY ARE FAMILI
AR WITH HIM THERE. ALIDA MEDINA/TAMPA

S

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: TUSCON

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: AZ

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DIV: CHEVROLET CASE 000128210 TYPE: G-GENERAL
NAME: ANAHEIM CHEVROLET
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: LONG BEACH
VIN: 1G1YY22G6V5108949
RESP DEALER: 00000
MILEAGE: 56000
YEAR/MODEL: 1997/CORVETTE

STATE: CA ZIP: [REDACTED]
DELIVERY DATE:
CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE : 04/28/2000
REOPENED: Y

STATUS: C
ORIG OPEN DATE: 03/17/2000

LAST ACTIVITY DATE: 05/05/2000

BY: BONNIE HARRIS

CLOSE DATE: 05/05/2000

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 03/17/2000
DEALER CLOSED : 03/17/2000

DEALER NUMBER: 20558
NAME: ANAHEIM CHEVROLET
CITY: ANAHEIM

ST: CA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	4		STEERING COLUMN LOCKS UP
B50	0		CUST STATES SCRATCHES FROM TOWING

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/17/2000 15:27:51
CUST CALLED STATING STEERING COLUMN LOCKS UP AND HE HAS BROUGHT THE VEHICLE TO DLR 4 TIMES AND EACH TIME THEY SAY IT IS REPAIRED. CUST STATES THE VEH IS NOW REPAIRED BUT HE FOUND SCRATCHES ON FRONT OF VEHICLE WHERE IT WAS TOWED. CRM ADVISED WILL DOCUMENT FILE W/ STEERING CONCERN BECAUSE CUST FEARS FOR THE SAFETY OF HIS PREGNANT GIRLFRIEND... CRM ADVISED THAT SINCE VEHICLE IS REPAIRED ..UNTIL THE CONCERN COMES BACK THEN WE CAN OFFER ASSISTANCE AT THAT TIME. CUST UNDERSTOOD...CRM ADVISED CUST TO CALL W/ ANY FUTURE CONCERNS. CRM CALLED ROADSIDE ASSISTANCE AND SPOKE W/ GIOVANNI WHO REQUESTED THAT I TRANSFER THE CUST TO HIM...FOR THE TOWING ISSUE.
LESLIE ALLEN/AUSTIN TX/T2

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/27/2000 11:47:10
CUSTOMER STATES THAT THIS PROBLEM HAS BEEN GOING ON FOR 8 MONTHS...THE LAST TIME THE CHANGED THE COMPUTER...CUSTOMER STATES HE HAS HAD ELSC TRONIC PROBLEMS AND EVERYDAY SOMETHING DIFFERENT GOES WRONG...RIGHT NO W THE CAR STARTS BUT IT LOCKS...CUSTOMER STATES IT IS AT THE DEALERSHIP RIGHT NOW...CUSTOMER TO TALK TO THE SERVICE MANAGER AND SEE IF THE AVM CAN GET INVOLVED...CUSTOMER FEELS THE VEHICLE IS A LEMON AND WANTS SOME ASSISTANCE GETTING OUT OF THIS....CRM ADVISED WOULD DOCUMENT THIS AND GAVE CUSTOMER THE FILE NUMBER FOR FUTURE CONCERNS....CUSTOMER THANKED CRM

KRISTEN DICIANNA/CRM AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/28/2000 16:52:15
CUSTOMER STATES: I AM STILL HAVING TROUBLE WITH MY STEERING WHEEL LOCKING UP ON ME, THIS WILL MAKE THE THIRD TIME. THE OTHER TIMES I TOOK THE VEHICLE IN THEY COULDN'T FIND ANY CODES, WHICH MEANT THEY COULDN'T DUPLICATE THE PROBLEM TO FIX IT. YESTERDAY I HAD TO HAVE MY VEHICLE TOWED TO THE DEALERSHIP AGAIN FOR THE STEERING WHEEL. I DON'T FEEL VERY SAFE DRIVING THIS VEHICLE WHEN THE WHEEL CAN LOCK UP AT ANYTIME.

CUSTOMER SEEKS: TO HAVE VEHICLE FIXED OR GET OUT OF IT.

CRM ADVISED: WILL CALL DEALERSHIP AND SPEAK WITH SERVICE MANAGER AND FIND OUT WHAT THEIR STEPS ARE GOING TO BE TO RESOLVE THIS PROBLEM. CRM ACTION TAKEN: SPOKE WITH JOE F., SERVICE MANAGER, ABOUT CUSTOMER'S CONCERN WITH VEHICLE. ASKED IF THEY CONTACTED TAC TO HELP WITH REPAIR ALSO, RELAYED TO HIM THE FACT THE CUSTOMER WANTED TO HAVE VEHICLE REPURCHASED. WANTED HIS INPUT.

JOE F. STATES: THE CUSTOMER STATED HAVING THIS PROBLEM (STEERING WHEEL) ABOUT 8 MONTHS AGO OUT OF WARRANTY. ALL THE TIMES WE HAVE NOT BEEN ABLE TO DUPLICATE THE PROBLEM WITH THE STEERING WHEEL LOCKING. TAC HELPED US AS MUCH AS THEY COULD, BUT THEY CAN ONLY DO SO MUCH, AND AS THE AVM GOES, CHEVROLET WILL NOT BUY BACK HIS VEHICLE BECAUSE THE PROBLEM HASN'T BEEN DETERMINED TO KNOW WHETHER IT IS A FACTORY DEFECT.

CRM CALLED CUSTOMER, BUT LINE WAS BUSY.

*****TO NEXT CRM: IF CUSTOMER CALLS BACK IN, PLEASE INFORM

THAT AT THIS TIME THERE WILL BE NOTHING THAT WE CAN DO UNTIL THE
DEALERSHIP ACTUALLY HAS A CHANCE TO DETERMINE WHAT THE PROBLEM IS,
AND EVEN THEN THERE ARE STILL SOME FACTORS TO CONSIDER.
PLEASE TAKE OWNERSHIP AND DO NOT MEMOPAD ME.

ERICA HOWARD-JABBOUR/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 05/05/2000 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/05/2000 19:24:04
CUSTOMER CALLED TO GET AN UPDATE ON FILE. CRM ADVISED CUSTOMER OF
PREVIOUS COMMENTS. CRM ADVISED TO CUSTOMER THAT AT THIS TIME UNTIL
DEALER IS ABLE TO DUPLICATE STEERING WHEEL LOCKUP. REPURCHASE IS
NOT AN OPTION AT THIS TIME. CUSTOMER STATES THAT THERE ARE WITNESSES
THAT THE STEERING COLUMN DID LOCKUP (VISUALLY), BUT WHEN PHYSICALLY
EXAMINED UNABLE TO DUPLICATE CONCERN. CRM CALLED SVM WHO ADVISED THAT
HE IS AWARE OF CUSTOMER CONCERN. BUT THAT THEY ARE UNABLE TO
DUPLICATE CUSTOMER CONCERN. CRM ADVISED THAT CUSTOMER IS SEEKING A
REPURCHASE AS CUSTOMER DOESN'T WANT VEHICLE. STEERING WHEEL LOCKS UP W
HEN PARKED NOT DRIVING. CRM ADVISED WILL CAL AVM TO GET INPUT. CRM
ADVISED CUSTOMER THAT AT THIS TIME THERE IS NO GAURANTEED ON APPROVAL
CRM ADVISED THAT AVM IS FINAL DECISION.

PATRICK AREOLA/AUSTIN/T2

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/19/2000 18:03:12
CUST STATES IS FRUSTRATED WITH WHAT IS NOT HAPPENING WITH HIS CASE. C
RM ADVISED THAT SOMEONE HIGHER WILL BE PULLED IN TO ADDRESS CONCERN .
CRM CALLED DEALERSHIP AND ASK FOR AVM TO BE PULLED IN. BONNIE HARRIS/P
DX

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: CELL PHONE [REDACTED]

ADDRESS: [REDACTED]

CITY: LONG BEACH

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: CA

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

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

LEONARDO , NJ

CASE NUMBER: 05203996 VIN: 1G1YY22G6V5109499
MODEL YEAR: 1997
DATE OPENED: 2001-08-06 SERIES: UNKNOWN
DATE CLOSED: 2001-08-06 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CIRCLE CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 641 SHREWSBURY AVE., SHREWSBURY, NJ, 07702, USA

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

A01 Open Campaign Product Campaign Claim
0 REPAIR ATTEMPT(S) DID NOT RECEIVE LETTER

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

A07 Referred to Dealer Product Campaign Claim
0 REPAIR ATTEMPT(S) AVM CAN APPROVE COST ASSIST

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

CUST STATES HIS SON RECEIVED A CAMPAIGN LETTER, BUT THAT HE DIDN'T. CUST AND SON HAVE SAME
MODEL VEH, ONLY DIFFERENT YEAR. CUST STATES HE HAS TWICE EXPERIENCED STEERING WHEEL LOCK UP
, A CONCERN THAT HE FEELS IS COVERED BY CAMPAIGN. (#01044) CUST SEEKS INFO ON WHY HIS VEH IS
NOT COVERED. CRM CONTACTED SVC AND PARTS DIRECTOR, CARLOS DEL PINO, WHO STATED THAT HE WOULD
INSPECT VEH AND IF CONCERN IS THE SAME AS CAMPAIGN, THE AVM WOULD BE CONTACTED FOR POSSIBLE
COST ASSIST. CRM ADVISED CUST OF THIS AND CAUTIONED CUST THAT IF THE PROBLEM WASN'T THE SAME
THAT HE WOULD BE RESPONSIBLE FOR REPAIR FEES. CRM ADVISED CUST TO CALL FOR APPOINTMENT.
SHARON DUNAWAY/ATX/CAC; 0; 365977185

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

LIMA , OH

CASE NUMBER: 04157512 VIN: 1G1YY22G6W5100125
MODEL YEAR: 1998
DATE OPENED: 2001-05-11 SERIES: UNKNOWN
DATE CLOSED: 2002-04-05 MILEAGE: 36760
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BUDS CHEV-OLDS-BUICK INC
BRC PARENT: DEALER ADDRESS: 1415 COMMERCE DR., SAINT MARYS, OH, 45885, USA

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

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) steering probs diag
M01 Steering General Other
0 REPAIR ATTEMPT(S) column lock motor

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 he has 3 gm veh, and he is having probs w/all 3. cust states he is complaining b/c steering column lock motor is needing repair in CORVETTE. cust states veh was diag over the phone. cust states this shouldn't be happening w/only 26k mi. custstates veh is at ahl's.

cust seeks cost asst.

crm advised calling AHL CHEV spoke w/svc mgr vince downing. vince advised they are buick dlr and don't have equipment to repair veh. vince states BUD'S CHEV (orig owner) is 50 miles away and it should be taken there. vince states he phoned the other chev dlr in LIMA, but they refused to work on veh-it wasn't purch there. vince advised me calling BUD'S and asking if they will pay for tow to their dlr from AHL'S. crm called bud's and spoke w/svc mgr

dennis. dennis states veh not under wrnty, little veh hist. dennis states cust is 2nd owner, dennis states if cust wants veh repaired, he has to pay for tow and repairs=1) dlr not familiar w/cust, 2) veh outside wrnty, 3) 2nd owner, 0; 358442286
2001-05-11

crm called cust and advised him of decision of denial for repair and tow. cust became angry and said he shouldn't have to pay. crm advised cust of the three reasons and explained wrnty coverage, time and miles. crm again stated decision and why i have to contact dlr; cust states he just wants this taken care of through gm. cust wouldn't hear this denial; stated i wasn't doing much for him and gm would lose him as a cust. cust wanted dlr spoken to again if poss. crm said i will do what i can w/calling dlr, no promises. crm will c/b cust by end of today, 5.11.01. elizabethgrisa/pdx/cac; 0; 358443706
2001-05-11

crm called cust back and left vme to call cac at earliest convenience. crm left cac and ref. crm will c/b 5/15 in the am, pst. elizabethgrisa/pdx/cac*****next crm*****please deliver the no to cust. please be firm in denying asst. cust was seeking for asst to repair prob w/steering; column lock motor wasn't working-steering wheel was completely locked. cust is needing to have veh towed to bud's chev, diag, and repaired. svc mgr was contacted, no asst given. crm c/b to svc mgr, left vme, but denial stands. please advise cust denial stands. 1) veh outside wrnty, 2) dlr not familiar w/cust and veh history, 3) cust is 2nd owner...veh was purch from ahl's chev through bud's (bud's provided veh to ahl's for cust to purch...sorry so complicated...). thank you. elizabethgrisa/pdx/cac; 0; 358465133
2001-05-15

crm made 2nd attempt to contact cust. crm left vme to call cac. crm will send call cac letter. crm closing case.
*****next crm*****please follow "next crm" notes in the pre work history and deny asst. thank you. elizabethgrisa/pdx/cac; 0; 358806284
2001-05-21

REVIEWED AND FORWARDED TO MX GOODWILL LIAISON/JANET CONKER/CAC/PDX; 0; 359305477
2001-05-29

CUST CALLED AND STATES THAT TOM HALL DEALERSHIP RESOLVED HIS ISSUE AND CHARGED HIM A DEDUCTIBLE TO REPAIR VEH. CUST STATES THAT VEH WAS DEFECTIVE AND WANTS THIS DOCUMENTED. CUST WANTED ME TO AGREE WITH HIM THAT GM HANDLED THIS IN A VERY BAD. CRM ADVISED CUST THAT I COULD NOT AGREE OR DISAGREE AS I ONLY KNEW WHAT HE WAS TELLING ME. CUST STATED THAT WAS FINE, HE JUST WANTED GM TO KNOW THIS. CRM CLOSING FILE. NO FURTHER ACTION REQUIRED. MALI WILLIAMS/CARS TAMPA; 0; 359995151
2002-02-22

CUST STATES THAT HE CALLED TUESDAY FOR A WHEEL SPEED SENSOR THAT BROKE & WOULD COST \$800 TO REPAIR. CUST WAS SEEKING ASSISTANCE, & A CRM NAMED DAMONY WHITE DECLINED ANY KIND OF ASSISTANCE, DUE TO VEH BEING OUTSIDE OF WARRANTY.. CUST HAD REPAIRS DONE AT BUDS CHEV, VEH WAS LEASED FROM TOM AHL BUICK, 39 MONTHS. NEW WHEN LEASED AT 11,000 MILES, 36760 MILES NOW. THERE WERE 2 CONCERNS, & WHEN WIFE PICKED VEH UP TODAY, THE INTERMITTENT CONCERN WAS ALSO A REDUCED POWER SIGNAL HAPPENING AT THE SAME TIME, NOT CONNECTED TO THE WHEEL SENSOR..WITHIN 20 MILES OF PICKING UP VEH, VEH HAS HAVING REDUCED POWER PROBLEMS. VEH WAS TAKEN BACK TO DLRSH. CUST SEEKING ASSISTANCE..ALL MAINT DONE AT DLRSH. CUST HAS ANOTHER GM VEH, CADILLAC AMONG OTHER GM VEH'S ALL HIS LIFE. CRM TO CALL CUST BACK AT [REDACTED] CRM CALLED SVC MGR, DENNIS, WHO STATES CUST HAS ONLY HAD ONE OIL CHANGE AT DLRSH. VEH CAME IN WITH BOTH CONCERNS, BUT CUST WANTED TO SEE IF REPLACING THE WHEEL SPEED SENSOR WOULD TAKE CARE OF ALL CONCERNS///; 0; 383248791
2002-02-22

///CUST DID NOT BUY VEH NEW, DID NOT BUY AN EXTENDED WARRANTY, & AVM BASED THE DENIAL ON THAT..VEH HAS NOT BEEN DIAGNOSED YET, & IT WILL PROBABLY BE MONDAY OR TUESDAY BEFORE IT WILL BE. CRM TO CALL BACK AT THAT TIME. CRM CALLED CUST BACK & SET A CALL BACK FOR TUESDAY 2/26, BETWEEN 9-11AM, PST. JANIS RANNE/PDX/CAC; 0; 383249071
2002-02-26

CRM CALLED SVC MRG FOR UP DATE - DLR# 419-394-2371...VEH IS NOT REPAIRED, NOT COMPLETELY DIAGNOSED. CUST HAS VEH, BUT IT IS SNOWING THERE, SO CUST WILL PROBABLY WAIT TO TAKE VEH BACK IN. CRM CALLED CUST @ WORK [REDACTED]...CRM WILL FOLLOW-UP WITH CUST AFTER VEH HAS BEEN DIAGNOSED. CUST IS SEEKING ASSISTANCE WITH ENTIRE BILL, INCLUDING THE WHEEL SPEED SENSOR..THE ACCELERATOR AREA PART WAS REPLACED, THE REDUCED POWER CONCERN HAPPENED AGAIN, BUT SEEMS TO BE CLEARED UP NOW. CUST WILL TAKE VEH BACK TO DLRSHIP., AS SVC MRG LEAD CUST TO BELIEVE THEY MAY TRY TO PUT OLD PART BACK ON, IF, CUST WILL BE CHARGED FOR NEW PART. CRM SET CALL BACK FOR WED 3/6, BETWEEN 8-9AM, PST..JANIS RANNE/PDX/CAC; 0; 383592912
2002-03-06

CRM CALLED SVC MRG FOR UPDATE, DENNIS, VEH IS AT DLRSHIP NOW. VEH HAS NOT BEEN DIAGNOSED AS FAR AS VEH RUNNING CONCERN..CRM TO CHECK BACK WITH DENNIS MONDAY 3/11..CRM CALLED CUST @ [REDACTED]...ON ANOTHER LINE - CRM LEFT MESSAGE WITH RECEPTIONIST THAT VEH IS AT DLRSHIP, & CRM IS TO CHECK BACK WITH DLRSHIP ON MONDAY, & I WOULD CONTACT CUST AFTER THAT. JANIS RANNE/PDX/CAC; 0; 384282805
2002-03-11

CRM CALLED DENNIS, SVC MRG, STATES VEH WAS PICKED UP LAST WEEK, DLR INSTALLED A PART FOR ACCELERATOR, & CUST IS DRIVING TO SEE IF THIS HAS RESOLVED CONCERN. IF THIS DOES RESOLVE ISSUE, THEN ASSISTANCE WILL HAVE TO BE THRU AVM, BUT HE HAS NOT BEEN CONTACTED AT THIS TIME. CRM CALLED CUST [REDACTED]...N/A..LEFT MESSAGE ASKING FOR AN UPDATE AS VEH REPAIRED OR NOT..JANIS RANNE/PD/XCAC; 0; 384716433
2002-03-11

CRM WILL TRY AGAIN 3/13. APPROX 2PM, PST. JANIS RANNE/PDX/CAC; 0; 384716507
2002-03-11

cust seeks to speak to agent rannej : cust seeks to speak to agent : crm advised cust that agent would be alarmed cust is satisfied marys/atx; 0; 384721692
2002-03-13

CRM CALLED CUST @ WORK @ [REDACTED]...THE PART THAT WAS INSTALLED SEEMS TO HAVE WORKED.. CUST SEEKING TO KNOW IF CHEV IS GOING TO ASSIST WITH COST - CUST STATES THAT THESE CONCERNS HAPPEN TOO CLOSE TOGETHER. CUST IS NOT SATISFIED WITH NO OFFER OF ASSISTANCE ON WHEEL SPEED SENSOR..CRM ADVISED CUST THAT ISSUE HAD BEEN ESCALATED TO FIELD REP, & WAS DENIED, & CRM CANNOT CHANGE THAT DETERMINATION. CRM ADVISED CUST THAT CRM WOULD LIKE TO SEE, SINCE PART FOR ACCELERATOR SEEMS TO BE WORKING, IF THERE CAN BE ANY ASSISTANCE FOR THIS PART. CRM SET CALL BACK FOR FRIDAY 3/15, APPROX 1:30 PM. PST..JANIS RANNE/PDX/CAC; 0; 384901795
2002-03-13

CRM CALLED SVC MRG, N/A..LEFT MESSAGE FOR DENNIS...STATING THTA CUST WAS NOT HAPPY WITH NO ASSIST ON WHEEL SPEED SENSOR REPAIR. WHAT WOULD BE THE COST OF THE ACCELERATOR PART & COULD THERE BE ANY ASSISTANCE FOR THAT REPAIR. JANIS RANNE/PD/XCAC; 0; 384903695
2002-03-15

CRM CALLED SVC MRG, DENNIS @ 419-394-2371...CUST WAS ADVISED BY DLR TO DRIVE VEH FOR A COUPLE MORE WEEKS, AVM WILL BE IN NEXT WEEK, & DENNIS WILL DISCUSS WITH AVM AT THAT TIME. CRM CALLED CUST - AT WORK [REDACTED] AS SCHEDULED. CRM ADVISED CUST TOWORK WITH DLR. CRM WILL FOLLOW-UP 3/29, APPROX 1:30 PM, PST. JANIS RANNE/PDX/CAC; 0; 385078880
2002-03-29

CRM CALLED CUST AS SCHEDULED - [REDACTED] CANNOT ANSWER IF EVERYTHING HAS BEEN RESOLVED. [REDACTED] WILL HAVE [REDACTED] CALL TO UPDATE FILE. JANIS RANNE/PDX/AC; 0; 386289092
2002-04-05

CRM HAS TRIED TO CALL TWICE..NO ACTIVITY..CRM CLOSING FILE. JANIS RANNE/PDX/CAC; 0; 386903146

*****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:

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:

May 15, 2001

[REDACTED]
Lima, OH [REDACTED]

Request: C04157512

Dear [REDACTED]

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

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

Sincerely,

Elizabeth Grisa
Customer Relationship Manager

RS0006-P/jlc

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

MASSILLON

OH

HOME PHONE:

CASE NUMBER: 05262189

VIN: 1G1YY22G6W5100433

MODEL YEAR: 1998

DATE OPENED: 2001-08-09

SERIES: UNKNOWN

DATE CLOSED: 2001-12-19

MILEAGE: 44000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: PROGRESSIVE CHEVROLET COMPANY

BRC PARTENT:

DEALER ADDRESS: 8000 HILLS & DALES RD,

N.W., MASSILLON, OH, 44648, USA

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

M&I Steering Column/Lock/Attaching Parts

Vibration

1 REPAIR ATTEMPT(S)

SAME SIGNS AS 01044

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/CARSCEP/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/CARSCEP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STATES IS LEASING VEH FROM INDEPENDANT. STATES STEERING COLUMN LOCKED UP SEVERAL TIMES, AND LEARNED OF CAMPAIGN 01044. LEASING AGENT SENT TO PROGRESSIVE CHEV, AND THEY ADVISED DOES NOT FALL WITHIN BREAK POINTS, AND CUST WOULD BE CHARGED 300+ FOR REPAIRS. CUST SEEKS COST ASSISTANCE AS IS OUTSIDE BREAK POINT FOR CAMPAIGN, BUT CONDITION IS SAME. CRM ADVISED THAT CANNOT ASSURE OF ASSISTANCE, BUT WOULD BE HAPPY TO RESEARCH FURTHER. CRM ATTEMPTED TO SPEAK TO SVC MGR JOHN GADISS. LFT FOR THE DAY. CRM WILL CONTACT IN AM, PRIOR TO CUST C/B OF 8-10-2001 11-1PM CST.

ROBERT RARICK/ATX/CAC; 0; 366248050

2001-08-10

CRM SPOKE WITH SVC MGR. STATES THAT VEH HAD SAME CONCERN AS CAMPAIGN 01044, BUT THAT WAS REPAIRED, AS NEW. THAT WOULD NOT OPPOSE REIMBURSEMENT. BUT THAT ASSISTANCE NOT AVAILABLE ON DEALER LEVEL. CRM ATTEMPTED C/B. CUST NOT AVAILABLE. LFT MSG. WILL C/B 8-15-2001 2-4 CST.

ROBERT RARICK/ATK/CC; 0; 366321740
2001-08-15

CRM ATTEMPTED C/B. CUST NOT AVAILABLE/ CRM WILL ATTEMPT C/B 8-20-2001 2-4PM CST.

ROBERT RARICK/ATK/CAC; 0; 366758337
2001-08-20

CRM ATTEMPTED C/B AT APPROX 2:50PM, WAS CALLED AWAY PRIOR TO ADDING WORK HISTORY. CUST WAS NOT AVAILABLE. CRM WILL C/B 8-22-2001 2-4PM CST.

ROBERT RARICK/ATK/CAC; 0; 367196016
2001-08-22

CRM ATTEMPTED TWO TIMES TO REACH CUST. CUST NOT AVAILABLE. NO MSG LFT. CRM TO SEND UNABLE TO CONTACT LETTER.

ROBERT RARICK/ATK/CAC; 0; 367365442
2001-08-27

LTR APPROVED. NEELYM ATK; 0; 367791875
2001-10-05

CUST REQUESTS ADDRESS TO SEND DOCUMENTS NEEDED FOR REIMBURSEMENT AND WHAT DOCUMENTS TO SEND IN.....CRM ADVISES CUST OF DOCUMENTS NEEDED FOR REIMBURSEMENT CONSIDERATION AND ALSO UPDATES INFORMATION ON CUST ADDRESS.....CUST STATES HE WILL FORWARD INFORMATION TO CHEVROLET.....AISHA LEE/ATK/CAC; 0; 371160253
2001-10-17

CRM RESUMING FILE TO ATTACH DOCS AND FORWARDING BACK TO LEEA. FREDERICK DUNN/CARS/TAMPA; 0; 372225189
2001-11-02

CRM REVIEWED DOCUMENTS FOR REIM.....CUST DID NOT PROVIDE PROOF OF OWNERSHIP.....CRM CONTACTED [REDACTED] AND INFORMED HIM THAT HE NEEDED TO SEND IN A COPY OF TITLE OR REGISTRATION.....CUST AGREED TO SEND INFO INTO CHEVROLET.....CRM SUSPENDING FILE UNTIL PROOF OF OWNERSHIP IS RECEIVED.....AISHA LEE/ATK/CAC; 0; 373587625
2001-11-26

TM TO TRANSFER FILE FOR FOLLOWUP AND RESOLUTION. IF CUSTOMER CALLS BACK IN PRIOR TO TRANSFER, PLEASE TAKE OWNERSHIP, TM IS NOT HANDLING.
*****ORIGINAL CRM NO LONGER IN CAC.*****
MICHAEL A. FLORES/TM/AUSTIN; 0; 375660797
2001-12-10

UPDATING REQUEST PER TM, NO RESOLUTION AT THIS TIME.
CHIP DUBOSE/ATK; 0; 376850477
2001-12-19

TM REVIEWING FILE.
CLOSING DISSATISFIED, NO BRB LETTER
MICHAEL A. FLORES/TM/AUSTIN; 0; 377652499

*****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 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:

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

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:

*****ARC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

August 27, 2001

[REDACTED]
North Westmassilon, OH [REDACTED]

Request: C05262189

Dear [REDACTED]

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

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

Sincerely,

Robert Rarick
Customer Relationship Manager

RS0006-A/rgn

105262189

3151

304028

INVOICE



CHEVROLET
PROGRESSIVE
CHEVROLET CO.
2000 HILLS & DALES - P.O. BOX 387
MADISON, OHIO 44648-0387
(330) 833-8844
SERVICE (330) 833-1308
FAX (330) 830-2880
progressivechevrolet.com
DEALER CODE 834483

PAGE 1

SERVICE ADVISOR: 408 TIMOTHY C SANDERS

JEFF'S MOTOR CARS INC
5911 DRESSLER RD
N CANTON OH 44720
HOME: 498-8228 BUS: 478-2886

COLOR	YEAR	MAKE	MODEL	VIN	PLATE	SALES TAX	OUTSTANDING
BLACK	98	CHEVROLET	CORVETTE	1G1YY22G6W5100433		44885/44885	T9800
DATE	PROD. DATE	WARRANTY	EXPIRATION DATE	WARRANTY	EXPIRATION DATE	WARRANTY	EXPIRATION DATE
04AUG1997			17:00 09AUG01			CASH	09AUG2001
OPTION: 1 ENG: 5.7 Liter V8 MPI							

13:51 09AUG01 16:25 09AUG01
LINE OPTION TECH TYPE HOURS
A GUSTY STAFFED THE STEERING
THE VEH STALLED OUT
WAS DOING REFLECT STEERING DOLLY
259 CPHC 2.50
2 10121502 RETAINER
44885-11880-1 STEERING LOCK EYE
2.5
SHOP SUPPLIES



CHEVROLET
P.O. BOX 33170
DETROIT, MICHIGAN
48232-5170

TOTAL
145.00
1.54
7.25
ON SURVEY
NOT SATISFIED

NOTICE: Certain equipment, accessories or a vehicle are not supplied, warranted or warrant, warranty for any such equipment, accessories, manufacturer and not General Motors. If you E... such equipment, accessories and parts, or the warranty applic... please contact the Service Manager at Progressive Chevrolet.

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUM MORG ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

THANK YOU

ALL PARTS...
INSTALLED ARE NEW
UNLESS SPECIFIED
OTHERWISE.

CUSTOMER SIGNATURE

TOTAL CHARGES	341.69
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

05267189

Pay to the Order of **PROGRESSIVE CHEVROLET** Date **8-10-01**

CHARTER ONE BANK

For **[REDACTED]**

U.S. Treasury Dept. Form 1042-SS (1-99)

FOR DEPOSIT ONLY
PROGRESSIVE CHEVROLET CO.

LAY TO THE ORDER OF
FIRST MERCHANT BANK, N.A.
CANTON, OHIO

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THIS AGREEMENT YOU SIGN.

1st FEB 1995
 FIFTH THIRD AUTO LEASING TRUST
 FINANCIAL CORPORATION
 155 of MAY 2005
 Lease monthly date
 (C05262189)

Vehicle Identification Number (VIN) 1B1YY225645106433
 Make CHEVROLET Model CORVETTE Body Style EDR
 Year 1995

DESCRIPTION OF EXTRA EQUIPMENT
☐ MANUAL TRANS ☐ AIR LOCKS ☐ AIR CONDITION ☐ CELL PHONE ☐ PARK SEAT ☐ PARK WINDOWS ☐ C.D. PLAYER
☐ ABS BRAKES ☐ SUNROOF ☐ ALLOY WHEELS ☐ 4 WD

INTENDED USE ☐ BUSINESS ☐ PERSONAL
 Warranties: The Vehicle is subject to the limited warranty contained in the Lease. Lessor makes no warranty or representation as to the condition of the Vehicle, or as to the quality of the material, or workmanship in the Vehicle. Lessor makes no warranty of merchantability or fitness of the Vehicle for any particular purpose or any other representation or warranty whatsoever. It is acknowledged that all such items as between Lessor and Lessee are to be shown on Lessee and the Lessee on any and all implied warranties of Lessee and Lessee waived by Lessee. Lessor shall not be responsible for any incidental or consequential damages. Lessee agrees that Lessee shall be liable to the extent of the manufacturer's warranty on a new Vehicle, or, if the Vehicle is used, any existing manufacturer's warranty, or the limited manufacturer's warranty as described in paragraph 10, to the extent provided for applicable law and does hereby assign said warranty to Lessee to the extent required for Lessee to enforce said warranty against the manufacturer. If Lessee is liable to the extent of the manufacturer's warranty, Lessee does not disclaim any implied warranty of merchantability or any implied warranty of fitness for any particular purpose. The Lessee shall not be liable for any loss, cost or damage against any party, and Lessee under this Lease.

20 Amount Due at Lease Signing or Delivery: \$1,000.00
 21 Monthly Payments: Lessee's first monthly payment of \$1,000.00 is due on 02 FEB 1995 followed by 36 monthly payments of \$1,000.00.
 22 Other Charges not part of Lessee's monthly payments: \$1,000.00
 23 Total of Payments: \$37,000.00 (The amount Lessee will have paid by the end of the Lease)

4) Amount Due At Lease Signing or Delivery:
 (1) Capitalized Cost Reduction \$1,000.00
 (2) First Monthly Payment \$1,000.00
 (3) Refundable Security Deposit \$1,000.00
 (4) Title Fee \$100.00
 (5) Registration Fee \$100.00
 (6) Other Taxes \$100.00
 (7) Documentation Fee \$100.00
 Total \$3,400.00
 5) How the Amount Due at Lease Signing or Delivery will be Paid:
 (1) Net \$3,400.00
 (2) Trade-In \$1,000.00
 (3) Payment \$1,000.00
 (4) Amount \$1,400.00
 Total \$3,400.00

24 Lessee's Monthly Payment is Determined as follows:
 A) Gross Capitalized Cost. The agreed upon value of the Vehicle is \$37,000.00.
 Lessee pays over the Lease term (such as service contracts, insurance, Lessee administration fee, etc.) and any outstanding prior cash or lease balance.
 B) Capitalized Cost Reduction. The amount of any net trade-in allowance, rebate, amount paid, or cash Lessee pays that reduces the gross capitalized cost.
 C) Adjusted Capitalized Cost. The amount used in calculating Lessee's base monthly payment.
 D) Residual Value. The value of the Vehicle at the end of the Lease used in calculating Lessee's base monthly payment.
 E) Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.
 F) Rent Charge. The amount charged in addition to the depreciation and any amortized amounts.
 G) Total of Base Monthly Payments. The depreciation and any amortized amounts plus the rent charge.
 H) Lease Payments. The number of payments in Lessee's Lease.
 Base Monthly Payment \$1,000.00
 Monthly Sales/Tax \$100.00
 Total Monthly Payment \$1,100.00

Early Termination. Lessee may have to pay a substantial charge if Lessee ends this Lease early. The amount will be set in a separate document and actual charges will depend on when the Lease is terminated. The earlier Lessee ends the Lease, the greater the charge is likely to be.
 26 Excessive Wear and Use. Lessee may be charged for excessive wear based on Lessee's similarity for normal use and for excess mileage at the rate of \$0.25 per mile over the allowance.

...for the Vehicle's decline in value
...to the depreciation and any amortized amounts
...The depreciation and any amortized amounts plus the rent charge
...of payments in Lessee's Lease.

4) Monthly Sales Tax

5) Total Monthly Payment

Early Termination. Lessee may have to pay a substantial charge if Lessee ends this Lease early. The charge may be set to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier Lessee ends the Lease, the greater the charge is likely to be.

6) Excessive Wear and Use. Lessee may be charged for excessive wear based on Lessee's standards for normal use and the amount of mileage at the rate of \$1.00 (one dollar, twenty cents) for each mile recorded on the Vehicle's odometer-including mileage recorded before this Lease was executed-when returned to the Lessor, in excess of _____ miles.

7) Purchase Option at End of Lease Term. If Lessee has paid in full all monthly payments, is not in default hereunder, has paid all other amounts required under this Lease, and is not in default of any other obligations of Lessee in any capacity to Lessor or its affiliates, Lessee has an option to purchase the Vehicle at the end of the Lease Term referred to above at the scheduled lease maturity date AS IS WHERE IS and without any warranty whatsoever from Lessor for \$ _____.

All fees, taxes and other amounts due on transfer shall be paid by Lessee.

8) Other Important Terms. See Lessee's Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, title and default charges, insurance, and any security interest, if applicable.

9) ITEMIZATION OF GROSS CAPITALIZED COST

Agreed Upon Value of the Vehicle \$	_____	Outstanding Credit or Lease Balance \$	N/A	Lessor Address: P.O.	_____
Taxes	_____	Block Life Insurance	N/A	N/A	_____
Title Fees	_____	Credit Disability Insurance	N/A	N/A	_____
Registration Fee under Motor Pool	_____	_____	N/A	N/A	_____
Comprehension Fee	_____	_____	N/A	N/A	_____
		Current, Coverage or Water	N/A	Total Gross Capitalized Cost	_____

10) OFFICIAL FEES AND TAXES. The total amount Lessee will pay for official and license fees, registration, title, and taxes over the term of this Lease, whether included with Lessee's monthly payment or assessed otherwise \$ _____.

11) CREDIT LIFE AND DISABILITY INSURANCE. Credit Life Insurance and Credit Disability Insurance are not required, and will not be provided unless Lessee signs and pays for additional cost indicated below:

TYPE	PREMIUM	SIGNATURE
Credit Life	\$ _____ N/A	Lessee wants credit life insurance X
Credit Disability	\$ _____ N/A	Lessee wants credit disability insurance X

Lessee understands that all inquiries concerning contract terms and provisions relating to this insurance (if purchased) are to be directed to Dealer identified above which is responsible for the issuance of this insurance. The coverage are shown in a separate policy or agreement issued by Dealer under the insurance company.

12) Dealer and/or Lessor may be retaining a portion of the amounts indicated in Par. 33A and/or Par. 35

13) ENTIRE AGREEMENT. This Lease contains the entire agreement of the parties and may not be modified or revoked without the consent in writing of the Lessor and Lessee. Lessee hereby waives the right to trial by jury of any matters arising out of this Lease and any of the issues contemplated herein. Lessee has read this agreement and acknowledges receipt of a completely filled-in copy. If there are multiple Lessees signing this Lease, all will be jointly and severally liable for the obligations under this Lease.

LESSOR

Company _____

Lessee _____

Delivery Received

I/We acknowledge that I/We have received and examined the Vehicle described in paragraph 37 of this Lease, that the Vehicle is equipped as described and in good operating order and condition and that I/We accept the Vehicle for all purposes of this lease.

Lessee X: _____

Date

Lessee X

Date

GUARANTEE (FILL IN ONLY IF THERE IS A GUARANTOR)

The undersigned guarantees payment, performance, and all obligations to Lessor of the above Lessee under the terms of this Lease. Lessor shall not be required to attempt to recover or take any action against the Vehicle or Lessee before being entitled to payment or performance by the undersigned or all amounts and stop hereby guaranteed. Making of default on the part of the Lessee is hereby waived and the undersigned agrees to remain bound notwithstanding any objections, demands, modifications or compensations or any interference. Liability or obligation of Lessee under the terms of this Lease. If there are multiple guarantors signing this Lease, all will be jointly and severally liable for the obligations under this Lease.

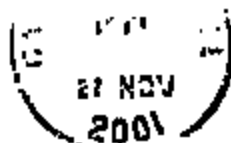
Guarantor _____

Guarantor _____

THIS LEASE IS SUBJECT TO, AND LESSEE AGREES TO BE BOUND BY, THE ADDITIONAL PROVISIONS SET FORTH ON THE OTHER SIDE HEREOF, THE SAME BEING INCORPORATED HEREIN BY REFERENCE.

LESSEE COPY

MASSILLON, OH



U.S. AIR MAIL
710 LBS

CHEVROLET
P.O. BOX 33170
DETROIT, MICHIGAN
48232-5170

RECEIVED
NOV 29 2001

48232-5170

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

YEADON , PA

CASE NUMBER: 05111193 VIN: 1G1YY22G6W5100481
MODEL YEAR: 1998
DATE OPENED: 2001-07-30 SERIES: UNKNOWN
DATE CLOSED: 2001-08-01 MILEAGE: 36000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKS UP OCCASIONALLY
A12 Miscellaneous - Not Classified Other
0 REPAIR ATTEMPT(S) IS THERE A RECALL FOR THIS CONCERN?

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

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

CUST STATES STEERING WHEEL LOCKS UP OCCASIONALLY. CUST SEEKS INFO ON RECALL FOR THIS CONCERN. CRM ADVISED CUST THAT NO OPEN CAMPAIGN OR SPECIAL POLICY APPEARS ON VIN PROFILE. CUST SEEKS ALSO TO HAVE CONCERN DOCUMENTED. CRM ADVISE CUST THAT COMPLAINT WILL BE ENTERED INTO DATABASE. CUST REQUESTED PO BOX FOR CHEV---CRM COMPLIED. SHARON DUNAWAY/ATX/CAC; 0; 365367881
2001-08-01

cust sts he called yesterday. cust seeks to find out where his veh was made. crm advised bowling green ky. cust sts he wants to write letter. no further action required at this time. sgannon/pdx/cac; 0; 365530315

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

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:

Yeadon, OPA



Chevrolet
 P.O. BOX 33170
 Detroit, MI 48232-5170

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840.

Attachment 0511193

August 2, 2001

Re: [REDACTED]

Yeadon, PA [REDACTED]

Chevrolet
P. O. 33170
Detroit, MI 48232-5170

To Whom It May Concern:

On July 26, 2001 while driving with my family my Steering Wheel Column locked. The Manual stated that , "The vehicle should be taken to the dealer."

After the vehicle was accessed, it was determined that the cost would be over \$1,000. I called Chevrolet to see if there was a recall for that particular unit. However, I was informed that there was a recall for only the seat belt for this particular vehicle.

I would like to be reimbursed for costs of repairs to subject vehicle.

Please feel free to contact the undersigned should you have any questions .

Thank you.

[REDACTED]
[REDACTED]
Owner

OWNER:

YEADON
PA

ORIGINAL

SERVICE INVOICE

MEISSNER

THE PHILADELPHIA AUTOMALL
700 STREET & BERTHINGTON AVE. - PHILADELPHIA, PA 19106
PHONE: (215) 385-0700 FAX: (215) 385-8888

RES:

DUPLICATE FINAL INVOICE# 2 PAGE 1

| | | | | | | | |
|---|-------------|-------------------------------|---------------|--------------|-----------------------|--------------------|-------------------|
| VEHICLE MAKE | MODEL NAME | VEHICLE IDENTIFICATION NUMBER | LICENSE NO. | REGISTRATION | DATE/TIME RECEIVED | JOBS NO. | EQ. NO. |
| 98 Chevrolet | Corvette | 1G1YY22G6W5100481 | | 36739 | 07-26-01 13:36 | 770m | 123237 |
| VEHICLE TYPE | PAINT COLOR | EXTERIOR COLOR | STOCK NO. | WASH DATE | WAX DATE | DELIVERY DATE/TIME | READY DATE/TIME |
| Sedan | | WHITE | | | | | 08-01-01 10:29 |
| THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. | | SOLD BY | | SALES PERSON | SALES PERSON P.O. NO. | SALES PERSON NO. | SALES PERSON NAME |
| | | None | | CHRG | | | BRUCE III |
| VEHICLE TYPE | | ACCESSORY | AUTHORIZED BY | LABOR RATE | SALE PRICE | Y | APPROVED BY |
| SC | | XXXXX | | 76.00 | | | APPROVED BY |
| WARRANTY | | DATE/TIME CUSTOMER NOTIFIED | | | | | |
| BILL: | | CONTACT: | | | | | |
| RES: | | ATI | | | | | |
| OPER: | | PREPARED BY: HARRIDGE | | | | | |
| RES: | | | | | | | |

| QTY | DESCRIPTION | TYPE | TYPE | UNIT | UNIT | AMOUNT |
|--|-------------------|--------|------|--------|--------|--------|
| | | | | LIST | NET | |
| (A) Request: CUSTOMER STATES THAT THE STEERING WHEEL IS LOCKED AT WILL NO T UNLOCK | | | | | | |
| Cause: PRF DIAG CK-LOCK MOTOR INOP- BCM SHORTED | | | | | | |
| LABOR: REPLACED LOCK MOTOR AND BCM | | | | | | |
| | RIZKI | C-MX | 7.20 | 547.20 | 547.20 | 547.20 |
| | Mile # 20004085 | | | | | |
| | Pay # 299 | | | | | |
| PARTS: | 1 C 26080960 2195 | LOCK | | 162.68 | 162.68 | 162.68 |
| | 1 C 9381929 2560 | MODULE | | 372.91 | 372.91 | 372.91 |

*** Added Operation ***

(B) Request: RECALL 00034

Cause: INSTALL SEAT-BELT GUIDES

LABOR: PERFORM RECALL

70505

RIZKI

C-MX

7.20

25.87

25.87

N/C

Mile # 20004085

Pay # 299

70505

RIZKI

C-MX

7.20

25.87

25.87

N/C

70505

RIZKI

C-MX

7.20

25.87

25.87

N/C

70505

RIZKI

C-MX

7.20

25.87

25.87

N/C

70505

RIZKI

C-MX

7.20

25.87

25.87

N/C

INITIAL ESTIMATE: WILL CALL WITH ESTIMATE

Comments:

CUSTOMER ACKNOWLEDGES ESTIMATE OF 1007.00 PLUS TAX

| | |
|------------------|---------|
| LABOR TOTAL.... | 547.20 |
| LABOR DISC MECH | -40.00 |
| PARTS TOTAL.... | 635.59 |
| PARTS DISC MECH | -40.00 |
| GP SUBTOTAL.... | 1002.79 |
| GP SALES TAX.... | 70.20 |

Please Pay This Amount..... 1072.99

Customer Copy

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Memphis , TN

CASE NUMBER: 1-32206212 VIN: 1G1YY22G6W5100920
MODEL YEAR: 1998
DATE OPENED: 2002-09-11 SERIES: Corvette
DATE CLOSED: 2002-09-11 MILEAGE: 60000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A No DEALER NAME: Chuck Hutton Chevrolet CO.
BRC PARENT: DEALER ADDRESS: 2471 Mt Moriah Rd, Memphis, TN, 38115-1594, USA

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

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

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

steering column locked; ; 2002-09-11
2002-09-11

Service Request has been Closed Satisfied.; ; 2002-09-11

*****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:
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:

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

CARY , IL

CASE NUMBER: 06810736 VIN: 1G1YY22G6W5101503
MODEL YEAR: 1998
DATE OPENED: 2002-05-02 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-02 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: REICHERT CHEV-BUIC SALES INC
BRC PARENT: DEALER ADDRESS: 5220 E NW HWY RTE 14, CRYSTAL LAKE, IL, 60014, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\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*****

CUST STATES THAT HE HAD THE STEERING COLUMN ON HIS VEH LOCK AND HAD TO HAVE IT TOWED TO THE DLR...CUST STATES THAT THE DLR DID REPAIRS ON VEH THAT COST HIM \$357.75...CUST STATES THAT THE TECHNICIAN TOLD HIM THAT THERE IS A RECALL ON THIS TYPE OF VEH AND SAME YEAR BUT HIS VEH DOES NOT QUALIFY...CUST SEEKS WHY IS HE NOT UNDER RECALL...CRM ADVSD CUST OF VIN BREAKPOINTS AND VEH DOES NOT QUALIFY...CRM CONTACTED DLR SPOKE TO SVM RAY MINERDERMAN WHO STATES HE CAN NOT ASSIST...CUST IS NOT GOOD CUST OF THEIRS...HAS ONLY SEEN HIM A COUPLE OF TIMES...WILL NOT BE ABLE TO ASSIST WITH COST...CRM ADVSD CUST VEH DOES NOT QUALIFY...BUT ADVSD CUST TO KEEP PAPERWORK INCASE GM DECIDES LATER ON TO INCLUDE MORE VEH'S...CUST UNDERSTOOD...THANKED CRM FOR HELP...CRM CLOSING FILE SATISFIED...RYANN DEAVILLE/CAC/PDX; 0; 389199700

*****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 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:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

380677

CASE NUMBER: 05760197 VIN: 1G1YY22G6W5102330
 DATE OPENED: 10/26/01 MODEL YEAR: 98
 DATE CLOSED: 10/26/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS:
 HOME PHONE: [REDACTED] STATE: TN
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 05760197 VIN: 1G1YY22G6W5102330
 DATE OPENED: 2001-10-26 MODEL YEAR: 1998
 DATE CLOSED: 2001-10-26 SERIES: UNKNOWN
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: TOM BANNEN CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 2340 GALLATIN PIKE N., MADISON, TN, 37115, USA

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

M41 Steering Column/Lock/Attaching Parts Other
 1 REPAIR ATTEMPT(S) CUST HAS HAD PREV CONCERNS BUT VEH IS
 NOT ON CAMPAIGN

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request
 [[Campaign Status Request RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/carscp/sbs/html/campaignstatusrequestsbarevised9%2D21%2D00.htm>]

Or access campaign information at [[Campaign Information RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/bulletins/campaigns/campaignsmain.htm>]]

Notification of open campaigns or special policies.

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

CUST STATES HE HAS HAD HIS STEERING COLUMN LOCKED UP BEFORE AND HAD CAMPAIGN LETTERS ON
 THIS REPAIR BUT LOST THE LETTERS ...CUST STATES DLR ASKED HIM TO CONTACT CAC TO SEE WHAT

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

380877

COULD BE DONE FOR CUST...SINCE THERE IS NO CAMPAIGN SHOWING ON VIN AND VEH IS NOT BROKE NOW FOR THIS CONDITION OF CAMPAIGN 01044...AND CUST HAS GMPP...CRM CONTACTED JEFF AT DLR AND HE STATED HE DID NOT KNOW WHAT TO DO IN THIS SITUATION...CRM ADVISED THAT HE FOUND ON HIS DATA BASE THAT IF CUST HAS THIS STEERING COLUMN LOCK CONCERN AND DOES NOT HAVE THE CAMPAIGN TO REPAIR VEH IF IT IS UNDER BUMPER TO BUMPER OR IF NOT GOOD WILL REPAIR...CUST HAS GMPP SO DLR OR CRM DOES NOT KNOW HOW TO GO ABOUT THIS WITH GMPP AND DLR IS GOING TO CONTACT THEIR AVM TO SEE WHAT TO DO...CRM ADVISED CUST OF THIS AND HE IS GOING TO PICK UP VEH UNTILL DLR CAN GET WITH HIM AND ADVISE WHAT HAS BEEN DECIDED...CLOSED SATISFIED v/m 47768 CRM THOMAS "BUCK" SMITH/ATX-CARS; 0; 372975909

*****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:

TRANSACTION:

GM RESTRICTED

380877

REFURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

NAME:

INTEREST PAID:

DEALER BUYOUT:

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:

Tampa, FL

CASE NUMBER: 1-41007110 VIN: 1G1YY22G6W5104594
MODEL YEAR: 1998
DATE OPENED: 2002-10-15 SERIES: Corvette
DATE CLOSED: 2002-10-25 MILEAGE: 26400.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Gordon Stewart Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 16414 N Dale Mabry Hwy, Tampa, FL, 33618-1343, USA

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

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

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

Steering column complaint; ; 2002-10-15
2002-10-15

CRM calling svc. mang. in regards to cust. complaint; ; 2002-10-15
2002-10-15

CRM LM for cust. to call back; ; 2002-10-25
2002-10-25

Cust. called back w/update; ; 2002-10-25
2002-10-25

Service Request has been Closed Dissatisfied.; ; 2002-10-25

*****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: ,

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:

| | | | |
|--------------|------------|-----------------|-------------------|
| CASE NUMBER: | 08465192 | VIN: | 1G1YY22G6W5105616 |
| | | MODEL YEAR: | 1998 |
| DATE OPENED: | 2001-09-06 | SERIES: | UNKNOWN |
| DATE CLOSED: | 2001-09-06 | MILEAGE: | |
| SOURCE: | Phone | DELIVERY DATE: | |
| BRC TYPE: | No | DEALER NAME: | |
| BRC PARENT: | | DEALER ADDRESS: | |

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

| | |
|--|-----------------------|
| M41 Steering Column/Lock/Attaching Parts | Inoperative |
| 0 REPAIR ATTEMPT(S) | VEH WHEEL LOCKS |
| A07 Referred to Dealer | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | FOR ASST/DIAG |

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\Iexplora.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplora.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 STS THAT HE IS [REDACTED] SALESMAN FOR CUST LISTED. CUST STS THAT HE IS CALLING ON BEHALF OF THE CUST DUE TO THE STEERING COLUMN LOCK CONCERN. CUST STS THAT THE CUST HAS HAD THE VEH TOWED AND THE VEH STEERING WHEEL WAS LOCKED

CUST SEEKS TONKON WHAT CAN WE DO FOR THE CUST

CRM ADVISED CUST SALESMAN THAT THE CUST NEEDS TO HAVE A DIAG W/SVC DEPT..CRM ADVISED CUST THAT THE SVC MGR DOES HAVE EMPOWERMENT TO GOODWILL CERTAIN CONCERNS/REPAIRS..CRM ALSO ADVISED CUST THAT DIFF DLRS MAY HAVE DIFF PER. FOR EMPOWERMENT..CRM ADVISED SALESMAN TO SPEAK W/SVC MGR AND IF THE SVC DEPT CANNOT ASST CUST THEN THE AVM MAYBE CONTACTED. CUST STS THAT HE WILL CK W/HIS SVC MGR

HAMPTONJ/CARS/ATX; 0; 368637563

*****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:

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:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****
NUMBER OF INJURIES: 0
COMMENTS:
NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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:

SEBASTIAN

FL

HOME PHONE:

CASE NUMBER: 06573188 VIN: 1G1YY22G6W5107155
MODEL YEAR: 1998
DATE OPENED: 2002-03-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-16 MILEAGE: 47000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: ROGER DEAN CHEVROLET
ERC PARENT: DEALER ADDRESS: 1000 US HWY 1, VERO BEACH, FL, 32960, USA

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

M01 Steering General
1 REPAIR ATTEMPT(S)Other
LOCK UIP

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

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

- * If necessary follow Dawn Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus!\Micros-1\Iexplora.exe
<http://carsweb/webknowledge/quickref/content/goodwill.htm>]]
- * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus!\Micros-1\Iexplora.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]

Vehicle reimbursement or Goodwill decision - Repair already done

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

CUST STATES HIS 98 CHEV CORVETTE CURRENTLY HAS 47K MILES. CUST IS SECOND OWNER AND PURCH VEH FROM AN INDIVIDUAL AT 36K MILES. CUST STATES THAT HE HAD TO HAVE HIS VEH TOWED TO ROGER DEAN CHEV B/C HIS STEERING COLUMN LOCKED UP AND HE COULD NOT START HIS VEH. CUST STATES THE DLR HAS FIXED THIS AND IT HAS COST HIM ABOUT \$350 TO REPAIR. CUST STATES THERE IS A RECALL FOR THIS SAME PROBLEM(#01044), BUT HIS VEH DOES NOT FALL WITHIN THE VIN BREAK. CRM CONTACTED SVC ADV CARL AND SVC MGR DENNIS WHO BOTH STATE THIS IS A KNOWN PROBLEM AND THEIR AVM CARL COOK HAS HELPED OTHERS WITH THIS BEFORE. SVC MGR STATES I SHOULD CONTACT THE AVM SINCE THE CUST DOES NOT HAVE A LONG HISTORY WITH THAT DLR. CRM LEFT VME FOR AVM CARL COOK AT 404082-8064. CRM ADVISED CUST I WOULD FOLLOW UP WITH HIM ON MONDAY BETWEEN 1-3. CRM SUSPENDING REQUEST. JARED WALLACE/CARS/TAMPA-57135; 0; 385680758
2002-03-25

CRM RECEIVED A REPLY FROM AVM. AVM DENIES ASSISTANCE. AVM STATES THAT THE OWNER OWNS A CAR LOT, AND THIS VEH IS REGSITERED TO THE CAR LOT. AVM STATES THIS PROBLEM MAY HAVE OCCURED FROM PREVIOUS OWNER PULLING ON STEERING WHEEL TO GET OUT OF THE VEH. CRM ATTEMPTED CONTACT WITH CUST, NO ANSWER, LEFT VME. CRM WILL TRY AGAIN TOMORROW BETWEEN 2-4. CRM SUSPENDING REQUEST. JARED WALLACE/CARS/TAMPA-57135; 0; 385939676
2002-03-28

CRM CONTACTED CUST AND ADVISED HIM WE OWULD NOT BE ABLE TO ASSIST WITH THE REPAIR DUE TO HIM BEING THE SECOND OWNER, WE DO NOT HAVE A PAST HISTORY OF HOW THE VEH WAS TREATED. CRM ADVISED CUST EVEN THOUGH THE VEH IS DISPLAYING THE SAME QUALITIES OF THAT RECALL, IT IS NOT PART OF THE RECALL AND COULD BE CAUSED FROM PREVIOUS TREATMENT BY FIRST OWNER. CRM SUSPENDING FILE AWAITING DISSAT APPROVAL. JARED WALLACE/CARS/TAMPA-57135; 0; 386192143
2002-04-02

TM FORWARDING TO CRM TO CLOSE DISSATISFIED.
NATHAN KUSLANSKY/TM/TAMPA; 0; 386634892
2002-04-16

CRM COMPLETING FILE DISSAT WITH NO ARB LETTER AND NO AVM FYI. JARED WALLACE/CARS/TAMPA; 0; 387831102

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:

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

| | |
|------------------------|----------------------|
| SOURCE: | TRANSACTION: |
| REQUEST TYPE: | |
| REPURCHASE REASON: | |
| DEALER BAC: | |
| DEALER NAME: | |
| DEALER ADDRESS: , , | |
| CONTACT: , | |
| PHONE NUMBER: | FAX NUMBER: |
| PRODUCT CODE: | BODY TYPE: |
| | TRIM: |
| ENGINE TYPE: | TRANSMISSION: |
| | VEHICLE DRIVEABLE: |
| MILEAGE & BUY-BACK: 0 | BRC WARRANTY DATE: |
| MSRP: | NADA: 0 |
| | SALES TAX: |
| DEPRECIATION: | |
| UPGRADE: | |
| AFTERMARKET: | |
| LEASE TERM: | |
| DAMAGE: | |
| OTHER: | |
| BRANCH: | NAME: |
| ACCOUNT NUMBER: | |
| INTEREST RATE: | INTEREST PAID: |
| | DEALER BUYOUT: |
| ACCOUNT BALANCE: | |
| LEGAL: | LEGAL TYPE: |
| | LEMON LAW: |
| DEALER ADMINISTRATION: | VEHICLE DESTINATION: |
| RELEASE: | LIEN PAYOFF: |
| | TITLE BRAND: |
| REPLACEMENT VIN: ' | |

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

SAN ANTONIO

TX

HOME PHONE:

CASE NUMBER: 04996997

VIN: 1G1YY22G6W5109021

MODEL YEAR: 1998

DATE OPENED: 2001-07-20

SERIES: UNKNOWN

DATE CLOSED: 2001-07-20

MILEAGE: 65000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

A01 Open Campaign

Product Campaign Claim

0 REPAIR ATTEMPT(S)

CAMPAIGN #00034 IS OPEN ON THIS VEH AND IS

VEH INVOLVED IN #1044

M41 Steering Column/Lock/Attaching Parts

Interference

0 REPAIR ATTEMPT(S)

COLUMN LOCKS UP INTERMITTENTLY

C28 Seat Belt System

Stretched/Twisted

0 REPAIR ATTEMPT(S)

WEBBING IS TWISTED..THERE IS AN OPEN

CAMPAIGN FOR THIS CONCERN

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request

[[Campaign Status Request RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe

http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]

Notification of open campaigns or special policies.

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

CUST STATES HIS STEERING COLUMN HAS BEEN LOCKING UP INTERMITTENTLY..CONCERN IS SIMILAR TO CAMPAIGN #1044...SEAT BELT WEBBING IS TWISTED...CUST SEEKS TO KNOW IF THERE ARE ANY OPEN CAMPAIGNS ON THIS VEH...CRM RESEARCHED THE VIN# AND ADVISED THE CUST HIS VEH WAS NOT INVOLVED IN CAMPAIGN #1044 BUT THERE IS AN OPEN CAMPAIGN ON SEAT BELT CONCERN AND TO TAKE THE VEH TO THE DLR FOR DIAG & SVC...TINA CHURCHIN/CARS/ATX; 0; 364493792

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

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

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Lake Worth

FL

HOME PHONE:

CASE NUMBER: 1-673533 VIN: 1G1YY22G6W5109035
MODEL YEAR: 1998
DATE OPENED: 2002-05-06 SERIES: Corvette
DATE CLOSED: 2002-05-21 MILEAGE: 46000.0000000
SOURCE: White Mail DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Service Request has been Closed Dissatisfied.; ; 2002-05-21
2002-05-21

Service Request has been Closed Dissatisfied.; ; 2002-05-21
2002-05-21

EXECUTIVE Scanned: 2002-05-20-18.39.43.000000, MSXDocNum: 0214000321; ; 2002-05-21
2002-05-06

EXECUTIVE Scanned: 2002-05-03-19.07.56.000000, MSXDocNum: 0212300153; ; 2002-05-08
2002-05-06

Service Request Ownership has changed FROM: THOMAS TO: GRIFFITH; ; 2002-05-06
2002-05-06

Tires/Rims; ; 2002-05-06
2002-05-06

left cust vme; ; 2002-05-06
2002-05-08

Cust initial Contact; ; 2002-05-08
2002-05-08

Cust contact to discuss concerns***cont***; ; 2002-05-08
2002-05-08

Service Request has been Closed Dissatisfied.; ; 2002-05-08

*****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:

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:

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

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 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:

Attachment 1-673533

[REDACTED]
Lake Worth, FL [REDACTED]



MAY 20 2002

General Motors Corporation
c/o G. Richard Wagoner Jr.
[REDACTED]

PO Box 200

Detroit, MI 48265-2000



RECEIVED

MAY 15 2002

G.R. WAGONER, JR.

[REDACTED]
Lake Worth, Florida

VIN#1G1YY22G8W5100035

May 8, 2002

General Motors Corporation
Mail Code: 482-B3B-A69
PO Box 200
Detroit, MI 48265-2000

Dear G. Richard Wagoner Jr.

Thank you for taking the time to have an employee call me back on my concerns (file #SR1-873533). Although the representative from the executive office was very courteous I do not feel my problem was resolved and that the buck was passed once again to another department within General Motors. At this time I am turning down the \$1000 customer loyalty offer and will not pursue this case any further. I have exhausted my time and efforts and do not feel compelled to continue working with subsidiaries of General Motors to resolve my issues. I suggest General Motors listen to all media channels to better understand the frustration that is felt by Corvette owners. Just in my corporate office we have six Corvette owners that have all experienced the same or similar problems. Two of those owners have since sold their Corvettes and purchased different vehicles. Until the problems are resolved I shall follow in their footsteps and purchase outside the General Motors family.

Sincerely, [REDACTED]

[REDACTED]
Lake Worth, FL [REDACTED]



General Motors Corporation
c/o E. Richard Wagoner Jr.
Mail code 482-038-A68
P.O. Box 200
Detroit, MI 48265-2000

MAY 03 2002



[REDACTED]
Lake Worth, Florida [REDACTED]

VIN#1G1YY22G8W5109035

April 25, 2002

General Motors Corporation
Mail Code: 4B2-B38-A88
PO Box 200
Detroit, MI 48265-2000

RECEIVED

APR 29 2002

G.R. WAGONER, JR.

Dear G. Richard Wagoner Jr.

I would like to thank you for continuing to produce the Corvette. This is an American icon and to own one has been a dream of mine since I was a little boy. That dream came true in the year 2000 at the age of 28 when I purchased a beautiful metallic purple 1999 corvette from a certified Chevrolet dealer. Unfortunately my experience of owning a Corvette has not been pleasant. I have found the core aspects of the automobile to be great but the little problems that occur over and over are becoming a nuisance and a waste of my time.

There are two main reasons I felt compelled to write this letter. First, I wanted to make GM aware of all the issues I have encountered while owning this vehicle. I have attached a document of my service visits to a certified Chevrolet Dealer. Included in that document is the corresponding invoice numbers. Please take note of the repeated visits for belts, transmitters and steering wheel locks. Second, I had a case open with the Chevrolet Customer Assistance Center. The case number was C06358201. I found the 2 individuals I spoke with to be very pleasant and polite. However, I was not satisfied with the response to my request and asked the Customer Relations Manager, Shontell Hunt, to put me in touch with her supervisor. She told me she did not have a supervisor and that I had to either accept or decline the offer at that point in time. I will make an assumption that she does have a supervisor and reports up the chain of command to your position.

A proposed course of action that would restore my faith in Chevrolet and all GM products would be to reconsider my request marked C06358201. The request is to have two (2) rims repaired due to the steering wheel locking problem. Secondly, to offer an extended warranty on the vehicle that would allow me to have the continually failing parts fixed without any dealer hassles.

Sincerely,
[REDACTED]

Service Logs

- 07/15/2000 Purchase Corvette 1G1YY22G6W5109035 WITH 26,350 MILES
- 07/24/2000 Steering wheel locks and can not drive the car. I have a flatbed tow the car and the rims get scratched because the tires could not be turned due to the locking. Maroone Chevrolet Delray Beach, FL invoice number cvcs250741
- 09/21/2000 The battery leaks and no power to the car. Had to have the car towed. Secondly, a great deal of wind noise at 65mph. Maroone Chevrolet Delray Beach, FL invoice number cvcs254086
- 10/31/2000 The drive belt squeals and the radio was distorted. Maroone Chevrolet Delray Beach, FL invoice number cvcs256392
- 12/05/2000 Steering wheel locks and can not drive the car. I have a flatbed tow the car and the rims get scratched because the tires could not be turned due to the locking. Maroone Chevrolet Delray Beach, FL invoice number cvcs258262
- 02/08/2002 Steering wheel locks. I'm able to perform the quick fix and drive it to the dealer. Secondly, the transmitter on the car fails and the alarm will go off randomly. Maroone Chevrolet Delray Beach, FL invoice number cvcs283470.
- 03/07/2002 The drive belt squeaks and the transmitter is not working again. Maroone Chevrolet Delray Beach, FL invoice number cvcs285179
- 03/08/2002 I pickup the car and the A/C blows cold on passenger side only. Return vehicle and service tech immediately fixes the problem by unhooking the battery and hooking it back up. Says the computer sometimes boots up and the A/C doesn't work. No ticket is written up.
- 03/21/2002 The drive belt squeaks again and the transmitter is not working again. Maroone Chevrolet Delray Beach, FL invoice number cvcs286017
- 04/22/2002 The drive belt squeaks again and when I picked the car up from 3/21/02 to 4/22/02 the A/C was not working on auto. It would only blow cold air on the passenger side but on Max 60 the air worked on both sides so I didn't take it into the shop right away. The dealer says they fixed the belt and the A/C would cost me approx \$250.00. Maroone Chevrolet Delray Beach, FL invoice number cvcs287893
- 4/23/2002 The car started squeaking again. After review of the belt it looks like they applied a belt dressing although they said in the invoice that the belt was replaced. Also I performed the same fix as the mechanic on 03/08/2002 and have not have the A/C problem since.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LAKE WORTH

FL

HOME PHONE:

CASE NUMBER: 06359201 VIN: 1G1YY22G6W5109035
MODEL YEAR: 1998
DATE OPENED: 2002-02-13 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-09 MILEAGE: 45200
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAROONE CHEVROLET OF DELRAY
BRC PARENT: DEALER ADDRESS: 2200 S FEDERAL HWY, DELRAY BEACH, FL, 33483, USA

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

M01 Steering General
3 REPAIR ATTEMPT(S)Other
STEERING COLUMN LOCKED UP

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\vehknowledge]]. 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_Corepol nt.htm]]
 - * Validate with dealership if necessary
 - * Coordinate with dealership to compare with another vehicle if necessary
 - * Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

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

CUST IS THE 2ND OWNER OF A '98 CORVETTE. CUST STATES THAT THE STEERING COLUMN LOCKED UP ON HIM FOR THE THIRD TIME. CUST STATES THAT WHEN IT HAPPENED IT SCRATCHED THE RIMS B/C THE COLUMN LOCKED W/ THE TIRES IN A TURNED POSITION. CUST STATES THAT THE VEH IS FINE BUT WANTED TO KNOW IF ANYTHING ELSE IS BEING DONE AT THIS TIME TO ENSURE THAT THIS PROBLEM DOESN'T HAPPEN AGAIN. CUST SEEKS INFO. CRM SUSPENDING FILE PENDING CALL TO DLR.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 99999
2002-02-18

CRM CALLED SVC MGR (STEVE GIANUZZI). SVC MGR STATES THAT THERE ARE NO OTHER RECALLS EXCEPT FOR RECALL 00104A ISSUED LAST YEAR. CRM DID SOME RESEARCH AND FOUND A SERVICE BULLETIN 01-02-35-008 CONCERNING AN UPDATE ON THE SITUATION. CRM SUSPENDING FILE PENDING CALL TO CUST TO SEE IF HE HAS HAD THIS REPAIR PERFORMED AND ADVISED THAT THIS IS THE MOST UP TO DATE INFO.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 382922065
2002-02-18

CRM CALLED CUST. CUST WAS NOT HOME. CRM SUSPENDING FILE FOR 5 BUSINESS DAYS.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 382922315
2002-02-19

CRM SPOKE TO CUST ABOUT HIS CONCERN. CUST STATES THAT HE WANTED AN UPDATE. CRM ADVISED CUST AFTER SPEAKING W/ SVC ADVISOR (FELIPE MOREDO) THAT THE VEH WAS REPAIRED PER SVC BULLETIN #01-02-35-08. CUST ASKED IF CRM COULD ASSIST HIM W/ HIS RIMS B/C THEY WERE SCRATCHED BY THE TOW TRUCK WHEN THEY WERE LOADED ON TO THE TOW TRUCK. CRM ADVISED THAT CRM WOULD RESEARCH AND CALL TOMORROW.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 383010196
2002-02-20

CRM CALLED CUST. CUST WAS NOT HOME. CRM SUSPENDING FILE PENDING 2ND CALL BACK.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 383104397
2002-02-21

CRM CALLED CUST. CUST WAS NOT HOME. CRM SENDING LETTER.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 383184701
2002-02-21

Auditor Approving Letter
Tommy Clark/Corr Approver/Tampa; 0; 383197867
2002-03-06

CUSTOMER REQUESTED TO SPEAK WITH PREVIOUS CRM REGARDING OPEN FILE. CRM ADVISED THAT PREVIOUS CRM IS NOT BY THE PHONE. CRM ADVISED THAT I WILL HAVE PREVIOUS CRM CONTACT CUSTOMER AS SOON AS POSS. CUSTOMER STATED THAT HE WILL BE AT HIS HOME NUMBER IN 1 HOUR. CRM FORWARDING FILE TO MCDUFFIE. STACEY PAUL/CARS/TPA/57845; 0; 384311894
2002-03-08

CRM SPOKE TO SVC ADVISOR WHO ADVISED CRM THAT THE SCRATCHES ON THE RIMS ARE TOO DEEP TO BUFF OUT SO A MAINTENANCE LETTER WOULD NOT HELP THE CUST. SVC ADVISOR STATES THAT THE RIMS WOULD HAVE TO BE SENT OUT TO A RIM SHOP TO FIX THE COSMETIC SCRATCHES. SVC ADVISOR STATES THAT THE SCRATCHES WILL COST ABOUT \$200-\$300 PER TIRE TO FIX THE SCRATCHES. CRM CALLED CUST TO ADVISE HIM TO GET AN ESTIMATE AND CRM WOULD INVESTIGATE COST ASSISTANCE BUT COULD NOT GUARANTEE ANYTHING PER TM. CUST WAS NOT HOME. CRM SUSPENDING FILE PENDING 2ND CALL BACK.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 384473059
2002-03-08

CUST STATES/SEEKS TO SPEAK WITH [REDACTED] CRM ADVISED CUST THAT CORREY IS NOT IN THE OFFICE AT THE MOMENT. CUST SEEKS FOR [REDACTED] TO CONTACT CUST AT WORK NUMBER [REDACTED] - NOT AT HOME. CRM ADVISED CUST THAT FILE HAS BEEN UPDATED AND FORWARDED BACK TO CORREY FOR FOLLOW UP. JENNIFER GERDEMAN/FL PILOT/57044; 0; 384483767
2002-03-11

CRM CALLED CUST CUST WAS NOT HOME. CRM LEFT CUST A MESSAGE AT HIS WORK NUMBER AS SUGGESTED BY CUST AND WILL SUSPEND FILE FOR 5 BUSINESS DAYS PENDING CUST CALL BACK.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 384729714
2002-03-18

CRM NOTING THAT 5 BUSINESS DAYS HAVE PASSED AND CUST HAS NOT CALLED. CRM SENDING LETTER.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; 385342155
2002-04-01

CUST CALLED IN FOR STATUS. FILE CLOSED.
CUST STATES HE WANTS TO KNOW IF GM WILL COVER THE COST OF THE RIMS. CUST STATES THIS VEH HAS A KNOWN CONCERN WITH THE STEERING LOCKING, WHEN THE VEH IS TOWING THE TOW TRUCK HAS TO SCRATCH THE WHEEL IN ORDER TO GET THE VEH ON THE TRUCK, CUST STATES THIS STEERING CONCERN HAS HAPPEN 3 TO 4 TIMES, CUST IS THE SECOND OWNER PURCHASED IN 2000 OF JULY, CUST SEEKING ASSISTANCE, CRM ADV CUST WILL TRANSFER THE FILE TO THE ORIGINAL CRM TO REVIEW WITH TM MANNY LEBRON, CUST IS WANTS A UPDATE BY 4/2 WORK [REDACTED]
YOLANDA ARTHURTON, CRR, TAMPA; 0; 386559756
2002-04-02

CRM CALLED CUST. CUST STATES THAT HE WAS DOWN AT THE MAROONIE DLRSHIP WHERE HE WAS ADVISED BY DAN IRWIN THAT THE REPAIRS WOULD COST \$400.00 PER RIM. CRM ADVISED THAT CRM WOULD CALL SVC MGR AND CONFIRM AS WELL AS RESEARCH POSSIBLE COST ASSISTANCE. CRM SUSPENDING FILE

PENDING CALL BACK TO DLR.
CORREY MCDUFFIE/TAMPA/ CORRESPONDENCE; 0; 386645697
2002-04-03

CRM SPOKE TO TM (DENIS GRIFFIN) WHO GAVE CRM HIS OVER THE SHOULDER APPROVAL TO REIMB THE
CUST 60% OF HIS EXPENSES. CRM CALLED CUST. CUST WAS NOT HOME. CRM SUSPENDING FILE PENDING
2ND CALL BACK.

BUSINESS REASONS
HAPPEND B/C OF RECALL 00104A AND CUST COULD NOT UNLOCK STEERING WHEEL
HAS HAD RECALL FIXED TWICE
CUST SATISFACTION

CORREY MCDUFFIE/TAMPA/CORR; 0; 386722374
2002-04-10

CRM CALLED CUST. CUST WAS NOT HOME. CRM SENDING LETTER.
CORREY MCDUFFIE/TAMPA/E-MAIL; 0; 387314384
2002-04-10

Auditor Approving Letter
Tommy Clark/Corr Approver/Tampa; 0; 387329313
2002-04-15

CUST STATES THAT HE IS NOT SATISFIED WITH OFFER OF 60% FOR ASSISTANCE--STATES HE WANTS TO
SPEAK WITH THE PERSON WHO MAKES THE DECISIONS--
CRM ADVISED THAT CRM IS EMPOWERED TO MAKE THE FINAL DECISION FOR ASSISTANCE--
CRM ADVISED CUST THAT 60 % ASSISTANCE IS FINAL DECISION FOR ASSISTANCE--
CUST STATES HE NEEDS TIME TO REVIEW--CRM ADVISED THAT THE CUST SHOULD STATE WHETHER HE IS
ACCEPTING THE OFFER OR DECLINING AS OFFER WILL NOT CHANGE, IS FINAL--CUST STATES THAT HE IS
RECORDING CALL--CRM ADVISED CUST AGAINST RECORDING--ADVISED CUST THAT IF DECLINING OFFER,
OFFER WILL BE RESCINDED AND FILE CLOSED --CUST STATES THAT HE IS DECLINING OFFER AND WILL GO
UP THE CHAIN TO PURSUE 100% ASSISTANCE---CRM SUSPENDING DISSAT PENDING TM
APPROVAL...SHONTELL HURST/CARS/TAMPA; 0; 387760817
2002-04-17

TM AGREES WITH DISSAT CLOSING. CLOSING REQ DISSAT, NO BB LETTER, MARK VINETTE TM TPA; 0;
387917756
2002-04-17

TM HAS REVIEWED. CUSTOMER SHOULD TAKE THE ISSUE UP WITH THE TONING COMPANY. THEY SHOULD HAVE
INSURANCE TO COVER THE DAMAGE. OFFER IS RESCINDED. CLOSING DISSAT NO BB LETTER, MARK
VINETTE TM TPA; 0; 387917878
2002-05-06

Exec opened to review Corr. Exec documenting request in Siebel SR 1-673533. Chas Griffith,
Exec CAC; 0; 389565094
2002-05-09

EXEC CLOSING FILE FILE DISSAT AND REFERENCINT SIEBEL SR 1-673533. CHAS GRIFFITH, EXEC CAC;
0; 389801171

*****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:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE:

MRP:

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:
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:

April 10, 2002

[REDACTED]
Lake Worth, FL [REDACTED]

Request: C06359201

Dear [REDACTED]

Thank you for your recent comments regarding your 1998 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

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

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

Sincerely,

Correy McDuffie
Customer Relationship Manager

SU0003-T/tlc

February 21, 2002

[REDACTED]
Lake Worth, FL [REDACTED]

Request: C06359201

Dear [REDACTED]

Thank you for your recent comments regarding your 1998 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

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

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

Sincerely,

Correy McDuffie
Customer Relationship Manager

SU0003-T/tlc

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:CORPUS CHRISTI
TX

HOME PHONE:

CASE NUMBER: 05808329 VIN: 1G1YY22G6W5109665
MODEL YEAR: 1998
DATE OPENED: 2001-11-05 SERIES: UNKNOWN
DATE CLOSED: 2001-11-05 MILEAGE: 52000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ALLEN SAMUELS BAY CHEVROLET GEO
BRC PARENT: DEALER ADDRESS: 2118 S PADRE ISLAND DR., CORPUS
CHRISTI, TX, 78416, USA

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

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

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

CUST STATES HER STEERING COLUMN LOCKED UP ON FRIDAY AND SHE CALLED CAC AND THE PREV. CRM
TOLD HER THAT HER VEH MIGHT BE INVOLVED IN A RECALL..
CUST SEEKS TO KNOW IF HER VEH IS INVOLVED IN THE RECALL..
CRM ADVISED THAT CUST IS NOT INVOLVED IN THE RECALL 01044 AND SO HER REPAIR WOULD NOT BE
COVERED .. CUST SEEKS TO SPEAK TO SOMEONE ELSE..
CRM ADVISED THAT NO ONE AT CAC CAN CHANGE THE GUIDELINES WE HAVE TO GO BY FOR RECALLS.. CUST
NOT SATISFIED.. CRM REFERRED CUST TO BBB# IN BACK OF OWNERS MANUAL..
CRM CLOSING FILE DISSATISFIED..
LEAH WILLIAMS/CAC/ATE; 0; 373827289

*****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:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LERNON 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:

San Angelo

TX

HOME PHONE:

CASE NUMBER: 1-33217427

VIN: 1G1YY22G6W5110573

MODEL YEAR: 1998

DATE OPENED: 2002-09-16

SERIES: Corvette

DATE CLOSED: 2002-09-16

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: All American Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 203 N Bryant Blvd, San Angelo, TX, 76903-5798, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Campaign 01044A Question: ; 2002-09-16

2002-09-16

Called Svc Mgr Johnny Hartzell; ; 2002-09-16

2002-09-16

Service Request has been Closed Satisfied.; ; 2002-09-16

*****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 RESTRICTED

CUSTOMER:
ADDRESS:

Maryland Heights
MO

HOME PHONE:

CASE NUMBER: 1-23911929 VIN: 1G1YY22G6W5111125
MODEL YEAR: 1998
DATE OPENED: 2002-08-12 SERIES: Corvette
DATE CLOSED: 2002-08-12 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

123911929 Steering Column Recall; ; 2002-08-12
2002-08-12

called with vin; ; 2002-08-12
2002-08-12

unable to contact; ; 2002-08-12
2002-08-12

call made to number of record; ; 2002-08-12
2002-08-12

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

*****EBC CONTACT INFORMATION*****

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

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

CASE NUMBER: 1-40860110 VIN: 1G1YY22G6W5111903
 DATE 10/14/02 MODEL 1998
 DATE 10/25/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 58000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

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

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

CASE NUMBER: 1-40860110 VIN: 1G1YY22G6W5111903
 MODEL YEAR: 1998
 DATE OPENED: 2002-10-14 SERIES: Corvette
 DATE CLOSED: 2002-10-25 MILEAGE: 58000.0000000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: N/AYes DEALER NAME: George Moore Chevrolet, Inc.
 BRC PARENT: DEALER ADDRESS: 711 Beach Blvd, Jacksonville Beach, FL, 32250-5300, USA

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

M03 Gear / Rack and Pinion
 0 REPAIR ATTEMPT(S) Inoperative

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

steering column locked; ; 2002-10-14
 2002-10-14

STEERING COLUMN REPAIR; ; 2002-10-14
 2002-10-14

Transfer; ; 2002-10-14
 2002-10-14

vehicle repair; ; 2002-10-14
 2002-10-25

Service Request has been Closed Satisfied.; ; 2002-10-25

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

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

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

MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
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: | 5920358 | VIN Number: | 1G1YY22G6W5112548 |
| Date Opened: | 9/27/2002 | Model Year: | 1998 |
| Date Closed: | 9/30/2002 | Series: | Corvette |
| Dealer Code: | B08101 | Mileage: | 76189 |
| Address: | NESMITH WALKER CHEVRESUP | State: | GA |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STRG COLUMN LOCKED

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/27/2002 08:30:39 SBD TEMPLATE - BROWN

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) REX TECH.

CUSTOMER CONCERN - STRG COLUMN LOCKED.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE TECH STS THE UNIT WAS TOWED IN AND HAS THE SERVICE STRG COLUMN MESSAGE ON DIC. THE TECH HAS DONE NOTHING TO DIAG. THE CONDITION, SAYS THERE IS NO INFO FOR THIS CONDITION IN SI.

TAC RECOMMENDATION - TAC ADVISED THE DLR THERE ARE 6 BULLETINS, 1 CAMPAIGN, AND 6 P/T'S FOR STRG COLUMN ISSUES ON CORVETTE. TAC ADVISED THE DLR TO CONTACT HIS AVM FOR AUTHORIZATION TO PERFORM CAMPAIGN 01044 ON THIS UNIT. BROWN 40708.

09/27/2002 08:30:39 HISTORY - BROWN

09/30/2002 14:38:13 MILLER -CALLER'S NAME (FIRST, LAST, AND POSITION)

EA82-031 / GM22C

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECHNICIAN STATES DID BULLETIN 01-02-35-008. STATES THE COLUMN IS
UNLOCKED BUT STILL HAS THE MESSAGE ON.

NEW RECOMMENDATIONS

TAC I HAD TECHNICIAN REMOVE THE BATTERY CABLES AND TOUCH THEM TOGETHER.
STATES THE MESSAGE IS GONE.

CLOSE CASE WITH BULLETIN 01-02-35-008.

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

GARLAND , TX

CASE NUMBER: 05543299 VIN: 1G1YY22G6W5112808
MODEL YEAR: 1998
DATE OPENED: 2001-09-19 SERIES: UNKNOWN
DATE CLOSED: 2001-09-19 MILEAGE: 50025
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*****

| | |
|--|-----------------------|
| T04 General Information | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | GMPP PH# |
| M41 Steering Column/Lock/Attaching Parts | Broken |
| 1 REPAIR ATTEMPT(S) | LOCKED |

Information request for GMPP extended warranties.

INFORM THE CALLER:

You may need to contact the Finance & incentive manager at your local GM dealership.
Information request for GMPP extended warranties.

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

CUST STS THAT THE STEERING WHEEL ON HIS VEH LOCKED. CUST STS THAT HE CONTACTED HIS DLR AND WAS TOLD THAT THERE IS A CAMPAIGN ON THIS, AND THE REPAIR WOULD BE COVERED UNDER THAT CAMPAIGN. CUST STS THAT WHEN HE BROUGHT HIS VEH TO THE DLR, HE WAS THEN TOLD THAT HIS VEH DOES NOT ACTUALLY QUALIFY FOR THE CAMPAIGN USING THE VIN BREAK POINTS. CUST STS THAT HIS GMPP IS COVERING THIS REPAIR, HOWEVER, THE CUST DOES STILL HAVE TO PAY A \$100.00 DEDUCTIBLE. CUST SEEKS FOR THE DEDUCTIBLE TO BE WAIVED. CRM CONTACTED SRV MGR, ROBERT. ROBERT STS THAT THE CUST NEEDS TO CONTACT GMPP. ROBERT ALSO STS THAT THE CUST HAS NEVER BEEN TO HIS DLR, OR IF HE HAS, IT HAS BEEN SO LONG AGO, THAT THE RECORDS HAVE BEEN DELETED. CRM ADVISED CUST TO CONTACT GMPP.. CRM GAVE CUST GMPP 800 # AND TRANSFERRED CUST.
MARY HAMILTON/CAC/PDX; 0; 369776840

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

384414

CASE NUMBER: 05964898 VIN: 1G1YY22G6W5113005
 DATE OPENED: 12/03/01 MODEL YEAR: 98
 DATE CLOSED: 12/03/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 40000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTOR CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] FERNANDINA BEACH
 FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05964898 VIN: 1G1YY22G6W5113005
 MODEL YEAR: 1998
 DATE OPENED: 2001-12-03 SERIES: UNKNOWN
 DATE CLOSED: 2001-12-03 MILEAGE: 40000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: RON ANDERSON CHE-OLD
 BRC PARENT: DEALER ADDRESS: 1852 SADLER RD., FERNANDINA BEACH, FL, 32034, USA

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

A01 Open Campaign Customer Satisfaction
 0 REPAIR ATTEMPT(S) recall # 1044a

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

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

Cust states that he is the second owner @ 32000 miles and was purchased from a Chev
 dealer in Atlanta. Cust states that his steering column is locked. Cust states that he
 seen on the internet that there is a recall for this. Cust states that he has contacted 2
 dealers in his area and they are not willing to assist. Cust states that he does not

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384414

understand why this would not be covered for him. Cust seeking cost assistance. Crm checked the VIN break points in the recall. The break point is W5123355-W5131069. Cust Vin is W5113005. Crm advised cust that since he is outside the break points there is no assistance that we can provide. Crm advised cust to keep his receipts in case they widen the break point. Crm is closing file satisfied. Nicole Day/tampa/cac/ext57013; 0; 376254099

*****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:

GM RESTRICTED

384414

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:

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:

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 CASH NUMBER: DATE:
 TITLE NAME: % BUSINESS: 0
 BUSINESS: DATE OF ACCIDENT:
 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*****

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

384414

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Houston , TX

| | | | |
|--------------|------------|-----------------|--|
| CASE NUMBER: | 1-57889908 | VIN: | 1G1YY22G6W5113778 |
| | | MODEL YEAR: | 1998 |
| DATE OPENED: | 2002-12-23 | SERIES: | Corvette |
| DATE CLOSED: | 2003-02-14 | MILEAGE: | 75000.0000000 |
| SOURCE: | Phone | DELIVERY DATE: | |
| BRC TYPE: | N/ANO | DEALER NAME: | Austin Chevrolet, Inc. |
| BRC PARENT: | | DEALER ADDRESS: | 555 FM 1960 West, Houston, TX, 77090-3005, USA |

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

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

No Symptom Indicated

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

Cust had steering column concern; ; 2002-12-23
2002-12-24

There was no answer at the Dlr; ; 2002-12-24
2002-12-24

ATTN: SERVICE MANAGER Cust had a concern with the steering column locking up in his veh.; ;
2002-12-24
2003-01-06

follow up for cust; ; 2003-01-22
2003-01-06

follow up; ; 2003-01-06
2003-01-06

Cust returning call; ; 2003-01-06
2003-01-15

Docs; ; 2003-01-15
2003-01-22

white mail rec'd; ; 2003-01-22
2003-01-22

mail rec'd; ; 2003-01-22
2003-01-22

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-01-22
2003-01-22

SAFETY Scanned: 2003-01-21-15.50.05.000000, MSXDocNum: 0302100013; ; 2003-01-22
2003-01-29

Update; ; 2003-01-29
2003-01-31

Denial for reim; ; 2003-01-31
2003-02-03

Denial of reim; ; 2003-02-03
2003-02-04

Returning docs; ; 2003-02-04
2003-02-04

Service Request has been Closed Satisfied.; ; 2003-02-04
2003-02-14

SR in Status of Closed has been Re-Opened by OLIVAREI; ; 2003-02-14
2003-02-14

Received MEX confirmation; ; 2003-02-14
2003-02-14

Service Request has been Closed Satisfied.; ; 2003-02-14

*****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: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

PAR STATUS:

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

| | |
|------------------------|----------------------|
| SOURCE: | TRANSACTION: |
| REQUEST TYPE: | |
| REPURCHASE REASON: | |
| DEALER BAC: | |
| DEALER NAME: | |
| DEALER ADDRESS: , , | |
| CONTACT: , | |
| PHONE NUMBER: | FAX NUMBER: |
| PRODUCT CODE: | BODY TYPE: |
| | TRIM: |
| ENGINE TYPE: | TRANSMISSION: |
| | VEHICLE DRIVEABLE: |
| MILEAGE @ BUY-BACK: 0 | BRC WARRANTY DATE: |
| MSRP: | NADA: 0 |
| | SALES TAX: |
| DEPRECIATION: | |
| UPGRADE: | |
| AFTERMARKET: | |
| LEASE TERM: | |
| DAMAGE: | |
| OTHER: | |
| BRANCH: | NAME: |
| ACCOUNT NUMBER: | |
| INTEREST RATE: | INTEREST PAID: |
| | DEALER BUYOUT: |
| ACCOUNT BALANCE: | |
| LEGAL: | LEGAL TYPE: |
| | LEMON LAW: |
| DEALER ADMINISTRATION: | VEHICLE DESTINATION: |
| RELEASE: | LIEN PAYOFF: |
| | TITLE BRAND: |
| REPLACEMENT VIN: | |

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

NUMBER OF INJURIES: 0
COMMENTS:

| | |
|-------------------|---------------|
| 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:

Attachment 1-57889908

HOU TX



A.T.T. Tina Churche

File# 1-57889908

Chevrolet

P.O. Box 33170

Detroit Michigan 48232-5170

Munday

File # 1-5788908



CHEVROLET

17800 I-45 North
Houston, Texas 77060
(281) 387-8800

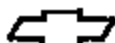
Donor

| | | | | | | |
|--|-----|--|------------------|-----------------------|-------------------|------------------------|
| CUSTOMER NO. 41775 | | NAME JASON BOATWRIGHT 415 | | DOB 26 | DOB DATE 08/01/02 | ACCOUNT NO. CVCS187820 |
| LABOR DATE | | LABOR TIME 72,273 | COLOR BLUE/ | | INTERVAL | |
| HOUSTON, TX | | VEHICLE MAKE/CHEVROLET/CORVETTE/2DR CONV | | DATE OF SALE 12/23/97 | | DELIVERY DATE |
| VIN 1G1YY22G6W5113778 | | VEHICLE MODEL NO. | | SALE DATE 07/31/02 | | PREVIOUS OWNER |
| RECEIPT NO. | | INVOICE NO. | | | | |
| DESCRIPTION | | | | | | |
| JOB # 1 03CVZ ELECTRICAL HOURS: 5.00 TECH(S):2138 385.00
CUST STATES THE STEERING COLUMN IS LOCKED UP AND STEERING COLUMN LOCK IS DISPLAYED.
NEW KEY IGN 3211432112--REPLACED COLUMN LOCKING MOTOR AND REPLACED AND RECIDED IGN CYLINDER. RESET BCM AND ERASED CODES. | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | | |
| JOB # 1 | 1 | 28060960 | LOCK 2.195 | 171.25 | 171.25 | |
| JOB # 1 | 1 | 13458194 | CYLINDER 2.188 | 94.84 | 94.84 | |
| JOB # 1 | 1 | 2802733 | TUMBLER 2.188 | 0.53 | 1.59 | |
| JOB # 1 | 1 | 2802734 | TUMBLER 2.188 | 0.53 | 1.59 | |
| JOB # 1 | 1 | 2802736 | TUMBLER 2.188 | 0.53 | 1.59 | |
| JOB # 1 | 1 | 28060839 | SPRINGS 2.188 | 0.88 | 5.22 | |
| JOB # 1 | 1 | 26047818 | RETAINER -2.188 | 0.54 | 0.54 | |
| JOB # 1 | 1 | 2802560 | KEY 2.187 | 31.85 | 31.85 | |
| JOB # 1 TOTAL PARTS | | | | 307.88 | 307.88 | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 692.88 | 692.88 | |
| JOB # 2 11CVZ SUBLET HOURS: TECH(S):2138 0.00
OWEN'S TOWING, INVA#4783, \$75.00
WRECKER INVA#4783 | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | | |
| JOB # 2 TOTAL PARTS | | | | 0.00 | 0.00 | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 | 0.00 | |
| JOB # 3 06CVZ TRUCK HOURS: 0.40 TECH(S):2138 WARRANTY
HAZARDOUS SEATBELT GUIDE CAMPAIGN
CAMPAIGN - POSSIBLE BELTS STICKING
INSTALLED GUIDES, V0606-.3 | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | | |
| JOB # 3 | 1 | 10308414 | GUIDE KIT 14.876 | | WARRANTY | |
| JOB # 3 TOTAL PARTS | | | | 0.00 | 0.00 | |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 | 0.00 | |
| SUBLET PO# 66034 VEND INVA-INV DATE-DESCRIPTION
JOB # 2 66034 4783 07/31/02 WRECKER INVA#4783 | | | | | | |
| TOTAL - SUBLET | | | | 75.00 | 75.00 | |
| MISC CODE DESCRIPTION CONTROL NO.
JOB # A ESS ENVIRONMENTAL WASTE/SHOP SUPPLIES | | | | | | |
| TOTAL - MISC | | | | 0.24 | 0.24 | |
| COMMENTS TOWED IN | | | | | | |

ORIGINAL

Munday

File # 15788908



CHEVROLET
17808 I-48 North
Houston, Texas 77060
(281) 307-4800

DCM

| | | | | | | |
|---|--|------------------------------|--------------------|---------------|---------------------|-------------------------------|
| CUSTOMER NO. 41775 | | NAME JASON BOATWRIGHT | | AGE 26 | DOB 08/01/02 | VEHICLE NO. CVCS187820 |
| ADDRESS
HOUSTON, TX | | PHONE
72,273 | COLOR BLUE/ | | STOCK NO. | |
| VEHICLE MAKE/MODEL
96/CHEVROLET/CORVETTE/2DR CONV | | DATE
12/23/97 | | DEALER | | |
| VEHICLE VIN
1G1YY22G6W5113778 | | MILEAGE
07751/02 | | RECEIVED DATE | | |
| KEY NO. | | M.O.N. | | COMMENTS | | |

SMALL TOWN COMFORT. BIG CITY CONVENIENCE WITH SERVICE HOURS
M-TH 7AM TO 6:00PM FRI 7:00AM TO 7:00PM CLOSED SAT AND SUN.
WE OFFER COURTESY SHUTTLE AND RENTAL CARS (ENTERPRISE)
24-HR TOWING (281-830-7330)

NOTICE PURSUANT TO 70.001, TEXAS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO
IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE
SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS
VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.503,
TEXAS BUSINESS AND CONSUMERS CODE, IF A WRITTEN ORDER FOR
PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED
BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE
DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT
ON WHICH IT IS DRAWN HAS BEEN CLOSED.

| | |
|---------------------|--------|
| TOTAL LABOR.... | 385.00 |
| TOTAL PARTS.... | 387.85 |
| TOTAL SUBLET.... | 75.00 |
| TOTAL G.O.B.... | 0.00 |
| TOTAL MISC CHG.... | 9.24 |
| TOTAL MISC DISC.... | 0.00 |
| TOTAL TAX..... | 22.32 |

TOTAL INVOICE \$ 799.44

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOT RESPONSIBLE FOR ANY ANTENNAS, TAPE DECKS, CELLULAR PHONES, CELLULAR ANTENNAS, OR ANY PERSONAL ITEMS LEFT IN VEHICLE.

CUSTOMER SIGNATURE

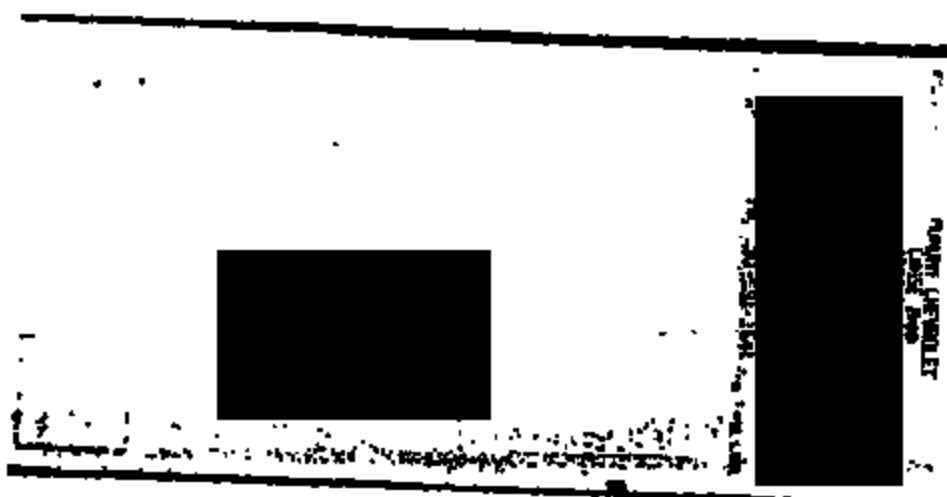
PAID
AUG 21 2002
BY: _____

OK # 7069

ORIGINAL



F:1E # 1-5788908



File # 1-5788908



VEHICLE REGISTRATION RENEWAL NOTICE

IF YOU NO LONGER OWN THIS VEHICLE, DESTROY THIS COMPLETE FORM.

Renew online @ www.txdmv.com. Check this site or contact your local County Tax Office for a list of participating counties.

VEHICLE INFORMATION

LICENSE PLATE NUMBER [REDACTED]
 VEHICLE IDENTIFICATION NO. 1Q1YY2200WE113778
 YEAR/MAKE/BODY STYLE 1998/CHEV/2D
 CURRENT EXPIRATION MONTH/YEAR DEC/2003

TOTAL FEE DUE (in person) \$ 60.80
 IF MAILED \$ 61.80

Send bottom part of form, proof of insurance, and correct fee to your county tax office in the enclosed envelope. Make check or money order payable to your local tax assessor-collector. Allow 15 days for processing by mail. Driver's license number required on checks.

FOR QUESTIONS CALL YOUR LOCAL
 TAX ASSESSOR-COLLECTOR 803-657-0338

OWNER'S COPY

KEEP TOP SECTION FOR YOUR RECORDS A

MAIL SECTION BELOW FOR CONVENIENT PROCESSING

AFTER RENEWAL, THIS REGISTRATION WILL EXPIRE
 THE LAST DAY OF DEC/2003

VEHICLE INFORMATION

VEH. CLASS. PASS
 VEH. IDENT. NO. 1Q1YY2200WE113778
 YE/MAKE/BODY STYLE 1998/CHEV/2D
 FUEL TYPE GAS
 EMPTY WEIGHT 3400

UNIT NO. 336464

TOTAL FEE \$ 60.80
 IF MAILED \$ 61.80

VEHICLE OWNER NAME & ADDRESS

LANEVILLE, TX [REDACTED]

LICENSE NO. [REDACTED]

ISSUE THE 2003
 WINDSHIELD STICKER

RENEWAL RECIPIENT NAME AND ADDRESS

SEND THIS PART OF FORM, PROOF OF INSURANCE,
 & CORRECT FEE TO:

[REDACTED ADDRESS]

LANEVILLE, TX [REDACTED]

[REDACTED ADDRESS]

HENDERSON, TX [REDACTED]

TEXAS LICENSE RECIPIENT
 AFTER VALIDATION,
 THIS RECEIPT MUST BE CARRIED IN ALL COMMERCIAL VEHICLES.



TEXAS DEPARTMENT OF TRANSPORTATION
 VEHICLE TITLE AND REGISTRATION DIV.



MAIL TO THE ADDRESS ABOVE

4 NUMBER IN BOX DENOTES PLATE AGE

252278 12 25 60.80

1Q1YY2200WE113778

1Q160895728113485



UPDATE ADDRESSES HERE

OWNERS ADDRESS

RENEWAL RECIPIENT ADDRESS

DATE PRINTED: 09/28/2003PM

COUNTY COPY

LICENSE NO. [REDACTED]

MONTH/YEAR EXP. DEC/2003
 VEH/REG CL. PASS/PASSENGER-LEGE/EDL BOX
 PLATE TYPE/STICKER TYPE PEP/Y:
 YEAR/MAKE/BODY STYLE 1998/CHEV/2D
 VEHICLE IDENT. NO. 1Q1YY2200WE113778
 FUEL TYPE GAS
 EMPTY WT./CARRYING CAP. 3400

REGISTRATION FEE \$ 60.80
 LOCAL FEE 10.00

TOTAL FEE \$ 60.80
 IF MAILED \$ 61.80

LANEVILLE, TX [REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

Garden Grove

CA

HOME PHONE:

CASE NUMBER: 1-39874590 VIN: 1G1YY22G6W5114266
MODEL YEAR: 1998
DATE OPENED: 2002-10-10 SERIES: Corvette
DATE CLOSED: 2002-10-10 MILEAGE: 65893.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Harbor Chevrolet Corporation
BRC PARENT: DEALER ADDRESS: 3770 Cherry Ave, Long Beach, CA, 90807-4321, USA

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

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

Inoperative

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

Steering Lock; ; 2002-10-10
2002-10-10To get info; ; 2002-10-10
2002-10-10

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

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: 9 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

380313

CASE NUMBER: 05694091 VIN: 1G1YY22G6W5115093
 DATE OPENED: 10/16/01 MODEL YEAR: 98
 DATE CLOSED: 10/16/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 54000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NC
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] RALIEGH, NC [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05694091 VIN: 1G1YY22G6W5115093
 MODEL YEAR: 1998
 DATE OPENED: 2001-10-16 SERIES: UNKNOWN
 DATE CLOSED: 2001-10-16 MILEAGE: 54000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: PERFORMANCE CHEVROLET
 BRC PARENT: DEALER ADDRESS: 4811 MADISON, SACRAMENTO, CA, 95841, USA

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

M01 Steering General Broken
 0 REPAIR ATTEMPT(S) steering column motor locked

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions {[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplora.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]}
 * Identify if earlier repairs have been attempted? -{[Possible Chronic Rep RUN
 C:\Progra-1\Plus\Micros-1\Iexplora.exe
http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.htm]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 1) Review warranty history on "VIN Profile" tab
 2) Contact appropriate Service dealership to discuss
 3) Determine if TAC was previously contacted or is now necessary
 4) Establish & document a diagnosis and repair plan

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

380313

* 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\Iexplor.exe
http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle_repurchase.htm]

Vehicle repair request - Repair not done

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

CUST states that he purchased the vehicle used, ****CRM notes from VIN profile that this vehicle was repurchased****

CUST states that the vehicle steering column locked up and vehicle was towed to the dealership. CUST states that he heard about campaign 01044A. CUST states that he was told by the SVC DEPT that his vehicle is not covered under this campaign.

CUST seeking repairs to be completed under campaign 01044A.

CRM contacted SVC MGR Mr Tim Wilder who stated that the vehicle was diagnosed that the steering column motor has locked up and needs to be replaced.

CRM reviewed campaign 01044A and advised CUST that his vehicle is not covered under this campaign as it does not fall under the VIN breakpoints.

CUST states he will never purchase another GM product.

Garrett Bates-CRM/CAC/PDX; 0; 372100503

*****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:

GM RESTRICTED

380313

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*****

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

380313

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: 1-5267611 VIN: 1G1YY22G6W5115191
 DATE 06/03/02 MODEL 1998
 DATE 09/12/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 81000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 1-5267611 VIN: 1G1YY22G6W5115191
 MODEL YEAR: 1998
 DATE OPENED: 2002-06-03 SERIES: Corvette
 DATE CLOSED: 2002-09-12 MILEAGE: 81000.0000000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: N/AYes DEALER NAME: Bruce Lowrie Chevrolet, Inc.
 BRC PARENT: DEALER ADDRESS: 711 SW Loop 820, Fort Worth, TX, 76134-1299, USA

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

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

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

81-5267611 06/27/02 bat 3-5 pm est at [REDACTED] or [REDACTED] ; 2002-06-27
 2002-06-03

Steering column lock; ; 2002-06-03
 2002-06-03

Gmpp; ; 2002-06-03
 2002-06-03

Steering column locked; ; 2002-06-03
 2002-06-03

Steering column lock; ; 2002-06-03
 2002-06-03

Crm asking to offer olc to cust; ; 2002-06-03
 2002-06-03

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

Steering column lock; ; 2002-06-03
2002-06-03

Crm to review with tm; ; 2002-06-03
2002-06-05

sl-5267611 06/05/02 between 8:30-10:30 am est at [REDACTED]; ; 2002-06-21
2002-07-02

Sl-5267611 send unable to contact letter; ; 2002-07-02
2002-07-02

Created:CAC_RS0006. SR#1-5267611; ; 2002-07-02
2002-07-02

Customer Unavailable/Unable to Contact, Call CAC to letter approver for review and submission; ; 2002-07-02
2002-07-02

Letter Approved/Stacey Paul/Cars/Tps; ; 2002-07-02
2002-07-02

Service Request has been Closed Satisfied.; ; 2002-07-02
2002-09-06

Service Request Ownership has changed FROM: RYALSD TO: BOWMANM; ; 2002-09-06
2002-09-06

Recieved unable to contact letter; ; 2002-09-06
2002-09-06

Contacting Tampa CRM Demita Ryals; ; 2002-09-11
2002-09-10

Contact cust to let him know when OLC is going through; ; 2002-09-11
2002-09-06

Service Request Ownership has changed FROM: BOWMANM TO: RYALSD; ; 2002-09-06
2002-09-06

Olc; ; 2002-09-06
2002-09-06

Olc offer; ; 2002-09-06
2002-09-06

1-5267611 process olc; ; 2002-09-11
2002-09-06

\$1000 Olc was offered to cust; ; 2002-09-06
2002-09-06

crm creating owner loyalty certificate for \$1000; ; 2002-09-06
2002-09-06

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

Created: CAC_RS0027. SR#1-5267611; ; 2002-09-06
2002-09-06

Owner Loyalty Certificate for \$1000 to gl for review and submission; ; 2002-09-09
2002-09-09

OLC FOR \$1000.00 TO APPROVER FOR FINAL APPROVAL; ; 2002-09-10
2002-09-09

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-09-09
2002-09-10

OLC \$1000.00 final approved.; ; 2002-09-11
2002-09-10

Goodwill Status has been changed from: PreAprv - Cert to Approved; ; 2002-09-10
2002-09-11

Service Request has been Closed Satisfied.; ; 2002-09-11
2002-09-12

OLC MAILED; ; 2002-09-12
2002-09-12

Service Request has been Closed Satisfied.; ; 2002-09-12

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

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

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:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

NAPERVILLE

IL

HOME PHONE:

CASE NUMBER: 06516763

VIN: 1G1YY22G6W5115837

MODEL YEAR: 1998

DATE OPENED: 2002-03-13

SERIES: CORVETTE COUPE

DATE CLOSED: 2002-03-13

MILEAGE: 44000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BILL JACOBS CHEV INC

BRC PARENT:

DEALER ADDRESS: 2001 W JEFFERSON, JOLIET, IL, 60435, USA

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

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

Other
DOES THIS FIT IN CAMPAIGN

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

2. Refer to [[Campaigns RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/>] for recall details, Go under the Bulletins tab.

3. If the vehicle is involved in a campaign recall, advise customer to contact their
dealer to take action necessary to correct concern.

Vehicles involved in product recall campaigns

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

CUST STATES STEERING WHEEL HAS LOCKED ...CUST SEEKS TO KNOW IF THERE IS A CAMPAIGN...CRM
ADVISED CUST THAT THERE IS NO CAMPAIGN ON STEERING COLUMN FOR CUST CAR...
KATHY HODGES/ATX/CARS; 0; 384896941

*****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:

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:

COATSVILLE

PA

HOME PHONE:

CASE NUMBER: 04879861

VIN: 1G1YY22G6W5118916

MODEL YEAR: 1998

DATE OPENED: 2001-07-11

SERIES: UNKNOWN

DATE CLOSED: 2001-07-11

MILEAGE: 41228

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: No

DEALER NAME: ROBERTS CHEV OLDS CADI SUBA

ERC PARENT:

DEALER ADDRESS: 19 PARK LN, DOWNTOWN, PA, 19335, USA

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Inoperative
LOCKED IN POSITION

Extended Service Policy

INFORM THE CALLER:

"GM can only provide assistance if the plan provider is GMPP. In cases where the dealer sold their own plan or a non-GM product, we cannot provide assistance with the customer concern but we can refer you to the dealership to help resolve this concern."

**Use Dealer Locator process if customer would like their nearest dealer. Dealer locator can be found on each Divisional Web Site or by using Webknowledge Locate Dealer Tool.

[[Locate Dealer RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Utilities/UtilitiesMain.htm]]

[[Buick RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://www.buick.com]]
[[Cadillac RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://www.cadillac.com]]
[[Chevrolet RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://www.chevrolet.com]]
[[GMC RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://www.gmc.com]]
[[Oldsmobile RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://www.oldsmobile.com]]
[[Pontiac RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://www.pontiac.com]]

Extended Service Policy

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

CUST STATES HE HAD VEH TOWED TO THE DLR FOR A RECALL APT THE BELTS, WAS INFORMED THE COST DUE TO RCALL WOULD BE COVERED. WHEN VEH GOT TO DLR THE BELTS ARE THE SEAT BELT, YES WILL BE COVERED, CUST WAS TOLD THE TOWING WILL NOT, DUE TO THE VEH BEING DRIVABLE. CUST STATES THE STEERING COLUMN IS LOCKED IN POSITION, THATS WHY HE HAD IT TOWED. STEERING WHEEL IS NOT COVERED BY GM, VEH IS OUT OF WARRANTY, (41K). CUST HAS AN INDEPENDENT EXTENDED WARRANTY COVERAGE. AFTER SPEAKING TO SVM, BOB ALEXANDER, & ASSIST, GINGER, (CUST HAS BEEN TO DLR ONCE) CRM ADVISED CUST TO CONTACT HIS IDEPENDENT EXTENDED WARR COMPANY FOR WHAT THEY WILL OR NOT COVER. NO FURTHER ACTION REQUIRED. CRM CLOSING FILE. PAT OLDS/CAC/PDX; 0; 363735061

*****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:

LESSON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CASE NUMBER: 03830412 VIN: 1G1YY22G6W5119662
MODEL YEAR: 1998
DATE OPENED: 2001-04-13 SERIES: UNKNOWN
DATE CLOSED: 2001-04-23 MILEAGE: 33000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: GUNDERSON CHEVROLET
BRC PARENT: DEALER ADDRESS:

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

Vehicle repair request - Repair not done

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

Customer states last Friday the steering column locked while the vehicle was in park and had to have the vehicle towed to the dealership. Customer states on Monday they checked the vehicle and could not find anything wrong. Customer states he called four other dealers and they told him that there is a memo from GM describing the same condition and told the customer that his selling dealer should have replaced the part listed in the bulletin. Customer states the dealer charged him for towing and diagnosis and refuse to replace the part. Customer states his vehicle is still under warranty and feels the vehicle should be repaired according to the service bulletin. Customer states the vehicle so far has not experienced the problem again. Crm advised the customer that I will need to contact the svc mgg for additional info. Customer asked that I call him back so he does not have to hold. Crm called for the svc mgg, the svc dept was unwilling to page him and gave me his voice mail. Crm left a message for the.....; 0; 356041892
2001-04-13

.....CONT.....svc mng with the customer's concern and request. *****NEXT
CRM*****If the svc mng calls let him know that the customer wants to know why if
they received a service bulletin about the same problem his vehicle has, why can't they
replace the parts under warranty? Please find out if there is anything they can do, the
customer is concerned that the steering column may lock up again. Please forward the file to
me with the info. Natalie Shaw/pdx/crm; 0; 356042079
2001-04-13

Crm called for the svc mng again, he was not in the building. Crm left another message for
him to call. Crm will call for the svc mng one more time on Monday. Natalie Shaw; 0;
356057088
2001-04-23

CUST STATES: IS CALLING BACK TO GET INFO FROM PREV CRM...CUST STATES IT HAS BEEN 2WKS AND
HAS NOT HEARD BACK FROM PREV CRM DUE TO PREV CRM NEEDING TO GET A HOLD OF SVC MGR AT DLRSH
PER CUST STATEMENT...VEH WAS TOWED FOR STEERING WHEEL LOCK, DIAGNOSED VEH AT DLR WHICH HELD
VEH FOR 2DAYS AND PROB WAS NOT DUP PER CODES DIAGNOSIS AT DLRSH...CUST STATES THAT HE WAS
INFORMED FROM OTHER DLRSH(S) RE A SERV BULLETIN ON VEH IN WHICH THE VEH COULD OF BEEN
RPR(ED)...CUST IS SEEKING TO HAVE VEH RPR(ED) ACCORDINGLY PER SVC BULLETIN AND IF VEH CAN BE
TAKEN TO ANOTHER DLRSH FOR THIS PROB...CUST STATES THAT HE IS STILL IN WRNTY AND THIS
SHOULD BE COVERED....

CUST SEEKS:..RPR NEEDED ON VEH DONE ACCORDING TO SVC BULLETIN AND IF VEH CAN BE TAKEN TO
ANOTHER DLRSH...

.....CONT'D.....TRACY MURILLO/ATX; 0; 356910231
2001-04-23

.....CONT'D.....
CRM ADVISED:...PER RESEARCH THE SVC BULLETIN IS A TOOL SENT TO DLRSH(S) ON HOW TO RPR A
CERTAIN PROB ON A VEH DUE TO A HIGH CALL VOLUME INTO TAC ON HOW TO RESOLVE THIS PROB ON A
CERTAIN VEH...INFORMED CUST THAT THE SVC BULLETIN DOES NOT COVER ANY RPR(S) THAT ARE NEEDED
AND CUST IS OUT OF ORG WRNTY AS OF 03/03/2001...CUST STILL HAS THE EXT SVC CONTRACT IN WHICH
THE CUST IS RESPONSIBLE FOR UNLESS THE RPR NEEDED IS COVERED UNDER THE GMPP...IF NOT THE
DEDUCT IS CUST RESPONSIBILITY...CUST NEEDS TO INQ W/DLRSH WHICH GMPP CUST HAS AND WHAT THE
DEDUCT IS...INFORMED CUST THAT HE CAN TAKE VEH TO ANOTHER DLRSH IF CUST IS NOT SATISF W/THE
WORKMANSHIP AT CURRENT DLR...GAVE FILE# TO CUST TO REF...TRANSFERRED CUST TO LEAD MANAGEMENT
SINC CUST IS NOW REQUESTING INFO ON 01' AND 02' CORVETTES...CUST SATISF...NO FURTHER ACTION
NEEDED BY THIS CRM...TRACY MURILLO/ATX; 0; 356910583

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

PHONE NUMBER:
PRODUCT CODE:

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

MEMPHIS, TN

CASE NUMBER: 04502599 VIN: 1G1YY22G6W5120701
MODEL YEAR: 1998
DATE OPENED: 2001-06-11 SERIES: UNKNOWN
DATE CLOSED: 2001-06-11 MILEAGE: 58967
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*****

M02 Steering Linkage/Component Parts Other
2 REPAIR ATTEMPT(S) LOCKED UP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HE IS HAVING A CONCERN WITH THE STEERING COLUMN DUE TO IT LOCKING UP PERIODICALLY. CUST STATES THIS WAS WORKED ON 2X IN THE PAST AND NOW THAT HE IS FAR OUT OF WRTY, HE DOES NOT FEEL RESPONSIBLE FOR THE REPAIR. CUST SEEKS FOR THIS REPAIR TO BE COVERED. CRM ADVISED WILL CALL THE DLR FOR FURTHER INVESTIGATION THEN CALL CUST BACK ASAP. SOFIA DOMINGUEZ/PDX/CAC; 0; 361154521
2001-06-11

CUST SPOKE W/ SHERRIE SOAPER, SERVICE DIRECTOR AND WAS INFORMED THAT NO ASSISTANCE IS BEING OFFERED BECAUSE:

- 1-VEH FAR OUT OF THE BUMPER TO BUMPER WRTY & DLR EMPOWERMENT
- 2-LAST RELATED REPAIR WAS 2 YEARS AGO
- 3-NO SOLID MAINTENANCE HISTORY

CRM TO CALL CUST AND EXPLAIN THE DENIAL AND REASONS. SOFIA DOMINGUEZ/PDX; 0; 361154712

2001-06-11

CRM CALLED THE CUST AND EXPLAINED THE DENIAL REASONS. CUST UNDERSTOOD BUT WAS VERY UNHAPPY. CUST STATED THAT HE WOULD LIKE TO SPEAK W/ A SUPERVISOR. CRM EXPLAINED THAT THE SUPERVISOR WOULD ONLY REITERATE THE INFO THAT I JUST DID. CUST THANKED AND HUNG UP. SOFIA DOMINGUEZ/PDX; 0; 361156325
2001-06-11

NO FURTHER ACTIONS NEEDED. SOFIA DOMINGUEZ/PDX; 0; 361156349

*****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:

HAS 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:
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:

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

MEMPHIS , TN

CASE NUMBER: 04734964 VIN: 1G1YY22G6W5120701
MODEL YEAR: 1998
DATE OPENED: 2001-06-28 SERIES: UNKNOWN
DATE CLOSED: 2001-12-22 MILEAGE: 60000
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*****

S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)Customer Satisfaction
CUST SEEKS \$247.80T04 General Information
0 REPAIR ATTEMPT(S)
LOCK-UPOther
CRM CHECKED FOR CAMPAIGNS ON STEERING WHEELM41 Steering Column/Lock/Attaching Parts
2 REPAIR ATTEMPT(S)Other
LOCKED UP STEERING WHEELS85 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill
CUST SEEKS \$495. REIMB.

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

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

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

CUST SEEKS REIMBURSEMENT FOR WORK DONE

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

CUST STATES THAT HE HAS HAD 3 INSTANCES WHEN THE STEERING COLUMN LOCKED UP AFTER SHUTTING THE ENGINE DOWN AND HE WAS NOT ABLE TO TURN THE STEERING WHEEL. CUST STATES THAT THE IGNITION STARTED THE ENGINE AND HE COULD GO BACKWARDS AND FRONT WARD BUT NOTHING ELSE. CUST

SEEKS REIMB FOR THE LAST REPAIR FOR \$495.00. CUST STATES THAT HE IS A MEMBER OF THE NATIONAL CORVETTE ASSOC. AND WAS TOLD THAT 5500 CORVETTES HAVE THE SAME PROB. AND THAT IT IS DIFFERENT FROM THE WEBKNOWLEDGE Y-BODY 1997-2001 MODELS STEERING COLUMN LOCK. CRM ADVISED CUST THAT SHE WOULD NEED TO DO SOME RESEARCH BUT WOULD BE WILLING TO PUT IN HIS REQ FOR THE REIMB. CUST STATES THAT HE GETS ALL HIS WORK DONE AT THE DLRSHP. CUST STATES CRM CALLED DLRSHP AND SPOKE WITH SHERRY SOAPER, SVC. DIR. AND SHE INFORMED ME THAT SOMEONE ELSE HAD CALLED ABOUT THIS SITUATION. SHERRY STATES THAT SHE TURNED HIM DOWN FOR THE SAME REASONS AS IN REQ# 04502599.

1. VEH IS FAR OUT OF BUMPER TO BUMPER
 2. LAST RELATED REPAIR WAS 2 YRS. AGO; 0; 362614460
- 2001-06-28

****CONT**** 3. NO MAINTAINCE DONE AT THIS DLRSHP, 4. ****DO NOT TELL CUST THIS**** CUST WOULD NOT BE SATISFIED WITH A 1/2 SPLIT AND IS ONLY A CONSUMER AND NOT A LOYAL CUST OF THE DLRSHP. CRM FOUND ANOTHER REQ # 03400589 REGARDING THE DASH BOARD MELTING. CUST OFFERED TO SEND IN VERIFYING PAPERWORK AND CRM GAVE HIM THE CHEV. DETROIT ADDRESS AND REQ. #. CRM TRIED TO CALL CUST BACK AS PROMISED AND LEFT MESS THAT SHE CALLED. AND WILL CB ON FRI. JUNE 29TH BETWEEN 9-11 AM. TERESA FREY/ATX/CARS; 0; 362615283

2001-06-29

Customer states that he wanted to speak with FREY to get an update on his reim request
Customer seeks update on file
Crm advised customer that last crm will contact him on 6/29 between 9 and 11.
Customer ack and call was ended.
JamieJackson/atx; 0; 362679374

2001-07-25

***CUST SENT IN REQUESTED DOCS CRM FORWARDING TO PREVIOUS CRM FOR REVIEW SABRINA LANIER/CORR/TAMPA; 0; 364913868

2001-08-17

REASSIGNING FILE TO CRM REYNAD TO TAKE OWNERSHIP PER TM REQUEST
KELA POSTER/ATX; 0; 366912377

2001-08-17

crm closing file as cust's request of cost assist had previously been denied under request number 04502599..
Danny Reyna ATX CARS DRT; 0; 366929874

2001-09-07

CUST STATES:NO ONE EVER CALLED HIM TO DENY COST ASSISTANCE. HE DOES NOT UNDERSTAND WHY WE HAVE DENIED HIM.

CUST SEEKS:HE WAS CALLING FOR UPDATE.

CRM ADVISED:I APOLOGIZED THAT DANNY REYNA DID NOT CALL HIM TO ADVISE. HE DID NOT DOCUMENT THAT HE HAD ,ONLYTHAT HE WAS CLOSING FILE DUE TO PREVIOUS FILE # 04502599. I TRIED EXPLAINING TO HIM THAT IT WAS DENIED DUE TO SAME FACTORS AS BEFORE. CUST SEEMS TO THINK THAT BECAUSE HE HAS THIS NEW CASE # , THAT WE WOULD EVALUATE CONCERN AND REIMBURSE HIM. HE SAID WE SHOULD BECAUSE THE ORIGINAL TIME HE CALLED ON THE PREVIOUS REQ , HE HAD ONLY HAD 2 REPAIRS & NOW FOR THIS REQ # , HE HAS HAD 3 REPAIRS.

ACTION PLAN:CUST NOT SATISFIED. HE SAID HE WILL CALL BACK TO SPEAK TO A MANAGER.

SALLY RODRIGUEZ ATX CARS; 0; 368736253

2001-09-24

*****EXEC HANDLING REQUEST*****CHAS GRIFFITH, EXEC
CAC*****

CUST CONTACTED EXEC STATING THAT HE IS SEEKING INFORMATION ON THE STEERING LOCK CONCERN.

CUST STATES HIS VEHICLE HAD THE CONCERN TWICEWHILE UNDER WARRANTY AND ONCE JUST RECENTLY(APROX \$500). CUST STATES TO HAVE VEHICLE ADDED TO RECALL. EXEC ASKED CUST IF HE WAS SEEKING REIMBURSEMENT. CUST STATES HE IS INITAILY SEEKING REIMBURSEMENT, HOWEVER HE IS ALSO SEEKING TO MAKE SURE THE APPROPRIATE REPAIR WAS DONE SO HIS VEHICLE WILL NOT LOCK UP. CUST STATES HE IS SCARED TO DRIVE VEHICLE. EXEC ADVISED CUST THAT HE WOULD CONTACT THE DLR TO ENSURE THAT THE APPROPRIATE REPAIR WAS DONE AND WAS GOING TO CONTACT HIM BACK. CUST

PROVIDED CELL [REDACTED] EXEC SUSPENDING TO CONTACT CUST. CHAS GRIFFITH, EXEC CAC; 0;
370222468
2001-09-25

EXEC CONTACTED THE SVC ADV, MONICA, WHO ADVISED THAT THE VEHICLE WAS BROUGHT IN 6/11 AND THE STEERING COLUMN LOCK WAS REPAIRED FOR A CUST PAY OF \$495.59. MONICA ADVISED THAT THE CUST IS A FAIRLY GOOD CUST AND HAS WARRANTY AND MAINTENANCE DONE AT DLR. MONICA ADVISED THAT ASSISTANCE WAS NOT PROVIDED BECAUSE THE VEHICLE IS OUTSIDE OF DLR EMPowerMENT, HOWEVER THEY TYPICALLY THE DLR WOULD HAVE PROVIDED ASSISTANCE. EXEC ASKED IF AVN WAS CONTACTED AND MONICA ADVISED HE WAS NOT. EXEC THANKED MONICA. EXEC LEFT VME FOR CUST TO CONTACT EXEC. CHAS GRIFFITH, EXEC CAC; 0; 370286708
2001-09-25

EXEC CONFIRMED WITH TM, ANNA SPICOLA, WHO AGREED TO OFFER CUST 50 % REIMBURSEMENT(\$247.79). CUST CALLED INTO EXEC. EXEC ADVISED CUST THAT HIS REPAIR WAS DONE WITHIN SPECS FOR CAMPAIGN AND OFFERED CUST 50% REIMBURSEMENT OF THE \$495.59 TO REPAIR. CUST ACCEPTED. EXEC ADVISED CUST TO SEND IN ORIGINAL RO, PROOF OF PAYMENT AND PROOF OF OWNERSHIP TO THE DETROIT ADDRESS. EXEC SUSPENDING PENDING CONTACT FROM CUST OR RECEIPT OF CUST. CHAS GRIFFITH, EXEC CAC; 0; 370288038
2001-10-10

EXEC OPENED FILE TO SEND CUST A REQUEST FOR DOCUMENTATION LETTER. CHAS GRIFFITH, EXEC CAC; 0; 371575759
2001-10-10

APPROVING LETTER
DANA SAUER/TPA GL; 0; 371602581
2001-10-17

EXEC CLOSING FILE PENDING RECEIPT OF DOCUMENTATION. CHAS GRIFFITH, EXEC CAC; 0; 372190261
2001-11-27

EXEC RCVD CALL FROM CUST STATING THAT HE JUST GOT THE LETTER FROM THE EXEC OFFERING REIMBURSEMENT. CUST SEEKING TO KNOW EVEN IF LETTER STATES HE HAS 30 DAYS FROM 10/10 IF HE CAN STILL ACCEPT THE REIMBURSEMENT. CUST STATES HE MOVED IN THE PROCESS AND LETTER WENT TO INCORRECT ADDRESS. EXEC VERIFIED AND UPDATED CUST NEW ADDRESS INFO AND ADVISED CUST TO SEND IN PAPERWORK TO THE RENAISSANCE CENTER ADDRESS. EXEC SUSPENDING FILE PENDING RECEIPT OF PAPERWORK. CHAS GRIFFITH, EXEC CAC; 0; 375724439
2001-12-03

exec closing satisfied pending receipt of docs. chas griffith, exec cac; 0; 376262243
2001-12-05

EXEC RCVD CUST REPAIR ORDER, PROOF OF PAYMENT AND VEHICLE REGISTRATION. EXEC SUSPENDING TO PROCESS REIMBURSEMENT. CHAS GRIFFITH, EXEC CAC; 0; 376436158
2001-12-05

Exec rcvd over the shoulder approval from TM, Rob Finstra, to reimburse cust 50 % of repair. Reimbursement = \$247.80 . BUSINESS REASONS - Cust is a loyal GM cust and has had concerns with Corvette Column Lock. This is to maintain cust loyalty to GM. Exec verified cust address with the Cust. Cust HAS accepted offer. Exec did case scan and found no other request. Exec processing OLC request and forwarding on for further processing. Exec closing file satisfied. Chas Griffith, Exec CAC; 0; 376436783
2001-12-05

EXEC DOCUMENTING THAT CASE SCAN FOUND REQUEST C04502599 AND C03400589. 04502599 RELATES TO COLUMN LOCK CONCERN, C03400589 RELATES TO DASH BOARD CONCERN. NEITHER REQUEST HAS GOODWILL ATTACHED.

INVOICE: [REDACTED]
TOTAL: [REDACTED]
LABOR: [REDACTED]

PARTS: [REDACTED]
SUBLET: [REDACTED]
MISC: [REDACTED]
TAX: [REDACTED]
TOTAL: [REDACTED]

EXEC REALIZED CUST ONLY SENT IN 2ND PAGE OF ORIGINAL REPAIR ORDER. EXEC CONTACTED SVC TECH, RED, WHO ADVISED HE WOULD FAX THE REPAIR ORDER TO EXEC. EXEC SUSPENDING PENDING RECEIPT OF FAX. CHAS GRIFFITH, EXEC CAC; 0; 376437353
2001-12-05

EXEC RCVD FAX FROM DLR. EXEC COPIED WITH TM, ROB FINSTRA, WHO AGREE TO REIMBURSE WITH DOCUMENT COPIES AS PROVIDED. EXEC FORWARDING FILE TO TM FOR APPROVAL. EXEC SENDING DOCS TO GOODWILL LIASON FOR PROCESSING. CHAS GRIFFITH, EXEC CAC; 0; 376438444
2001-12-06

TM MGR APPROVES ACCEPTING FAXED COPY OF REPAIR ORDER FROM DLR, AS DLR IS IN POSSESSION OF ORIGINALS.
ROB FINSTRA/EXEC TEAM MANAGER/TAMPA; 0; 376496114
2001-12-17

PRE-APPROVING REIMB FOR [REDACTED] DOCS RECEIVED. LARA DUBOSE/TPA GOODWILL APPROVER; 0; 377463488
2001-12-18

FINAL APPROVAL REIM [REDACTED]. VIN SEARCH SHOWS C04502599 AND C03400589 NO GOODWILL GIVEN. ALL DOCS PRESENT. JAN HAWTHORNE/TPA/GOODWILL LIASON; 0; 377535208
2001-12-22

CHECK# [REDACTED] FOR AMOUNT \$ [REDACTED] MAILED ON (12/19/01)
Edward J. Brown II/Goodwill/Tampa; 0; 377885779

*****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:

DATE:

TITLE NAMES:

* BUSINESS: 0

BUSINESS:

DATE OF ACCIDENT:

ACCIDENT:

DESCRIPTION OF DAMAGE:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME :

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

December 17, 2001

[REDACTED]
Memphis, TN [REDACTED]

Request: C04734964

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of [REDACTED]. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Charles Griffith
Executive Assistant

RS0005-T/lkd

October 10, 2001

[REDACTED]
Memphis, TN [REDACTED]

Request: C04734964

Dear [REDACTED]

This letter is in reference to your 1998 Chevrolet Corvette. We appreciate your support and apologize for any inconvenience you may have experienced.

As we discussed, we are interested in reimbursing you [REDACTED] as a demonstration of our dedication to customer satisfaction. In order to expedite receipt of your check, please send the original repair order, proof of payment and a copy of your current registration or title to:

400 Renaissance Center
Mail Code 482D05C76
Attn: Mary Kingston
Detroit, MI 48265-4000

If we have not received it within 30 days of the date of this letter, we must consider the matter closed.

If you have future questions or concerns, please feel free to contact me at the Executive Office at 1-313-667-7153 Monday through Friday between 9:15 a.m. and 6:00 p.m., EST.

Thank you for contacting the Executive Office and allowing us the opportunity to be of assistance.

Sincerely,

Charles Griffith
Executive Office

RS0010-T/dls

North American Operations
General Motors Corporation
Reburements (2813)
PO Box 82530
Phoenix, AZ 85082-2530



CHECK NO. 900490700

DATE
12/19/01

AMOUNT

PAY TO THE ORDER OF

MEMPHIS TN

North American Operations
General Motors Corporation
Disbursement Account

[Signature]

SIGNATURE

The Chase Manhattan Bank, N.A.
Springfield, New York

AMOUNT

900490700 021309379 601-2-62520

DEC 20 2001

VEHICLE
VIN NO. RD 000000077

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900490700

PAYMENT
DATE 12/19/01

| VEHICLE NO.
DESCRIPTION | INVOICE DATE | ACC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|----------------------------|----------------------|--------------------------------------|---------|----------------|--------------|------------|
| 10LYTZ004M128701 | 12/18/01
04754964 | VN 00000000120473
000001000120473 | 0.00 | | | |
| TOTAL | | | | | | |

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL REGULATION FOR
REIMBURSEMENT. FOR QUESTIONS CALL 800-462-4783



Red.

Chevrolet
400 Renaissance Center - Mail Code#
482D05C78
Detroit, MI 48265-4000

ATTN. CHARLES GRIFFITH

48243X1301



NOVEMBER, 27 2001

Dear [REDACTED]

I RECEIVED A LETTER FROM CHEVROLET, REGARDING REQUEST #CM754964 DATED OCTOBER, 10 2001, REQUESTING THE FOLLOWING ENCLOSED ORIGINAL DOCUMENTS; PROOF OF PAYMENT (CHECKING ACCOUNT WITHDRAWALS), TITLE, CHUCK HUTTON CHEVROLET DEALERSHIP REPAIR INVOICE. PLEASE BE ADVISED THAT AN OLD ADDRESS APPEARED ON THIS MOST RECENT LETTER THAT I RECEIVED FROM YOUR COMPANY, WHICH CAUSED A DELAY IN MY RESPONSE. PLEASE ACCEPT MY ENCLOSED INFORMATION, SO THIS MATTER CAN BE CLOSED.

Respectfully Submitted,

[REDACTED]

[REDACTED] MEMPHIS, TN [REDACTED]



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115

Telephones (901) 369-0890

http://www.chuckhutton.com



| | | | | |
|--|---|--|---|--|
| CUSTOMER NO.
37819
[REDACTED]
MEMPHIS, TN [REDACTED] | PAYOR
RICK FLY
PAYOR RATE
[REDACTED]
VEHICLE MAKE / MODEL
98/CHEVROLET/CORVETTE/COUPE
VIN
1G1YY22G6W51Z0701
I.T.C. No.
[REDACTED] | TAX NO.
2315
LICENSE No.
58,967
SALES TAX
58,967
P.L. No.
[REDACTED] | SERVICE DATE
06/14/01
TIME ON
PRINTER/
03/06/01
BILLING DATE
06/11/01 | INVOICE No.
CVCS460762
STOCK No.
080CX
INVENTORY No.
55,201
PRODUCTION DATE
... |
|--|---|--|---|--|

| | | |
|--|---|--|
| TOTALS
***** General Motors may send you a Customer Satisfaction survey as a result of this visit. It is very important to us that you return your survey. It is also very important to us that you are COMPLETELY SATISFIED.
If you cannot complete this survey Completely Satisfied, please contact your Service Consultant or our Service Manager, Mr. Darryl Downs. | TOTAL LABOR.... 223.50
TOTAL PARTS.... 164.30
TOTAL SUBLET.... 65.00
TOTAL G.O.S.... 8.00
TOTAL MISC CHG. 6.00
TOTAL MISC DISC 8.00
TOTAL TAX..... 37.76
TOTAL INVOICE \$ | DISCLAIMER OF WARRANTY
All warranties on these parts are the manufacturer's. The seller, Chuck Hutton Chevrolet Co., hereby disclaims ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Chuck Hutton Chevrolet Co., neither warrants nor guarantees any other person or company for its liability in connection with the sale of these parts. This disclaimer by the seller, Chuck Hutton Chevrolet Co., in no way affects the terms of the manufacturer's warranty.
The customer hereby authorizes the repair work set forth in this invoice with the necessary parts and materials and agrees that Chuck Hutton Chevrolet Co. is not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft, or for any claims caused by prior availability or delays in parts shipments. The undersigned grants Chuck Hutton Chevrolet exclusive maintenance to complete the vehicle described on sheet, highway or off-highway for the purpose of making repairs. As required, maintenance for in service delivery of the vehicle. The undersigned also agrees to pay storage fees of \$10 per day on said vehicle if left in storage of 5 days after the repairs have been completed as well as, all cost, including attorney fees. |
|--|---|--|

Parts that are designated with an "X" that you have paid for carry a lifetime limited warranty. This invoice will be needed should a covered part require subsequent replacement.

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

COPY

DEFINITION OF FLAT RATE HOURS

Flat rate charges are calculated on a flat rate basis rather than charging the actual time it takes our technicians to perform the repairs. We use General Motors Labor Time Guides under the Premier Price Plan to help establish the flat rate for every repair. In addition, in using these guides, we consider the age and condition of the vehicle and the type of repairs to be performed when determining the rate. Therefore, the flat rate charged by Chuck Hutton Chevrolet, Co. may be more or less in certain instances than the price guide. Our open charge is calculated by multiplying the determined amount of flat rate by the flat rate. THE AMOUNT OF FLAT RATE HOURS CHARGED DOES NOT NECESSARILY CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN IN MAKING YOUR VEHICLE.

Service Hours:

MONDAY - FRIDAY
 7:00 A.M. to 6:00 P.M.
 SATURDAY
 8:30 A.M. to 3:00 P.M.



Genuine Chevrolet

C04734964



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115

Telephone (901) 369-0890

http://www.chuckhutton.com


 RECEIVED
 JUN 9 2002

| | | | | |
|-----------------------|--|----------------------------------|----------------------------|---------------------------|
| CUSTOMER NO.
37819 | ADVISOR
RICK FLY | REG NO.
2316 | WORK ORDER NO.
05/14/01 | INVOICE NO.
CVC5460762 |
| MEMPHIS, TN | FAHRENHEIT
58.967 | VEHICLE NO.
1G1YV2266W5120701 | DATE
03/06/03 | STOCK NO.
58,201 |
| | YEAR/MAKE/MODEL
98/CHEVROLET/CORVETTE/COUPE | DATE
05/11/01 | | |

| | | | | |
|--|-----|--------------|-----------------|------------|
| LABOR & PARTS | | TECH(S): 329 | | 223.80 |
| JOB 1 08C12 A/C HEATING ELECTRIC | | | | |
| STERRING COLUMN LOCKED UP | | | | |
| COLUMN LOCK MOTOR FAILED. | | | | |
| REPLACED COLUMN LOCK MOTOR. CHECKED AND CLEARED CODES. | | | | |
| 3.0 | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
| JOB # 1 | 1 | 28830094 | LOCK 2.196 | 162.00 |
| JOB # 1 | 3 | 11690086 | STRAP-TIE 8.965 | 1.62 |
| JOB # 1 TOTAL PARTS | | | | 164.30 |
| JOB # 1 TOTAL LABOR & PARTS | | | | 387.80 |

| | | | | |
|---|-----|---------------|-------------|------------|
| JOB 2 38C70C | | TECH(S): 2872 | | 6.00 |
| QUALITY CONTROL | | | | |
| CHECK QUALITY OF REPAIRS ON ALL CUSTOMER CONCERNS AND | | | | |
| ROAD TEST IF APPLICABLE | | | | |
| PFR MANAGEMENT REQUEST | | | | |
| F | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
| JOB # 2 TOTAL PARTS | | | | 6.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | 6.00 |

| | | | | | |
|----------------|--------|---------------|----------|--------------------|------------|
| SUBLET | POP | WEND INVA-JRY | DATE | DESCRIPTION | UNIT PRICE |
| JOB # 1 | 3/7/02 | 05610 | 06/13/01 | 05610 0'S W/LOCKER | 65.00 |
| TOTAL - SUBLET | | | | | 65.00 |

| | | | | |
|--------------|------|---------------------|-------------|------------|
| MISC | CODE | DESCRIPTION | CONTROL NO. | UNIT PRICE |
| JOB # A | 66DA | SHOP SUPPLIES (610) | | 5.93 |
| TOTAL - MISC | | | | 5.93 |

| | | |
|--------------------------------------|----------|------------------------------|
| ESTIMATE | CUSTOMER | WENDY ACKNOWLEDGES RECEIVING |
| ORIGINAL ESTIMATE OF \$608.00 (+TAX) | | |

| | |
|--|---------------|
| COMMENTS | 381-7767 7316 |
| CUST APPROVED REPAIRS TO COLUMN LOCK \$452.00 PLUS TAX | |
| 38.45AM 6/13/01 TO R.FLY | |

COPY

DISCLAIMER OF WARRANTY

All work done on this vehicle is the responsibility of the customer. The writer, Chuck Hutton Chevrolet Co., neither assumes nor warrants any express or implied warranty of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Chuck Hutton Chevrolet Co. neither assumes nor warrants any other person to assume for it any liability in connection with the sale of these parts. The disclaimer by the writer, Chuck Hutton Chevrolet Co., in no way affects the terms of the manufacturer's warranty.

The customer hereby certifies that the repair work done on this vehicle along with the necessary parts and labor was done by the writer, Chuck Hutton Chevrolet Co., and that the writer, Chuck Hutton Chevrolet Co., is not responsible for any or damage to vehicle or person in the vehicle or any of its parts, or for any injury caused by parts available as shown in work order. The customer hereby certifies that the writer, Chuck Hutton Chevrolet Co., is not responsible for any damage to vehicle or person in the vehicle or any of its parts, or for any injury caused by parts available as shown in work order. The customer hereby certifies that the writer, Chuck Hutton Chevrolet Co., is not responsible for any damage to vehicle or person in the vehicle or any of its parts, or for any injury caused by parts available as shown in work order.

DEFINITION OF FLAT RATE HOURLY

The labor charges are calculated on a "flat rate" basis. The writer, Chuck Hutton Chevrolet Co., neither assumes nor warrants any express or implied warranty of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The writer, Chuck Hutton Chevrolet Co., neither assumes nor warrants any other person to assume for it any liability in connection with the sale of these parts. The disclaimer by the writer, Chuck Hutton Chevrolet Co., in no way affects the terms of the manufacturer's warranty.

Service Hours:

 MONDAY - FRIDAY
 7:00 A.M. to 6:00 P.M.
 SATURDAY
 8:00 A.M. to 3:00 P.M.


Genuine Chevrolet



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115
 Telephone (901) 368-0690
<http://www.chuckhutton.com>



| | | | | |
|--|-------------------------------|---------------------------------|-------------------------------|---------------------------------|
| INVOICE NO.
37819 | ADDITIONAL
RICK FLY | THE VIN
2315 | MOBILE NO.
05/14/01 | MOBILE NO.
CVC5460762 |
| ADDRESS
MEMPHIS, TN | LICENSE NO.
58,967 | REGISTRATION
03/08/01 | SALES TAX
55,201 | |
| VEHICLE MAKE/MODEL
96/CHEVROLET/CORVETTE/COUPE | | SALES TAX
03/08/01 | | |
| VIN
1G1YY2266W5120701 | | SALES TAX
03/08/01 | | |
| P.T.E. NO. | | A.B. NO. | | |

TOTALS:
 General Motors may send you a Customer Satisfaction survey as a result of this visit. It is very important to us that you return your Survey. It is also very important to us that you are COMPLETELY SATISFIED.

If you cannot complete this survey Completely Satisfied, please contact your Service Consultant or our Service Manager, Mr. Darryl Downs.

Parts that are designated with an ** that you have paid for carry a lifetime limited warranty. This invoice will be voided should a covered part or the subsequent replacement.

| | |
|--------------------|--------|
| TOTAL LABOR | 225.00 |
| TOTAL PARTS | 364.00 |
| TOTAL SALES TAX | 55.20 |
| TOTAL REGISTRATION | 5.00 |
| TOTAL SALES TAX | 55.20 |
| TOTAL REGISTRATION | 5.00 |
| TOTAL TAX | 37.76 |

TOTAL INVOICE \$ 495.96

DISCLAIMER OF WARRANTY

We warrant that the parts are the manufacturer's. The seller, Chuck Hutton Chevrolet Co., hereby EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Chuck Hutton Chevrolet Co. neither assumes nor authorizes any other person to attempt to do so. This disclaimer applies to the sale of these parts. This disclaimer is not intended to limit the scope of the manufacturer's warranty.

The customer hereby authorizes the repair work on this to be done using only the necessary parts and materials and agrees that Chuck Hutton Chevrolet is not responsible for work or damage to vehicle or anything left in vehicle in type of the work, or for any damage caused by parts installed by or through its parts department. The undersigned grants Chuck Hutton Chevrolet exclusive permission to remove the vehicle described on invoice, to remove the vehicle for the purpose of testing under inspection. An express warranty has been provided on the vehicle. The undersigned also agrees to pay storage fees of \$10 per day on said vehicle if left in excess of 5 days after the repair has been completed or will be, at all, including storage fees.

DISPOSITION OF FLAT RATE HOURLY

Our labor charges are calculated on a "flat rate" basis rather than charging the actual time it takes our technicians to perform the repair. We use standard labor rates that are higher than the average rate to help maintain the flat rate for every repair. In addition to using these guidelines, we consider the age and condition of the vehicle and the type of repair to be performed when establishing the rate. Therefore, the labor time charged by Chuck Hutton Chevrolet, Inc. may be more or less than the actual time it takes to complete the repair. Our labor charge is calculated by multiplying the standard amount of flat rate time our labor rate. THE NUMBER OF FLAT RATE HOURS CHARGED DOES NOT NECESSARILY CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN SERVING YOUR VEHICLE.

Service Hours:

MONDAY - FRIDAY
 7:00 A.M. to 5:00 P.M.
 SATURDAY
 8:00 A.M. to 2:00 P.M.



Genuine Chevrolet

PAGE 2 OF 3

CUSTOMER COPY

[END OF INVOICE] 114843

We are much more than just a service department...

- LARGEST GM PARTS INVENTORY IN THE MID-SOUTH
- PROSHOP / ACCESSORIES
- BODYSHOP
- NEW CAR SALES
- USED CAR SALES
- DAEWOO VEHICLE LINE
- OLDSMOBILE VEHICLE LINE
- TOYOTA & BROOKS and MOLLBRANCH



RICK FLY
 Service Consultant
 Direct Line: 368-1838

Thank you for choosing our service department at Chuck Hutton Chevrolet

If at any time you have questions regarding the service performed on your vehicle, don't hesitate to give us a call.

DARRYL DOWNS
 SERVICE MANAGER
 (901) 368-0696

| | | | | | |
|--|--|--|--|---|------|
| NO NUMBER | | TENNESSEE DEPARTMENT OF SAFETY | | 08/31/02 | |
| NAME OR CURRENT TITLE NO. | | APPLICATION FOR
CERTIFICATE OF
TITLE
AND REGISTRATION | | 001085 | |
| CLASS CODE / MAKE YEAR
2000 2000 | | 1G1YY22G8W5120701 | | | |
| LICENSE NO. | REGISTRATION NO. | MAKE | YEAR | MODEL | BODY |
| | 0910996 | CHEV | 98 | COR | 2D L |
| NEW / USED | POWER TITLE NO. | STATE | DATE PURCHASED | LICENSE NO. / CLASS CODE / MAKE YEAR / TRADE IN | |
| X | | TN | 03/08/01 | CHEV98 | |
| LAST NAME | | FIRST NAME | | MIDDLE INITIAL | |
| | | | | | |
| LAST NAME | | FIRST NAME | | MIDDLE INITIAL | |
| | | | | | |
| STREET ADDRESS OR R.F.D. | | | | 1. GAS
2. DIESEL
3. ELECTRIC
4. OTHER | |
| | | | | 0 | |
| CITY | STATE | ZIP CODE | VEHICLE NO. | | |
| MEMPHIS | TN | | | | |
| NEW LICENSE | GMAC | | DATE | | |
| | | | 03/26/01 | | |
| STREET ADDRESS | | CITY | STATE | ZIP CODE | |
| PO BOX 8114 COCKEYSVILLE MD 21030 | | | | | |
| STREET ADDRESS | | CITY | STATE | ZIP CODE | |
| | | | | | |
| REGISTRATION WT. | VEHICLE CLASS | VEHICLE NO. | COMPUTATION | LICENSE FEE | |
| | | KVER 11104304 | 55201 | | |
| PERSONAL DRIVING LICENSE NO. | | 28TH MAR 01 11 55 | TOTAL SALES ON NEW TAX PAID ON VEHICLE | GROSS | |
| | | | 1587.68 | SUBTOTAL | |
| COST OF VEHICLE | COMPUTATION OF <input type="checkbox"/> SALES TAX <input type="checkbox"/> USE TAX | | TAXES PAID | PENALTY | |
| | Sales or Use Tax (Rate Paid) | | | LEASE FEE | |
| TRADE-IN ALLOWANCE | Local Rate (Subject to Adjustment) | | | TRANSACTION 1.00 | |
| | Exempt | | | TOTAL REGISTRATION 1.00 | |
| TAXABLE AMOUNT | Credit Sales or Use Tax Paid in State of | | | TITLE FEE 5.00 | |
| | Tax Due | | | SUBTOTAL 6.00 | |
| I certify the information given is correct and there are no liens against the vehicle except those identified. | | | (901) 362-2114 | COUNTY TAX | |
| Signature of Owner | | | Owner Phone Number | REGISTRATION FEE 4.50 | |
| DATE OF APPL. 03/26/01 | COUNTY CLERK | JAYNE S. ORESON | NEW / USED | COUNTY FEE | |
| | | | | CITY | |
| COUNTY CLERK NO. | | | TOTAL 10.76 | | |

SHELBY 79

NOTARY/DUP .50
 EDP FEE 2.00
22796183
 TOTL DUE 13.26

Mail Inquiries to:
First South Credit Union
P.O. Box 54217
Millington, TN 38054



MEMPHIS, TN

ORIGINAL

| Membership Account Number | Statement Period | Pages |
|-----------------------------|-------------------------|--|
| | April 1 - June 30, 2001 | Page 1 of 3 |
| Financial Summary | | |
| Account Description | Opening Balance | Total Credits |
| 5000 PRIME SHARE SAVINGS | | |
| 5100 SHARE CHECKING ACCOUNT | | |
| YEAR TO DATE EARNINGS | 5.54 | TOTAL YEAR TO DATE FINANCE CHARGE 0.00 |

Statement Detail



5000 PRIME SHARE SAVINGS

DIVIDENDS YEAR TO DATE

0.00

Date
APR 01
JUN 30

Description
BEGINNING BALANCE
ENDING BALANCE

Deposits

Withdrawals

Balance



5100 SHARE CHECKING ACCOUNT

DIVIDENDS YEAR TO DATE

Date
JUN 01
JUN 01

Description
BEGINNING BALANCE
WITHDRAWAL-CHEKCONNECT
55425XONMOBIL91
WITHDRAWAL-CHEKCONNECT
55425XONMOBIL91
WITHDRAWAL-CHEKCONNECT
Continued on page 2

Deposits

Withdrawals

Balance

Credit Union Information

APY FOR THE FOLLOWING ACCOUNTS ARE AS FOLLOWS: SHARES \$200.00-\$2,999.99 1.50%, \$3,000.00-\$19,999.99 1.75%, \$20,000.00 AND OVER 2.00%. CHECKING \$1,000.00 OR MORE .90%, BUSINESS CHECKING \$1,000.00-\$19,999.99 .90%, \$20,000.00 AND OVER 1.00%. CHRISTMAS AND VACATION CLUB 1.75%



| DATE | DESCRIPTION | DEPOSIT | WITHDRAWAL | BALANCE |
|----------|--|---------|------------|---------|
| JUN 01 | 5411WM SUPERCENTER
DRAFT #000856 TRACER #0000040165 | | | |
| X JUN 02 | WITHDRAWAL ATM #00801- #081032
3562 Kirby Pkwy, Mpls, TN (008) | | | |
| X JUN 04 | WITHDRAWAL-CHEKCONNECT
5411KROGER #401 | | | |
| X JUN 04 | WITHDRAWAL-CHEKCONNECT
5498MT. MORIAH LIQ | | | |
| X JUN 05 | WITHDRAWAL-CHEKCONNECT
5411KROGER #461 | | | |
| X JUN 05 | WITHDRAWAL-CHEKCONNECT
554176 / CIRCLE K | | | |
| X JUN 05 | WITHDRAWAL-CHEKCONNECT
5542DODGE STORE | | | |
| ? JUN 05 | WITHDRAWAL-CHEKCONNECT
5542DODGE STORE | | | |
| X JUN 05 | WITHDRAWAL-CHEKCONNECT
5542DODGE STORE | | | |
| X JUN 06 | WITHDRAWAL-CHEKCONNECT
58126OLD STRIKE BU | | | |
| X JUN 06 | WITHDRAWAL-CHEKCONNECT
5921FRANK'S LIQUOR | | | |
| X JUN 06 | WITHDRAWAL-CHEKCONNECT
5542AMOCO | | | |
| X JUN 07 | WITHDRAWAL-CHEKCONNECT
5944LAMAR JEWELRY | | | |
| JUN 07 | DRAFT #000858 TRACER #0000150078 | | | |
| X JUN 08 | WITHDRAWAL ATM #00001- #007583
3731 Austin Pkwy, Mpls, TN (003) | | | |
| JUN 08 | DRAFT #000857 TRACER #00000310128 | | | |
| X JUN 09 | DRAFT #000859 TRACER #0000000000 | | | |
| X JUN 10 | WITHDRAWAL ATM- #003394
3562 Kirby Pkwy, Mpls, TN (008) | | | |
| X JUN 11 | WITHDRAWAL-CHEKCONNECT
7513UNHAUL MENDENHA | | | |
| X JUN 11 | WITHDRAWAL-CHEKCONNECT
5921ALEX'S DISCOUN | | | |
| X JUN 11 | WITHDRAWAL-CHEKCONNECT
5921ALEX'S DISCOUN | | | |
| X JUN 11 | WITHDRAWAL-CHEKCONNECT
5542TEXACO INC 910 | | | |
| X JUN 11 | WITHDRAWAL-CHEKCONNECT
7513UNHAUL MENDENHA | | | |
| JUN 11 | DEPOSIT | | | |
| JUN 11 | DRAFT #000860 TRACER #0000100136 | | | |
| X JUN 12 | WITHDRAWAL-CHEKCONNECT
5921ALEX'S DISCOUN | | | |
| X JUN 12 | WITHDRAWAL-CHEKCONNECT
5542DODGE STORE | | | |
| X JUN 14 | WITHDRAWAL-CHEKCONNECT
5542M739 ALBERTSO | | | |
| X JUN 14 | WITHDRAWAL-CHEKCONNECT
5411KROGER #401 | | | |
| JUN 14 | DEPOSIT | | | |
| X JUN 16 | WITHDRAWAL-CHEKCONNECT
5542DODGE STORE | | | |
| JUN 18 | DRAFT #000861 TRACER #0000030068 | | | |
| X JUN 19 | WITHDRAWAL-CHEKCONNECT
5542DODGE STORE | | | |
| X JUN 19 | WITHDRAWAL-CHEKCONNECT
5542DODGE STORE | | | |
| X JUN 20 | WITHDRAWAL-CHEKCONNECT
5542M739 ALBERTSO | | | |
| X JUN 21 | WITHDRAWAL-CHEKCONNECT
5542M739 ALBERTSO | | | |

ORIGINAL

MEMPHIS, TN

CERTIFIED MAIL



7000 1530 0005 8234 3610



0000

U.S. POSTAGE
PAID
MEMPHIS, TN
38115
JUL 12 01
PM 01

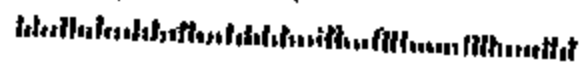
\$4.40
00076223-22

07-24-01P03:33 RCVD

CHEVROLET
PO BOX 33170
DETROIT, MI 48232-5170

ATTENTION!!!

ATTENTION: REIMBURSEMENT DEPARTMENT



TO: WHOM IT MAY CONCERN

FROM: [REDACTED]

DATE: 7/9/2001

**RE: #04734964 1998 CHEVROLET CORVETTE
VIN# 1G1YK22G6W5120701**

ON OR ABOUT 06/21/2001 AT APPROXIMATELY 2:00 PM THE WRITER CALLED CHEVROLET CUSTOMER SERVICE TO HOPEFULLY GET SOME ASSISTANCE. THE WRITER SPOKE WITH FEMALE REP THERESA FRY WHOM ADVISED SHE'D ASSIST. DURING THE PHONE CONVERSATION I ADVISED MRS. FRY ABOUT THE 3 DIFFERENT SITUATIONS WHEREBY THE STEERING COLUMN LOCK FAILED ON MY 1998 CHEVROLET CORVETTE. I WAS LEFT STRANDED ON 3 DIFFERENT OCCASIONS IN DIFFERENT AREAS OF THE CITY THAT I RESIDE IN. ALSO WRECKERS WERE CALLED TO TOW MY DISABLED VEHICLE TO A NEAR BY CHEVROLET DEALERSHIP FOR REPAIR.

THE PURPOSE OF THIS LETTER IS TO REQUEST REIMBURSEMENT FOR THE MOST RECENT STEERING COLUMN LOCK FAILURE, IN WHICH THE WRITER WAS FORCED TO PAY \$495.59 TO A CHEVROLET DEALERSHIP FOR VEHICLE REPAIRS. ATTACHED IS A COPY OF MY DRIVERS LICENSE, PROOF OF INSURANCE, LEASE/PURCHASE AGREEMENT AND 3 REPAIR RECEIPTS REGARDING THESE INCIDENTS.

RESPECTFULLY, [REDACTED]
[REDACTED]
[REDACTED]



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115

Telephone (901) 369-0890

http://www.chuckhutton.com

COPY

| | | | | |
|-----------------------|--|-----------------|---------------------------|------------------------|
| CUSTOMER NO.
37819 | ADVISOR
MARK E MCKENZIE 1384 | TAX NO.
22P | ISSUE DATE
08/07/00 | ISSUE NO.
CYC388030 |
| | LABOR RATE | RELEASE
1600 | TECH
PEWTER/ | STOCK NO. |
| | YEAR / MAKE / MODEL
2000 / CHEVROLET / CORVETTE | | DELIVERY DATE
08/15/00 | DELIVERY MILE
10 |
| MEMPHIS, TN | VEHICLE NO.
1B1772288W6120701 | | RELEASED (MILE) NO. | PROHIBITION DATE |
| | P. T. & NO. | P. G. NO. | P. O. DATE
08/07/00 | |
| COMMENTS | | | | |

LABOR & PARTS-----

JOB # 1 08CVZ
BANKS/STEER/SUPP TECH(S):2083 WARRANTY
STEERING WHEEL LOCKED UP CHECK HISTORY
STEERING WHEEL LOCK MODULE ACTUATOR STICKING AT TIMES
WHEEL TO BAY STEERING WHEEL DISABLE STA AND REPLACE LOCK
MODULE REASSEMBLE AND TEST. TECH(S):2083 1.7HRS

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----WARRANTY

JOB # 1 1 26000000 LOCK 2.1HRS

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 30CVZ00X INTERNAL USE ONLY TECH(S):1767
THIS LINE IS FOR INTERNAL USE ONLY.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 30CVZ00X QUALITY CONTROL TECH(S):2392
CHECK ALL COMPLAINTS AND ROAD TEST CAR
FOR HANDS-ON REQUEST
QCAT

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----POL-----VEND DIMP INV DATE-----DESCRIPTION-----WARRANTY

JOB # 1 27710 94848 06/07/99 TOW 94848

TOTAL - SUBLET 0.00

COMMENTS-----

TOW



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115

Telephone (901) 369-0690

http://www.chuckhutton.com

COPY

| | | | | |
|-----------------------|--|----------------|---------------------------|--------------------------|
| CUSTOMER NO.
37818 | ADVISOR
MARK E. MCKENZIE 1354 | TAB NO.
227 | SALES DATE
08/07/88 | INVOICE NO.
CVC880808 |
| | VEHICLE NO.
15500 | | COLOR
PENTON | STOCK NO. |
| | YEAR / MAKE / MODEL
88/CHEVROLET/CORVETTE | | DELIVERY DATE
03/13/88 | DELIVERY MILE
18 |
| MEMPHIS, TN | VEHICLE ID. NO.
181YY2240W6120701 | | DEALER DEALER NO. | PRODUCTION DATE |
| | P.T.E. NO. | P.O. NO. | S.O. DATE
08/07/88 | |
| | COMMENTS | | | |

TOTALS

***** DEFINITION OF FLAT RATE HOURS *****
Our labor charges are calculated on a "flat rate" basis rather than charging the actual time it takes our technician to perform the repairs. We use General Motors Labor Time Guides and/or the Pioneer Price Guide to help establish the flat rate for every repair. In addition to using these guides, we consider the age and condition of the vehicle and the type of repairs to be performed when establishing flat rate. Therefore, the labor hours charged by Chuck Hutton Chevrolet Co. may be more or less in certain instances than the price guide. Our labor charge is calculated by multiplying the determined amount of flat rate times our labor rate. THE NUMBER OF FLAT RATE HOURS CHARGED DOES NOT NECESSARILY CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN SERVICING YOUR VEHICLE.

| | |
|------------------|------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET.... | 0.00 |
| TOTAL S.O.B.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DESC. | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 0.00 |

CUSTOMER SIGNATURE



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115

Telephone (901) 369-0690

http://www.chuckhutton.com

COPY

| | | | | |
|-----------------------|--|----------------|---------------------------|---------------------------|
| CUSTOMER NO.
37619 | APPROX
MARK E MCKENZIE 1384 | TAB NO.
18P | WARRANTY DATE
06/31/99 | WARRANTY NO.
CVC388418 |
| | LABOR DATE | 7/22/99 | SALE DATE
06/12/99 | WARRANTY NO. |
| | YEAR / MAKE / MODEL
88/CHEVROLET/CORVETTE | | DELIVERY DATE
06/12/99 | DELIVERY MILES
19 |
| MEMPHIS, TN | VEHICLE ID. NO.
1B1YY2288W6120701 | | DELIVERY DATE | PRODUCTION DATE |
| | A. T. S. NO. | P. O. NO. | P. O. DATE
06/31/99 | |
| COMMENTS | | | | |

LABOR & PARTS-----
 JOB # 1 00CVZ BRAKES/STEER/SHS TECH(S):2089 WARRANTY
 CK STEERING WHEEL WILL NOT MOVE. SERVICE COLUMN LOCK
 ON DISPLAY
 SCANNED WITH TECH FOUND CODES-B2202, U1064/4 A11096, P1536,
 P1517, P1518, P1536, C1278, LOSS OF CCM, WITH BCM
 REPLACED BCM, REPROGRAMMED BCM AND RPO CODES. TEST DROV VEH.
 FOR 1000 MILES. NO PROBLEM FOUND AFTER REPAIR.
 TECH(S) HARDO DRUGS. @RSC(OLN FOR REPROGRAMMING BCM AND
 RPO CODES AND TEST DRIVE) TT1.4RS

| | | | | | |
|------------|----------|----------------|------------------|-----------------------------|---------------|
| PARTS----- | QTY----- | FP-NUMBER----- | DESCRIPTION----- | UNIT PRICE----- | WARRANTY----- |
| JOB # 1 | 1 | 8332821 | MODULE 2.500 | | |
| | | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

 JOB # 2 00CVZQC QUALITY CONTROL TECH(S):328 WARRANTY
 CHECK ALL COMPLAINTS AND ROAD TEST CAR
 PER MANAGEMENT REQUEST

| | | | | | |
|------------|----------|----------------|------------------|-----------------------------|---------------|
| PARTS----- | QTY----- | FP-NUMBER----- | DESCRIPTION----- | UNIT PRICE----- | WARRANTY----- |
| | | | | JOB # 2 TOTAL PARTS | 0.00 |
| | | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 |

 SUBLET----- POS----- VEND INVA----- INV DATE----- DESCRIPTION-----
 JOB # 1 27635 86/31/99 TOWING 94553 TOTAL - SUBLET WARRANTY 0.00

COMMENTS-----
 FOR: [REDACTED]
 DISPLAY WILL NOT GIVE ODOMETER READING AT TIME OF WRITE UP
 DO NOT CLOSE UNTIL MILES ARE UPDATED
 REC. TO ADD 5 GAL. OF GAS-VEH HAD NO GAS TO TEST DRIVE. EMPTY.



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38118

Telephone (901) 369-0690

http://www.chuckhutton.com

COPY

| | | | | |
|-----------------------|--|----------------|---------------------------|-------------------------|
| CUSTOMER NO.
37819 | ADVISOR
MARK E MCKENZIE 1354 | TAX NO.
16P | INVOICE DATE
05/31/00 | SALES NO.
CVC0308410 |
| | LABOR RATE | | SALES
PENTON | OFFICE NO. |
| | YEAR / MAKE / MODEL
00/CHEVROLET/CORVETTE | | DELIVERY DATE
05/13/00 | DELIVERY MAKE
10 |
| MEMPHIS, TN | VEHICLE IN. NO.
1G1YY2268W5120701 | | DEALER DONOR NO. | PROMOTION DATE |
| | P. T. & M. | P. D. NO. | P. D. DATE
05/31/00 | |
| COMMENTS | | | | |

TOTALS

***** DEFINITION OF FLAT RATE HOURS *****
 Our labor charges are calculated on a "flat rate" basis rather than charging the actual time it takes our technician to perform the repairs. We use General Motors Labor Time Guides and/or the Pioneer Price Guide to help establish the flat rate for every repair. In addition to using these guides, we consider the age and condition of the vehicle and the type of repairs to be performed when establishing flat rate. Therefore, the labor hours charged by Chuck Hutton Chevrolet, Co. may be more or less in certain instances than the price guide. Our labor charge is calculated by multiplying the determined amount of flat rate times our labor rate. THE NUMBER OF FLAT RATE HOURS CHARGED DOES NOT NECESSARILY CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN SERVICING YOUR VEHICLE.

| | |
|---------------------|------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SMOKE.... | 0.00 |
| TOTAL S.O.S.... | 0.00 |
| TOTAL HISC CHG.... | 0.00 |
| TOTAL HISC DISC.... | 0.00 |
| TOTAL TAX..... | 0.00 |
| ----- | |
| TOTAL INVOICE \$ | 0.00 |

CUSTOMER SIGNATURE

DUPLICATE INVOICE



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115

Telephone (901) 369-0690

http://www.chuckhutton.com



COPY

| | | | | | |
|------------------------------|--|---|------------------------|------------------------------|-------------------------------|
| CUSTOMER NO.
37819 | ADDRESS
RICK FLY | TAKE NO.
2316 | DATE
88 | WORK DATE
06/14/01 | WORK NO.
CVCS460762 |
| | CAR MAKE
98/CHEVROLET/CORVETTE/COUPE | YEAR/MODEL/TYPE
98/CHEVROLET/CORVETTE/COUPE | PRICE
58,967 | WORK DATE
03/06/01 | WORK NO.
55,201 |
| | VEHICLE ID NO.
1G1YY22G6W5120701 | VEHICLE ID NO.
1G1YY22G6W5120701 | | WORK DATE
06/11/01 | WORK NO. |
| | R.T.E. NO. | P.O. NO. | | | |
| | TECHNICIAN | | | | |

| | | | | | |
|-----------------------------|---|-------------|-----------------|------------|--------|
| LABOR & PARTS
1:08CHZ | A/C HEATING ELECTRIC
STEERING COLUMN LOCKED UP
COLUMN LOCK MOTOR FAILED.
REPLACED COLUMN LOCK MOTOR. CHECKED AND CLEARED CODES.
3.0 | TECH(S):329 | 221.50 | | |
| ARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | |
| 08 # 1 | 1 | 20000000 | LOCK 2.106 | 162.00 | 162.00 |
| 08 # 1 | 3 | 1150908 | STRAP-TIE 8.965 | 0.94 | 1.62 |
| JOB # 1 TOTAL PARTS | | | | 164.30 | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 387.80 | |

| | | | | | |
|-----------------------------|---|--------------|-------------|------------|--|
| 30CYZIC | QUALITY CONTROL
CHECK QUALITY OF REPAIR ON ALL CUSTOMER CONCERNS AND
ROAD TEST IF APPLICABLE
PER MANAGEMENT REQUEST
F | TECH(S):0072 | | | |
| ARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | |
| JOB # 2 TOTAL PARTS | | | | 0.00 | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 | |

| | | | | | |
|----------------|-------|------------|----------|-------------------|-------|
| BLEY | POB | VEHID INVD | INV DATE | DESCRIPTION | |
| 0 # 1 | 37702 | 00000 | 06/11/01 | 00000 0'S WRECKER | 65.00 |
| TOTAL - SUBLET | | | | | 65.00 |

| | | | | |
|--------------|------|--------------------------|-------------|------|
| SC | CODE | DESCRIPTION | CONTROL NO. | |
| 3 # A | | 600A SHOP SUPPLIES (610) | | 5.03 |
| TOTAL - MISC | | | | 5.03 |

DATE
OTHER MONEY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$600.00 (+TAX)
MENTS
-1707 0316
T-APPROVED REPAIRS TO COLUMN LOCK \$462.00 PLUS TAX
REPAIR 6/13/01 TO R.FLY

DISCLAIMER OF WARRANTY
All warranties on these parts are the manufacturer's. The seller, Chuck Hutton Chevrolet Co., hereby expressly disclaims ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Chuck Hutton Chevrolet Co. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, Chuck Hutton Chevrolet Co., in no way affects the terms of the manufacturer's warranty.
The customer hereby authorizes the repair work set forth to be done along with the necessary parts and materials and agrees that Chuck Hutton Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or for any damage caused by such availability or damage to parts or materials. The undersigned grants Chuck Hutton Chevrolet employee permission to operate the vehicle described on street, highway or elsewhere for the purpose of testing under repair. An express mechanic's lien is hereby acknowledged on above vehicle. The undersigned also agrees to pay average fees of \$10 per day on said vehicle if not in service of 3 days after the repairs have been completed as well as, all cost, including attorney's fees.

DEFINITION OF FLAT RATE HOURS
Our labor charges are calculated on a "flat rate" basis rather than charging the actual time it takes our technicians to perform the repairs. We use General Motors Labor Time Guides under the Flat Rate Price Guide to help establish the flat rate for every repair. In addition to using these guides, we consider the age and condition of the vehicle and the type of repair to be performed when establishing the rate. Therefore, the labor hour charged by Chuck Hutton Chevrolet, Co. may be more or less in certain instances than the price guide. Our labor charge is calculated by multiplying the established amount of flat rate from our labor rate. THE NUMBER OF FLAT RATE HOURS CHARGED DOES NOT NECESSARILY CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN SERVICING YOUR VEHICLE.

Service Hours:

MONDAY - FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
8:00 A.M. to 5:00 P.M.



Genuine Chevrolet



CHUCK HUTTON CHEVROLET CO.

2471 Mt. Moriah Rd. Memphis, Tennessee 38115

Telephone (901) 389-0890

http://www.chuckhutton.com



COPY

| | | | | |
|------------------------------|---|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.
37819 | ADDRESS
RICK FLY | CITY/STATE/ZIP
2316 88 | INVOICE DATE
06/14/01 | INVOICE NO.
CVC5460762 |
| [REDACTED]
MEMPHIS, TN | LABOR RATE | SALES TAX | SALES TAX | SALES TAX |
| | | | | |
| | | | | |
| | | | | |
| | YEAR/MODEL/MAKE
98/CHEVROLET/CORVETTE/COUPE | DELIVERY DATE
03/06/01 | DELIVERY PRICE
55,201 | |
| | VIN
1G1Y22G6W5120701 | WILLING TO ACCEPT | WILLING TO ACCEPT | |
| | R.T.E. No. | P.O. No. | R.O. DATE
06/11/01 | |
| COMMENTS | | | | |

TOTALS

General Motors may send you a Customer Satisfaction survey as a result of this visit. It is very important to us that you return your Survey. It is also very important to us that you are COMPLETELY SATISFIED.

If you cannot complete this survey Completely Satisfied, please contact your Service Consultant

OR
our Service Manager, Mr. Darryl Downs.

| | |
|---------------------|--------|
| TOTAL LABOR.... | 223.00 |
| TOTAL PARTS.... | 164.98 |
| TOTAL SUBLET.... | 55.00 |
| TOTAL S.O.S.... | 0.00 |
| TOTAL MISC CHG.... | 5.00 |
| TOTAL MISC DISC.... | 0.00 |
| TOTAL TAX..... | 37.76 |

TOTAL INVOICE \$ 485.00

DISCLAIMER OF WARRANTY

All warranties on these parts are the manufacturer's. The seller, Chuck Hutton Chevrolet Co., hereby EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Chuck Hutton Chevrolet Co. neither assumes nor warrants any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, Chuck Hutton Chevrolet Co., in no way affects the terms of the manufacturer's warranty.

The customer hereby authorizes the repair work not listed to be done along with the necessary parts and materials and agrees that Chuck Hutton Chevrolet is not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft, or for any damage caused by parts availability or delay in parts shipment. The undersigned grants Chuck Hutton Chevrolet employee's permission to operate the vehicle described on sheets, highways or elsewhere for the purpose of testing under inspection. An express mechanic lien is hereby acknowledged on above vehicle. The undersigned also agrees to pay storage fees of \$10 per day on said vehicle if left in excess of 5 days after the repairs have been completed as well as, all cost, including attorney's fees.

DEFINITION OF PAY RATE HOURS

Our labor charges are calculated on a "net net" basis rather than charging the actual time it takes our technicians to perform the repair. We use General Motors Labor Time Guide under the Power Price Guide to help establish the flat rate for every repair. In addition to using these guides, we consider the age and condition of the vehicle and the type of repair to be performed when establishing flat rate. Therefore, the labor hours charged by Chuck Hutton Chevrolet Co. may be more or less than actual time spent on the repair. Our labor charge is calculated by multiplying the determined flat rate by the hours on the invoice. THE AMOUNT OF PAYMENT REQUIRED DOES NOT NECESSARILY CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN SERVING YOUR VEHICLE.

Service Hours:

MONDAY - FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
8:00 A.M. to 3:00 P.M.



Genuine Chevrolet

[illegible]

VEHICLE INVOICE AND BILL OF SALE



CHUCK NUTTON CHEVROLET CO.

2071 E. Main St.
Memphis, Tennessee 38115

Telephone (901) 368-9700



CUSTOMER # 37819 DATE: 03/06/01

BOLD TO:

ADDRESS:

CITY AND
STATE:

MEMPHIS TN

| YEAR | MAKE | SERIAL NUMBER |
|---------------|-------------|-------------------|
| 1998 | CHEVROLET | 161YY2266H5120701 |
| TYPE OR LABEL | MODEL | COLOR |
| USED | CORVETTE | RAY WHITTHORN 295 |
| NET WT. | COLOR | TRUCKS MAKE |
| | | |
| NET WT. | APPROVED BY | RELEASE |
| | MC GEE | 55201 |

TRADE-IN DESCRIPTION

| YEAR | MAKE | MODEL |
|---------------|--------------|-------|
| | | |
| SERIAL NUMBER | STOCK NUMBER | |
| | | |

PAYMENT SCHEDULE/LEASER HOLDER

| | |
|---|----------|
| PAYMENTS MADE PAYABLE TO: | |
| GNAC 40529 | |
| P O BOX 8114 | |
| COCKEYSVILLE MD 21030 | |
| GO | 552.82 |
| next, first payment due | 04/21/01 |
| and due the same time of each succeeding month. | |

THE UNDERSIGNED DEALER HAS THIS DAY SOLD HEREIN CONVEYED TO THE ABOVE NAMED PURCHASER, THE UNDERSIGNED DEPOSITS MOTOR VEHICLE WARRANTS AND CERTIFICATE THAT THE UNDERSIGNED DEALER IS THE LAWFUL OWNER THEREOF AND A GOOD RIGHT TO SELL SAME, THAT THERE IS NO LIEN OR ENCUMBRANCE THEREON EXCEPT CONVEYED TO THE PURCHASER BY CONTRACT OF SALE, AND BY ABOVE PURCHASER AND TO BE ACKNOWLEDGED AS SUCH BY THE UNDERSIGNED DEALER. THE UNDERSIGNED DEALER HAS THIS DAY SIGNED AND DELIVERED TO THE PURCHASER A BILL OF SALE AND A BILL OF LIVERY.

CHUCK NUTTON CHEVROLET CO.

BY

SIGNED TO AND GUARANTEED AND

ACKNOWLEDGED BEFORE ME THIS

5th DAY OF MAR 01

NOTARY PUBLIC IN AND FOR THE STATE OF TENNESSEE

NOTARY PUBLIC

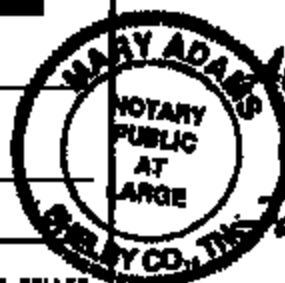
10/12/04

MY COMMISSION EXPIRES:

TITLE TO THE VEHICLE DESCRIBED HEREON REMAINS WITH THE SELLER PENDING CLEARANCE OF CHECK (IF ANY) GIVEN IN PAYMENT THEREOF.

I CERTIFY THAT THIS IS A TRUE AND EXACT COPY

| | | |
|---|--|---------|
| INVOICE NUMBER | | STOCK # |
| 116937 | | 080CX |
| DESCRIPTION | | SALE |
| LIST PER WINDOW PRICE LABEL | | |
| LIST OF DEALER INSTALLED OR DELAYED ACCESSORIES | | |
| FLEET # | | |
| PD # | | |
| TAX EXEMPT # | | |
| TOTAL LIST PRICE | | |
| LESS DISCOUNT | | |
| SELLING PRICE | | |
| 51462 | | |
| Delivery Processing Fee | | |
| LICENSE AND TITLE | | |
| CITY AND COUNTY BUSINESS TAX | | |
| STATE SALES TAX | | |
| LOCAL SALES TAX | | |
| TOTAL CASH PRICE | | |
| FINANCE CHARGE | | |
| INSURANCE | | |
| COLLISION - INSURANCE | | |
| ACCIDENT & HEALTH - INSURANCE | | |
| CREDIT LIFE | | |
| TOTAL THIS PRICE | | |
| CASH ON DELIVERY | | |
| ACCOUNTS RECEIVABLE - VEHICLE | | |
| TRADE-IN ALLOWANCE | | |
| TOTAL OF PAYMENTS | | |
| TOTAL PRICE | | |



Always Bring Your
Car Here For
Factory Authorized
Service

DEAL # 78352

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and JOINT LESSEES if any) Name and address, including county

██████████
 ██████████
 MEMPHIS TN ██████████

LESSOR (Rental)

MARTINE CHEVROLET GEO OLDS BUICK IN
 2000 COVINGTON PIKE
 MEMPHIS, TN 38128

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

THE VEHICLE YOU ARE USING

| Year/Used | Year | Make & Model | Body Style | Vehicle ID# | Mileage | Primary Use |
|---------------------------|------|--------------------|------------|-------------------|---------|---|
| 1999 | 08 | CHEVROLET CHEROKEE | 2DR | 1G1YY22G9W5120701 | 19 | <input checked="" type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural |
| Dealer Installed Options: | | | | | | |

THE TOTAL COSTS YOU WILL INCUR

| Amount Due at Lease Signing or Delivery (Standard Below) | Monthly Payments | Other Charges (not part of your monthly payment) | Total of Payments (The amount you will have paid by the end of the lease.) |
|--|---|---|--|
| \$ 855.95 | Your first monthly payment of \$ 715.95 is due on 03/13/98, followed by 35 payments of \$ 715.95 due on the 13th of each month. The total of your monthly payments is \$ 25774.20 | Disposition fee (if you do not purchase the vehicle) \$ N.A.
Total \$ N.A. | \$ 25974.20 |

Breakdown of Amount Due at Lease Signing or Delivery

| Amount Due at Lease Signing or Delivery: | How the Amount Due at Lease Signing or Delivery will be paid: |
|--|---|
| Capitalized cost reduction \$ N.A. | Net trade-in allowance \$ N.A. |
| First monthly payment \$ 715.95 | Rebate and noncash credits \$ N.A. |
| Refundable security deposit \$ N.A. | Amount to be paid in cash \$ 855.95 |
| Title fees \$ 1.50 | |
| Registration fees \$ 100.50 | |
| Sales tax \$ 56.05 | |
| Total \$ 855.95 | Total \$ 855.95 |

Your monthly payment is determined as shown below.

| | |
|---|-------------|
| Gross capitalized cost. The agreed upon value of the vehicle (\$ 30540.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). | \$ 40304.43 |
| Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost. | \$ N.A. |
| Adjusted capitalized cost. The amount used in calculating your base monthly payment. | \$ 40304.43 |
| Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment. | \$ 24978.87 |
| Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term. | \$ 15325.56 |
| Rent charge. The amount charged in addition to the depreciation and any amortized amounts. | \$ 8943.84 |
| Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge. | \$ 24269.40 |
| Lease term. The number of months in your lease. | 36 |
| Base monthly payment | \$ 674.15 |

[illegible]

2. THE VEHICLE YOU ARE TRAINING IN: N.A. (year) (make) (model)

Gross trade-in value \$ N.A.

Payoff \$ N.A.

Net trade-in value \$ N.A.

3. SPECIALS, FEES AND TAXES. You will pay all government license, title, registration, testing and inspection fees for the vehicle. You will pay all inspection fees for the vehicle that the government levies on you, the vehicle, or us (except our fair income taxes). We may charge you an initial payment if you are charged. We may bill you separately for certain fees and taxes.

| TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE | | 2007-2008 |
|--|--|-------------|
| Title fees | | \$ 0.00 |
| Registration fees | | \$ 248.50 |
| Licenses fees | | \$ N/A |
| Sales tax (including tax on capitalized cost reduction) | | \$ 1,504.80 |
| Excise taxes | | \$ N/A |
| Personal property taxes | | \$ N/A |
| Other (describe) (printing, copy) | | \$ 255.43 |

4. LATE CHARGE: If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

| | |
|--|--------------|
| B. EXCESS MILEAGE CHARGE. The total allowed mileage on this odometer at lease end is: | |
| Starting odometer mileage | 19 miles |
| Standard mileage allowance | 45,000 miles |
| Purchased extra miles | N/A miles |
| Total allowed mileage | 45,019 miles |

You are paying \$N.A. for extra miles. At scheduled lease end, we will credit you with \$N.A. per mile for each unused mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The cash-on-delivery charge is \$1.10 per mile for each mile beyond 45,019 miles. If the letter ends early, any excess mileage and wear charges will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

6. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) liable.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT FAIRFAX, VA ON MAR 13TH 1998

BY _____ CO-LEASEE _____

| | | | |
|--|--|------------------------|------------|
| <input type="checkbox"/> Life Insurance <input type="checkbox"/> License <input type="checkbox"/> Co-4 | <input type="checkbox"/> Class <input type="checkbox"/> Both | Premium | \$ 10.00 |
| <input type="checkbox"/> Disability Insurance (License Only) | | Coverage Limit | \$ 100,000 |
| | | Premium | \$ 10.00 |
| | | Monthly Coverage Limit | \$ 100,000 |
| Lawyer's Signature | | Age | 25 |
| Client's Signature | | Age | 25 |

5. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty

☐ Warranty papers that are separate from this lease state any coverage limits. We are giving you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay rent charges on this price.

10. ASSIGNMENT BY LESSOR
☐ If this box is checked, Lessor (Provider) will assign this lease and all the vehicle to General Motors Acceptance Corporation (GMAC).

☐ If this box is checked, GMAC helps to arrange this lease and Leaseor (Fleetstar) will assign it and sell the vehicle to Customer Originating Lease Trust.

☐ If this box is checked, Lessor (Rental) will assign this lease and sell the vehicle to _____

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

The designed max design hp/vehicle to hold this for the benefit of the motorist.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service. Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this loan, if GMAC is the assignee or if GMAC helped to originate this loan. You must then make all payments to GMAC (for its or the assignee's benefit) or its successor directed. If we assign this loan, you will not receive notice of assignment.

and us relating to the lease of the vehicle. Any change to the terms of this lease must be in enforcing any of our rights under this lease without losing them. Lease (and Co-Lease) Inhibits.

YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

786 ON MAR 13TH 1998

CO-LETTER

785300

10205



NEW YORK STATE
DEPARTMENT OF
TRANSPORTATION

NEW YORK

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER: [REDACTED]
ADDRESS: [REDACTED] IN
HOME PHONE: [REDACTED]CASE NUMBER: 06754197 VIN: 1G1YY22G6W5121122
MODEL YEAR: 1998
DATE OPENED: 2002-04-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-22 MILEAGE: 65000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: PENSKE CHEVROLET
BRC PARENT: DEALER ADDRESS: 3210 E 96TH ST, INDIANAPOLIS, IN, 46240, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES SHE IS THE OWNER OF A 1998 CHEVROLET CORVETTE. CUST STATES SHE TOOK HER VEH TO PENSKEY CHEVROLET FOR THE STEERING COLUMN BEING LOCKED. CUST SEEKS IF THIS SHOULD BE COVERED UNDER A CAMPAIGN. CRM CONTACTED DLR FOR CLARIFICATION AND SPOKE TO SVC ADVISOR PAUL. SVC ADVISOR STATES THE STEERING COLUMN IS LOCKED AND PROVIDED CUST VIN. CRM ADVISED CUST FROM VIN PROFILE THAT THERE ARE NO CAMPAIGNS ON HER VEH. CUST STATES SHE DISAGREES AS THIS SHOULDN'T HAVE HAPPENED TO HER VEH. CRM ADVISED CUST THAT SOME REPAIRS ARE TO BE EXPECTED. CUST DISCONNECTED CALL.

CLOSING DISSATISFIED

SARA HUFFORD/CAC/ATX; 0; 388349025

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

ALABASTER

AL

HOME PHONE:

CASE NUMBER: 05313770 VIN: 1G1YY22G6W5122030
MODEL YEAR: 1998
DATE OPENED: 2001-08-14 SERIES: UNKNOWN
DATE CLOSED: 2001-08-14 MILEAGE: 33000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) LOCKING UP

913 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) BULLITIN

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]
Request for Reimbursement

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

CUST SEEKS TO HAVE ASSISTANCE FOR REPAIR COVERED ON BULLITIN FOR CORVETTE'S. CUST STATES
VEH JUST OUTSIDE VIN BREAKPTS. CRM AGREES ON VIN #'S, CAMPAIGN 01004. CUST STATES VEH
STEERING COLUMN LOCKED UP ON HER AND HAD TO TOW VEH TO IVAN LEONARD CHEV. CUST STATES 2
PARTS TO BE REPLACED PART # 26050960 LOCK, STRG WHL THEFT DTRNT AND 88952427 HARNESS
KIT, STRG WHL THEFT DTRNT LK SHORTING. CUST STATES 1ST PART IS BEING REPLACED AND WILL HAVE
2ND PART REPLACED LATER. CUST STATES COST IS 397 + TOWING OF \$80. CRM CONTACTED SVM BILL
PELINGER AND HE STATES WILL RESEARCH AND ASKED IF CRM WLD CALL BACK IN 15 MIN. CRM ADVSD
CUST WLD CALL HER BACK BY END OF DAY.
JENNY HUDSON/ATX/CAC; 0; 366673294
2001-08-14

CRM SPOKE TO BILL PELINGER SVM AT IVAN LEONARD CHEV, HE STATES HE WILL COVER VEH UNDER
WARRANTY FOR STEERING COL REPAIR 100%. CRM CALLED CUST BACK TO GIVE GOOD NEWS, CUST VERY
HAPPY FOR INFO AND WLD BE PICKING UP VEH THIS EVE.
JENNY HUDSON/ATX/CAC; 0; 366676243

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|---------------|-------------|-------------------|
| Case No: | 5572634 | VIN Number: | 1G1YY22G6W5122139 |
| Date Opened: | 4/30/2002 | Model Year: | 1998 |
| Date Closed: | 7/2/2002 | Series: | Corvette |
| Dealer Code: | B30301 | Mileage: | 30000 |
| Address: | J K CHEVROLET | NEDERLAND | TX |
| State: | TX | | |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/30/2002 14:15:49 SBD TEMPLATE - EPLIN N

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)DENNIS LOWE-TECH

CUSTOMER CONCERN -STEERING COLUMN WILL NOT UNLOCK AND SERVICE STEERING COLUMN LOCK ILLUMINATED ON DASH

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

TECH STS THAT HE CAN DUPLICATE THE CONCERN AND THE VEHICLES STEERING IS LOCKED. TECH STS THAT THEY REPLACED THE ACTUATOR ABOUT TWO YEARS AGO AND TECH WAS WONDERING IF THEY COULD PERFORM 01044. TECH STS THAT HE HAS NOT PERFORMED ANY DIAGNOSIS AND WAS CALLING BEFORE HE GOT STARTED TO SEE IF HE COULD USE 01044.

TAC RECOMMENDATION -TAC ADVISED TECH THAT THIS VEHICLE DOES NOT FALL IN THE VIN BREAKS AND IT IS NOT RECOMMENDED TO PERFORM CAMPAIGN 01044 ON IT. TAC ADVISED TECH TO PROCEED WITH NORMAL DIAGNOSIS FOR THIS CONCERN.

EA02-031 / GM22C

04/30/2002 14:15:49 HISTORY - EPLIN II

07/02/2002 17:00:45 LESZCZYNSKI - CALLED IN CASE CLOSING

GM RESTRICTED

CASE NUMBER: 1-9862647 VIN: 1G1YY22G6W5122285
DATE 06/19/02 MODEL
DATE 06/25/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 41000.
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-9862647 VIN: 1G1YY22G6W5122285
MODEL YEAR:
DATE OPENED: 2002-06-19 SERIES: Corvette
DATE CLOSED: 2002-06-25 MILEAGE: 41000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Joe Giacomini Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 23505 Hawthorne Blvd, Torrance, CA, 90505-4739, USA

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

M02 Linkage
0 REPAIR ATTEMPT(S) Broken

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

Locked steering; ; 2002-06-19
2002-06-19

CB dlr; ; 2002-06-19
2002-06-25

Cust contacted CAC seeking a E/u; ; 2002-06-25
2002-06-25

Service Request Ownership has changed FROM: TOUCHSTB TO: FREEMANR; ; 2002-06-25
2002-06-25

Service Request has been Closed Satisfied.; ; 2002-06-25

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:
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:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

GM RESTRICTED

MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
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:

Union City

CA

HOME PHONE:

CASE NUMBER: 1-106729316 VIN: 1G1FY22G6W5122884
MODEL YEAR: 1998
DATE OPENED: 2003-06-06 SERIES: Corvette
DATE CLOSED: 2003-06-06 MILEAGE: 50000.0000000
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)

Inoperative

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

steering wheel locking; ; 2003-06-06
2003-06-06

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

SR in Status of Closed has been Re-Opened by DEATHERN; ; 2003-06-06
2003-06-06

corvette concern; ; 2003-06-06
2003-06-06

Service Request Ownership has changed FROM: HAMBYS TO: DEATHERN; ; 2003-06-06
2003-06-06

1-106729316 svc mgr Kan; ; 2003-06-06
2003-06-06

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

*****PDI 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:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

UNION CITY

CA

HOME PHONE:

CASE NUMBER: 06721274

VIN: 1G1YY22G6W5122884

DATE OPENED: 2002-04-16

MODEL YEAR: 1998

DATE CLOSED: 2002-04-17

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 40000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: CENTRAL CHEVROLET

DEALER ADDRESS: 4949 THORNTON AVE, FREMONT, CA, 94536, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

steering lock solenoid

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

*Probe to identify failed item/component

* Determine Customers Expectation

* Using delivery date, establish if vehicle is within any warranty coverage

* Listen carefully to evaluate cause of failure - defect or damage

(If damage, consider explaining the consumers responsibility)

* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

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

http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]

* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN

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

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

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

(Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request

* Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase Link

RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe

http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]

Vehicle repair request - Repair not done

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

cust states that veh was taken to dealer for a concern w steering wheel locking up

cust seeks any cost assist w repair

crm placed call to dealer, spoke w srvc mgr ken becker, states that steering lock solenoid

requires replacement, will research and requested that crm c/b approx lpm pet-jason rico/pdx

cac; 0; 387822387

2002-04-16

crm placed call to dealer, srvc mgr currently in meeting-jason rico/pdx cac; 0; 387840233

2002-04-16

crm placed call to dealer, srvc mgr not available-jason rico/pdx cac; 0; 387843129

2002-04-17

crm placed call to dealer, spoke w srvc mgr ken, states that repair was completed, cust out of warranty, 2nd owner of veh, no prior maint record w dealer, no prior concerns related to current repair w steering lock-assist denied-cust has been notified bydlr-request closed satisfied-jason rico/pdx cac; 0; 387931136

*****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:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
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:
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:

Warner Robins
GA

HOME PHONE:

CASE NUMBER: 1-14228220

VIN: 1G1YY22G6W5123193

MODEL YEAR: 1998

DATE OPENED: 2002-07-08

SERIES: Corvette

DATE CLOSED: 2002-07-08

MILEAGE: 14700.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Heartland Automotive Enterprises, Inc.

BRC PARENT:

DEALER ADDRESS: 495 Watson Blvd., Warner Robins, GA, 31093-2966,

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

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

Inoperative

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

Steering Wheel Locked Up; , 2002-07-08
2002-07-08

Cust Background; , 2002-07-08
2002-07-08

Service Request has been Closed Satisfied.; , 2002-07-08

*****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:

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|----------------------------|-------------|-------------------|
| Case No: | 4938226 | VIN Number: | 1G1YY22G6W5123663 |
| Date Opened: | 8/3/2001 | Model Year: | 1998 |
| Date Closed: | 8/22/2001 | Series: | Corvette |
| Dealer Code: | B32407 | Mileage: | 29025 |
| Address: | LANNAN CHEVROLET-OLDWOBURN | State: | MA |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- STEERING 1000850 01044 SERVICE COLUMN MESSAGE

RESOLUTION ABSTRACT- BODY EXTERIOR - SYMPTOM DIAGNOSIS

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/03/2001 11:42:48 SBD TEMPLATE - BATES

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

___ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

___ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

___ (Y/N) BULLETIN OR PI SEARCH PERFORMED

___ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

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

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

08/03/2001 11:42:48 HISTORY - BATES

TECH STS VEH TOWED IN FOR STEERING COLUMN LOCKED, AND SERV. COLUMN MESSAGE ON.

TECH STS DTC C1555 E-2, SET IN EBTCL

TECH STS CLEARED CODE, COLUMN UNLOCKED, SYS WORKING NORMALLY.

TECH STS VEH NOT IN COLUMN LOCK CAMPAIGN.

TECH STS NEED TO KNOW IF ANY REPAIRS SHOULD BE MADE.

ADV. TECH PER P1 A000985, DTC SET DUE TO BATTERY DISCONNECT OR LOSS OF BATTERY PWR.

ADV. TECH CONSULTANT WITH CUST. ON POSSIBLE LOW BATTERY CONDITION, WHICH MAY HAVE CAUSED THESE FAULTS TO OCCUR.

ADV. TECH DO NOT ATTEMPT REPAIRS IF LOW BATTERY CONDITION OCCURRED.

ADV. TECH ENSURE BATTERY IS FULLY RE-CHARGED, AND REEVALUATE.

ADV. TECH IF COLUMN LOCK FAULT EXISTS, USE CAMPAIGN COLUMN LOCK REPAIR PROCEDURE.

TECH DECLINED OPEN CASE.

08/22/2001 08:58:34 SIMPSON

*****DEALER CONTACT NAME AND POSITION*****

BRENNDEN BARBARO

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES THIS VEHICLE HAS RETURNED FOR CAMPAIGN 01044. TECH STATES THIS VEHICLE DOESN'T HAVE A ECL RELAY, THIS VEHICLE IS 311 VEHICLES OVER CUT-OFF DATE. CALLING FOR INFO.

*****NEW RECOMMENDATIONS*****

ADVISED TO ONLY REPLACE THE ECL MOTOR, IF THERE WAS A CONCERN PREVIOUSLY , TO USE NORMAL DIAGNOSIS.
DEALER TO ADVISE.

08/27/2001 16:58:30 BRIGGS

- CALLED TECH BRENNDEN TO VERIFY

NO EXTERNAL ECL RELAY.

SENT VME TO BQM ASKING FOR INPUT ON WHAT TO DO WITH VEHs THAT FALL INTO CAMPAIGN VIN BREAK WISE BUT DO NOT HAVE THE EXTERNAL ECL RELAY.

M/T VEH, CAMPAIGN DOES NOT SHOW IN GMVIS.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 04611010 VIN: 1G1YY22G6W5124568
DATE OPENED: 2001-06-19 MODEL YEAR: 1998
DATE CLOSED: 2001-06-19 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 47000
SRC TYPE: No DELIVERY DATE:
SRC PARENT: DEALER NAME:
DEALER ADDRESS:

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

M01 Steering General Inoperative
1 REPAIR ATTEMPT(S) Locking up

Any open recalls?

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

Cust states had to have lock and relay replaced because his steering wheel was locking up.
Cust seeks to know if there are any recalls that would cover this. CRM advised there is not.
Graylin Woods/pdx/cac; D; 361831169

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ROGERS , AR

CASE NUMBER: 04553011 VIN: 1G1YY22G6W5124568
MODEL YEAR: 1998
DATE OPENED: 2001-06-14 SERIES: UNKNOWN
DATE CLOSED: 2001-06-19 MILEAGE: 46000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: KENT RYLES CHEV-OLDS INC
ERC PARENT: DEALER ADDRESS: 2100 S 8TH ST., ROGERS, AR, 72756, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKED UP.
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) IS AT DLRSHP

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\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Bulletins/Campaigns/CampaignMain.htm]]
Technical Information

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

CUST STATES THAT HE PURCHASED THIS VEH USED.
CUST ASKS IF VEH IS INVOLVED IN ANY CAMPAIGNS REGARDING STEERING COLUMN.
CUST STATES HE WAS TAKING VEH TO DLRSHP FOR ANOTHER CONCERN AND HIS STEERING COLUMN LOCKED UP. CUST STATES THAT WHEN HE WAS AT DLRSHP THEY HAVE 2 OTHER VEH W/ SAME CONCERN.
CUST ASKS IF THIS IS A RECALL, OR WANTS DOCUMENTED IN CASE IT BECOMES ONE. CRM CALLED DLRSHP FOR VIN, TO CHECK FOR RECALLS. NONE ON VIN.
CRM SPOKE W/ [REDACTED] WHO STATES THEY HAVE NOT BEEN ABLE TO LOOK AT VEH REGARDING A/C, BUT THE STEERING COLUMN APPEARS TO BE THE SAME AS WHAT SHE IS FEELING. [REDACTED] STATES THESE ARE OCCURRING AT APPROX SAME MILEAGE-46,000 MILES. RACHEL STATES THAT NO ASSIST FOR CUST AS

THIS IS THE 1 ST TIME AT DLRSKP FOR THIS VEH. VEH IS OUTSIDE WARRANTY TIME AND MILEAGE,
CUST 2 ND OWNER OF VEH. CRM ATTEMPTED TO CONTACT CUST BACK, NOT AVAIL. CRM WILL TRY AGAIN
06/15/01. DONELLE ERHARDT/PDX/CAC; 0; 361395024
2001-06-15

CRM CALLED CUST TO ADVISE THAT THE CONCERN IS NOT INVOLVED IN ANY CAMPAIGNS. CUST NOT
AVAIL. CRM WILL ATTEMPT TO CONTACT AT LATER TIME. DONELLE ERHARDT/PDX/CA; 0; 361492462
2001-06-18

CRM ATTEMPTED TO CALL CUST 2ND TIME TO ADVISE VEH WAS NOT INVOLVED IN CAMPAIGNS. CUST NOT
AVAIL, NO V.M. AGAIN CRM WILL ATTEMPT 06/19/2001
DONELLE ERHARDT/PDX/CAC; 0; 361758366
2001-06-19

CRM ATTEMPTED TO CONTACT CUST, TO ADVISE NO ASSIST FOR REPAIR ON VEH DUE TO TIME, MILEAGE,
NO WRK HSTRY. CRM LEFT MESSAGE W/ SECRETARY. CRM LEFT REQUEST# IN CASE CUST HAD FURTHER
QUESTIONS/CONCERNS. NO FURTHER ACTION BY CRM.
DONELLE ERHARDT/PDX/CAC; 0; 361820038

*****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:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME :
COMPANY :
ADDRESS :

CONTACT NUMBER : 1
CONTACT TYPE :
CONTACT PHONE :

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Pompano Beach
FL

HOME PHONE:

CASE NUMBER: 1-2088207 VIN: 1G1YY22G6W5127423
MODEL YEAR: 1998
DATE OPENED: 2002-05-16 SERIES: Corvette
DATE CLOSED: 2002-05-16 MILEAGE: 43000.0000000
SOURCE: DELIVERY DATA:
BRC TYPE: N/ANO DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering locked, recall 01044; ; 2002-05-16
2002-05-16
Roadside Assistance; ; 2002-05-16
2002-05-16
Service Request has been Closed Satisfied.; ; 2002-05-16

*****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:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

FARRELL , PA

CASE NUMBER: 03701790 VIN: 1G1YY22G6W5127728
MODEL YEAR: 1998
DATE OPENED: 2001-04-03 SERIES: UNKNOWN
DATE CLOSED: 2001-04-03 MILEAGE: 30000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: GREENWOOD CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 4695 MAHONING AVE., YOUNGSTOWN, OH, 44515, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKING

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES IS HAVING CONTINUING PROBLEMS WITH HIS VEH. HIS STEERING IS CONTINUING TO LOCK UP, AND THE SERVICE BRAKE SYSTEM LIGHT IS ON. CUST SEEKS TO HAVE VEH REPAIRED OR REPLACED. CRM ADVISED WOULD CALL DLR. SPOKE WITH SVC MGR DAVE. SVC MGR DAVE STATED THAT HE NEEDS TO SEE THE VEH, AND SINCE THIS VEH AS A HISTORY OF REPAIRS WITH HIS DLRSHIP, THAT HE WILL CONTACT HIS AVM ON THE ISSUE. CRM ADVISED CUST TO MAKE APPT, AND GAVE CUST CASE NUMBER. IF CUST HAS FURTHER CONCERNS AFTER TAKING VEH IN TO DLR, HE MAY CALL AGAIN. JEN MAYER/CAC/PDX; 0; 355175603

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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:

CASE NUMBER: 4238403 VIN: 1G1YY22G6W5127728
DATE OPENED: 10/02/00 MODEL YEAR: 98
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 029013
CUSTOMER: H28425
ADDRESS:
HOME PHONE: STATE: OH
BUS. PHONE:

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

10/02/2000 09:10:25 BUD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

- _J_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _A_ 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.)
- _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) S/M SEARCH COMPLETED (IF YES, LIST SECTIONS, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

10/02/2000 09:10:25 HISTORY - POULOS

CONCERN: CUST ALLEGES STEERING COLUMN WILL NOT UNLOCK INT AND STEERING COLUMN LOCK MESSAGE ON DIC.

DIAG: BUD CALLED AND STS THAT HE CANNOT VERIFY CONCERN. HE STS THAT NO DTC ARE PRESENT. HE STS THAT HE REPLACED ACTUATOR 2 TIMES TO NO AVAIL. MARK WEST TAYLOR (XZQGL) STS THAT HE ATTEMPTED DIAG WITH VEHICLE. HE STS THAT HE HAS MESSAGE ON DIC. HE STS THAT HE CANNOT VERIFY COLUMN TO LOCK AT ALL. BUD STS THAT HE HAS FRONT OF VEHICLE HAS A CRACK FRONT CLIP BUT NO RELATED TO CONCERN. HE STS THAT NO PERSONAL INJURY IS INVOLVED WITH VEHICLE OR PROPERTY DAMAGED. HE STS THAT MESSAGE ON DIC IS PRESENT BUT NO DTC. TAC HAD DLR PERFORM A CLASS 2 SYSTEM CK AND STS THAT NO DTC ARE PRESENT. HE STS THAT CUST ADVISED DLR THAT COLUMN WOULD REMAIN LOCKED IN GEAR, NO WHILE DRIVING.

ADVISED:

- TAC ADVISED DLR TO MONITOR KEY IN/OUT POSITION. (HE STS THAT

324398

ACTIVE/INACTIVE WAS ACTIVE.)

- TAC ADVISED DLR TO CK G201 AND G202 FINE DRAG SPLICE PACK. PER P/I A000265

- TAC ADVISED DLR TO CLEAR DIC MESSAGES AND THEN ENTER ONBOARD DIAG.
10/02/2000 10:39:55 FOULOS

*****DEALER CONTACT NAME AND POSITION*****

- BOB YOUNG S/F.

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN 3

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN**** 4

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

- BOB CALLED AND STS THAT THE ONLY DTC IN THROUGH DIC WAS U1064 IN EPA. HE STS THAT HE ALSO NOTICED THAT COLUMN WILL NOT LOCK WITH KEY OUT OF IGNITION BUT ACTIVE/INACTIVE STS IS BEING SEEN KEY IN AND OUT. HE STS THAT HE CAN COMMAND LOCK ACTUATOR OPERATION WITH TECH 2 OPEN OR CLOSE AND COLUMN WOULD NOT LOCK. HE STS THAT SP201 AND 202 FINE DRAGED FINE.

*****NEW RECOMMENDATIONS*****

- TAC ADVISED DLR OF INFO IN P/I A000265.
- TAC ADVISED DLR TO PULL BCM FUSE AND SEE IF SYSTEM RESETS.
- TAC ADVISED DLR TO CK CRET'S 150, 1601 AND 1604 FOR CHAPE CONCERNS.

10/02/2000 13:50:37 ESCAMILLA

*****DEALER CONTACT NAME AND POSITION*****

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

JOE REPORTS THAT HE HAS CHECKED THE GRDS ON VEH AS PER LAST TAC ADVISED. DID NOTICE THAT WE HAVE THE PKE OFF AND IT STILL OPERATES AND WONDER IF THIS CAN CAUSE THE CONCERN.

*****NEW RECOMMENDATIONS*****

ADVISE JOE THAT NEED TO FIND OUT IF THE OWNER HAS CYCLED THE ION KEY TO QUICKLY BETWEEN KEY CYCLES NEED TO WAIT AT LEAST 10 SEC. OWNER MAY BE CONFUSING BCM AND WILL CAUSE A CONCERN LIKE THIS. IF YOU CAN NOT RECREATE CONCERN. IF PKE IS STILL WORKING MAY TRY TO TURN OF OPTION AND SEE IF CONCERN GOES AWAY. IF STILL HAVE SAME CONCERN, REPLACE BCM AND REEVALUATE VEH.

VAL ESCAMILLA

10/04/2000 08:09:03 FOULOS

*****DEALER CONTACT NAME AND POSITION*****

- BOB SHOF FORDMAN

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN 3

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN**** 6

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

- BUD CALLED AND STS THAT HE REPLACED BCM. HE STS THAT VEHICLE OPERATED FINE. HE STS THAT TECH DROVE VEHICLE HOME AND VEHICLE WAS FINE. HE STS THAT THIS MORNING, MASH WAS AT IIR AND VEHICLE ACTED UP AGAIN. DLR HAS DTC P1630, P1631, B2723. HE PULLED FUSE 23 AND 25 AND COLUMN STILL WAS NOT OPERATIVE. HE STS THAT DTC B2587 RETURNED IN BCM. HE STS THAT SERVICE STEERING COLUMN MESSAGE IS STILL PRESENT. BUD ADVISED TAC THAT CUST ALLIGES COLUMN REMAINS LOCKED IN GEAR BUT NEVER LOCKED WHILE DRIVING. AGAIN, NO PERSONAL INJURY OR PROPERTY DAMAGE IS PRESENT.

*****NEW RECOMMENDATIONS*****

- TAC ADVISED DLR TO REPLACE CRT 1601, 1603 AND 1604 FROM ACTUATOR TO BCM.

10/05/2000 14:23:14 POULOS

- BUD CALLED AND STS THAT HE FEELS HE ISOLATED CONCERN. HE STS THAT DURING THE TIME OF REPLACING CRTS, HE REALIZED 2 DIFFERENT DESIGNS WERE PRESENT. HE STS THAT HE IS WORKING WITH LATER SYSTEM. HE STS THAT HE WAS MONITORING CRT 1601 AND NOTICE WHEN COLUMN DID NOT LOCK, VOLTAGE WAS STILL PRESENT. HE STS THAT HE HAS CKED VOLTAGE TERM A OF C207 AND NONE WAS PRESENT. TAC AND BUD ARE IN AGREEMENT THAT VEHICLE NEEDS A COLUMN LOCK ACTUATOR. DLR TO REPLACE ACTUATOR AND KREW TAC POSTED FOR ANY UPDATES.

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

DURHAM , NC

CASE NUMBER: 04250124 VIN: 1G1YY22G6W5128622
MODEL YEAR: 1998
DATE OPENED: 2001-05-18 SERIES: UNKNOWN
DATE CLOSED: 2001-05-18 MILEAGE: 15670
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: SIR WALTER CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 8501 GLENWOOD AVE., RALEIGH, NC, 27612, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) locked & nds veh towed

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

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

cust called, states steering column locked & veh dead in parking lot. cust seeking any help.
***crm advised cust had just done research yesterday on C5 VET & steering column lock, so gv him contact Sonny Kilgo/Vet factory 270/745/8184 for further info, but that veh would likely needs to be towed to nearest dlr/Sir Walter Chev. cust ok w/cac/ linda maltby/pdx cac; 0; 359075784

*****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
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:SAINT PETERSBURG
FL

HOME PHONE:

CASE NUMBER: 06856621 VIN: 1G1YY22G6W5128670
MODEL YEAR: 1998
DATE OPENED: 2002-05-14 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-14 MILEAGE: 47000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: MAHER CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 2901 34TH ST N, SAINT PETERSBURG, FL, 33713, USA

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

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) open campaign 01044

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

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

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

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

Cust states veh is involved in campaign 01044 and the steering column is locked as a result of campaign. Cust states veh cannot be driven and needs to be towed to dlr. Cust seeks advise who will be responsible for towing cost. Crm spoke to svc mgr Ronald who advsd cust will have to pay for towing upfront then submit paperwork to dlr for reimb. Crm advsd cust of this info. MALIKA MARTIN/CAC/TPA; 0; 390233883

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

CHESWICK, PA

CASE NUMBER: 05005860 VIN: 1G1YY22G6W5128698
MODEL YEAR: 1998
DATE OPENED: 2001-07-20 SERIES: UNKNOW
DATE CLOSED: 2001-07-23 MILEAGE: 50123
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: A Z CHEVROLET INC
BRC PART#: DEALER ADDRESS: 12827 FRANKTOWN RD., PITTSBURGH, PA, 15235, USA

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

T19 Campaign Correction Required
2 REPAIR ATTEMPT(S)Customer Satisfaction
RECALL #01044M01 Steering General
1 REPAIR ATTEMPT(S)Other
Steering Column is Locked

How do you tell if my Campaign was performed?

INFORM THE CALLER:

"The recall completion sticker should be found on the radiator core support."

How do you tell if my Campaign was performed?

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

CUST SEEKS HIS VEH UNLOCKED.

CUST STTS THE STEERING COLUMN WONT COME UNLOCKED.

CRM ADVISED CUST THAT HE HAS A RECALL # 01044 - STEERING COLUMN LOCK on his vehicle.

CUST IS NICE BUT WANTS TO KNOW IF HE WILL GET A FREE TOW AND RENTAL VEHICLE DUE TO THIS PROBLEM.

*** CUST IS JUST CLOSE TO 6 WEEKS BEING OUT OF TIME IN WARRANTY.

CRM ADVISED: HE MAYBE ABLE TO BE REIMBURSED FOR RENTAL BECAUSE OF THE SITUATION BUT NOTHING PROMISED AND THE PROBLEM WOULD HAVE TO BE DUE TO THE RECALL ISSUE.

CUST STTD THAT AVIS RENTAL IS IN HIS BUILDING AND HE WILL GO CHECK ON A RENTAL AND SEE IF THE DLRSHP IS OPEN TOMORROW WHERE HE HAS SERVICING DONE.

CRM ADVISED HIM TO CONTACT US FOR FURTHER ASSISTANCE WHEN NEEDED.

CUST VERY POLITE AND UNDERSTANDING.

CHRISTINE DAVIS ATX/CARS; 0; 364518990

2001-07-23

cust states they would like to know if the towing fees will be covered... crm contacted svc mgr, Ed Miley, who stated there is not a towing provision for this campaign; stated he wasn't sure if they could help cust or not with towing, stated he would contact AVN to get approval; stated he is unsure of the parts availability... crm advised cust that this should be covered as it is a campaign and at no fault of the cust; advised cust of svc mgr's name and number; advised cust of request # and if there was anything else we could do please contact us... layne sale/cac/atx; 0; 364751627

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

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:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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:

TOMS RIVER

NJ

HOME PHONE:

CASE NUMBER: 05488431

VIN: 1G1YY22G6W5128815

DATE OPENED: 2001-09-10

MODEL YEAR: 1998

DATE CLOSED: 2001-09-10

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 25000

ERC TYPE: No

DELIVERY DATE:

ERC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

01044

A01 Open Campaign

Technical Bulletin

0 REPAIR ATTEMPT(S)

RECALL #01044

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

2. Refer to [[Campaigns RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/>]] for recall details, Go under the Bulletins tab.

3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.

Vehicles involved in product recall campaigns

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

CUST STATES HAS THE STEERING COLUMN LOCKED UP. CUST SEEKS TO HAVE VEHICLE WORKED ON. CUST CALLED SURF CHEVROLET - SOONEST COULD WORK ON VEHICLE IS NEXT MONDAY. CRM CALLED PINE BELT TO SEE IF COULD WORK ON CUST VEHICLE SOONER. CRM ADVISED CUST THAT HAD GIVEN CUST PHONE # AND NAME TO PINE BELT. CRM VERIFIED THRU ROADSIDE/PAL ZAKIYYAH MUHAMMAD THAT TONING WOULD BE COVERED BY RECALL #01044. CUST ASK THAT TRY ANOTHER GARDNER CHEVEROL

CONTINUED; 0; 369007861

2001-09-10

CRM CALLED CUST DLR AND SPOKE WITH DEBBIE/SRV ADVISOR. SRV ADVISOR SPOKE WITH BOB/ASSISTANCE SRV MGR. SRV ADVISOR WILL TRY TO SQUEEZE VEHICLE IN NEXT 2/3 DAYS. CRM CALL CUST PHONE AND SPOKE TO ROBERT/WHO CUST HAD ADVISED TO TALK TO. CRM ADVISED ROBERT THAT OCEAN CUST DLR IS WILLING TO LOOK AT VEHICLE IN NEXT 2 TO 3 DAY/ADVISED ROBERT NEEDS TO CONTACT ROADSIDE TO HAVE VEHICLE TAKEN TO DLR. KAREN BODE/ATX; 0; 369008011

*****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:

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:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DID 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:

WARREN , MI

CASE NUMBER: 05450864 VIN: 1G1YY22G6W5129026
MODEL YEAR: 1998
DATE OPENED: 2001-09-04 SERIES: UNKNOWN
DATE CLOSED: 2001-09-17 MILEAGE: 32000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ED RINKE CHEVROLET CO.
BRC PARENT: DEALER ADDRESS: 26125 VAN DYKE, CENTER LINE, MI, 48015, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THAT SHE HAD CALLED ROADSIDE SEVERAL TIMES BEFORE TOW VEH CAME TO HER. CUST STATES THAT ONCE TOW ARRIVED CUST WAS TOLD THAT DUE TO HER VEH BEING SO LOW TO THE GROUND, AND THE POSITIONING OF THE WHEELS HER VEH COULD NOT BE TOWED.. CUST STATES THAT SHE CONTACTED A FRIEND OF HERS AT GM, AND HE IS HAVING VEH TOWED TO DLRSH. CUST STATES THAT SHE HAD CONTACTED DLRSH REGARDING RENTAL VEH, AND THEY STATED THAT THEY CANT AUTH RENTAL UNTIL VEH IS DIAGNOSED... CRM ATTEMPTED DLRSH CONTACT RANG, BUT NO ANSWER @ [REDACTED]
CRM WILL ATTEMPT 3-5P CST CAMERON KINDER-CAC-PDX; 0; 368494034
2001-09-04

CRM CONTACTED RON AT DLRSH AND HE STATES THAT VEH IS NOT AT DLRSH YET... HE STATES THAT RENTAL WILL BE AVAIL IF VEH IS UNDER WARRANTY AND IF CUST PURCHASED VEH AT THAT DLRSH... TO CLARIFY CRM ASKED RON IF CUST DID NOT PURCHASE VEH AT THAT DLRSH, BUT ISSUE IS DIAGNOSED AS

WARRANTY, WOULD CUST GET RENTAL VEH.. HE STATES NO, IF GM WOULD LIKE TO REMBURSE, THAT IS FINE, BUT DLRSHP WILL NOT PAY... ((CONT)); 0; 368494810
2001-09-04

CRM WILL CONTACT CUST AND ADV THAT DLRSHP GOES THREW ENTERPRISE RENTAL AND IF CUST NEEDS A RENTAL VEH NOW SHE CAN GET ONE ON HER OWN AND SEEK REMBURSEMENT ONCE VEH IS DIAGNOSED.. CRM ADV THAT GM WILL PAY FOR \$30 PER DAY (NO TAX, OR FUEL) AND GM WILL ONLY PAY IF ISSUE IS A WARRANTY ITEM... CAMERON KINDER-CAC-PDX; 0; 368494903
2001-09-04

CRM CONTACTED CUST.. LFT MSG STATING THAT CUST CAN GET RENTAL ON HER OWN FOR \$30 PER DAY, AND SEEK POSSIBLE REMBURSEMENT ONCE VEH IS DIAGNOSED... CRM ADV CUST WILL CONTACT 9-5-01 FOR UPDATE CAMERON KINDER-CAC-PDX; 0; 368495092
2001-09-10

CRM CONTACTED CUST VIA VMX. CRM CALLED TO INSURE SATISFACTION WITH RPR. ((NEXT CRM PLS MAKE SURE CUST HAS NO FURTHER ISSUES.)) CAMERON KINDER-CAC-PDX; 0; 369008656
2001-09-10

CRM WILL 2ND ATTEMPT CONTACT 09-14-01 CAMERON KINDER-CAC-PDX; 0; 369008685
2001-09-17

CUST STATES THAT VEH WAS FINALLY TOWED TO DLRSHP.. CUST IS NOT SATISFIED WITH ROADSIDE ASSISTANCE, THEY HAD SENT 3 TOW TRUCKS OUT BEFORE THEY WERE ABLE TO TOW VEH... ISSUE IS NOT PRESENT AT THIS TIME.. CLOSING FILE/.; 0; 369625907

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

| | |
|------------------------|----------------------|
| SOURCE: | TRANSACTION: |
| REQUEST TYPE: | |
| REPURCHASE REASON: | |
| DEALER BAC: | |
| DEALER NAME: | |
| DEALER ADDRESS: , , | |
| CONTACT: , | |
| PHONE NUMBER: | FAX NUMBER: |
| PRODUCT CODE: | BODY TYPE: |
| | TRIM: |
| ENGINE TYPE: | TRANSMISSION: |
| | VEHICLE DRIVEABLE: |
| MILEAGE @ BUY-BACK: 0 | BRC WARRANTY DATE: |
| MSRP: | NADA: 0 |
| | SALES TAX: |
| DEPRECIATION: | |
| UPGRADE: | |
| AFTERMARKET: | |
| LEASE TERM: | |
| DAMAGE: | |
| OTHER: | |
| BRANCH: | NAME: |
| ACCOUNT NUMBER: | |
| INTEREST RATE: | INTEREST PAID: |
| | DEALER BUYOUT: |
| ACCOUNT BALANCE: | |
| LEGAL: | LEGAL TYPE: |
| | LEMON LAW: |
| DEALER ADMINISTRATION: | VEHICLE DESTINATION: |
| RELEASE: | LIEN PAYOFF: |
| | TITLE BRAND: |
| REPLACEMENT VIN: | |

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

| | |
|------------------------|-------------------------|
| EXTERNAL CASE NUMBER: | DATE: |
| TITLE NAMES: | |
| BUSINESS: | * BUSINESS: 0 |
| ACCIDENT: | DATE OF ACCIDENT: |
| DESCRIPTION OF DAMAGE: | |
| PURCHASE/LEASE: 0 | DATE OF PURCHASE/LEASE: |

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

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

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

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

LA , CA

CASE NUMBER: 00693550 VIN: 1G1YY22G6W5129513
MODEL YEAR: 1998
DATE OPENED: 2000-06-21 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-06-21 MILEAGE: 24100
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: ALBERTSON OLDSMOBILE CHEVROLET
SRC PARENT: DEALER ADDRESS: 4114 SEPULVEDA BLVD., CULVER CITY, CA, 90230, USA

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

M40 Steering Wheel Other
0 REPAIR ATTEMPT(S) locked up

steering column locks up

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

cust states the steering wheel locked and he could not get it unlocked . cust states when
he called roadside they informed him that they had several call pertaining to the same
problem. claudette huggins/austin, texas; 0; 330452137
2000-06-21

cust states that twice before when he hit a bump the fuel gauge would jump to e and the low
fuel light would come on, then he could turn veh off and restart and it would be okay.
claudette huggins/austin, texas; 0; 330452355

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

NAME:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

LOCATION:

NAME:
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: | |
| | CONTACT PHONE: | |
| ADDRESS: | | |

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

BIRMINGHAM

AL

HOME PHONE:

CASE NUMBER: 02061666

VIN: 1G1YY22G6W5130760

MODEL YEAR: 1998

DATE OPENED: 2000-10-27

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-10-27

MILEAGE: 22000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: No

DEALER NAME:

ERC PARENT:

DEALER ADDRESS:

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

column locked

service column locked

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

Cust states that the service column locked light came on and now he can't turn the wheel of the veh. Cust seeks what to do. CEM is not aware of any quick fix, so called roadside to have towed to the nearest dlr. Angela Kimball/pdx; 0, 341535691

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

MILEAGE @ BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:NAME:

INTEREST PAID:
DEALER BUYOUT:ACCOUNT BALANCE:
LEGAL:

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: 06768085 VIN: 1G1YY22G6X5100501
 DATE OPENED: 04/24/02 MODEL YEAR: 1999
 DATE CLOSED: 05/10/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 36500
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: AZ
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] PHOENIX , AZ [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06768085 VIN: 1G1YY22G6X5100501
 MODEL YEAR: 1999
 DATE OPENED: 2002-04-24 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-05-10 MILEAGE: 36500
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: CHAPMAN CHEVROLET, L.L.C.
 SRC PARENT: DEALER ADDRESS: 1717 E BASELINE RD., TEMPE, AZ, 85283, USA

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

| | |
|--|---------------------------|
| A01 Open Campaign | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | 01044 |
| A01 Open Campaign | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | 00034 |
| 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\Plus1\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\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARS/CP/SBS/html/ChronicAlerts.htm>]

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

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

- 1) Review warranty history on "VIN Profile" tab
- 2) Contact appropriate Service dealership to discuss
- 3) Determine if TAC was previously contacted or is now necessary
- 4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request
 * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase
 Link RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]
 Vehicle repair request - Repair not done

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

CUST states that the vehicle was purchased new, CUST states that he has an Independent Service Contract. CUST states that the vehicle Steering Column has locked up and will not unlock.

CUST is seeking to know if this repair will be covered under campaign 01044.

CRM advised CUST that he does have Campaigns 01044 and 00034 open on the vehicle. CRM contacted dealership SVC ADVISOR Craig who stated that the CUST can have the vehicle brought directly in to the SVC DEPT an appointment will not be needed. CRM placed a three way call to Roadside Assistance and spoke with " Tracy ", Roadside Assistance is sending out a flat bed to take the vehicle to the dealership within the hour.

CUST will pay the tow bill with a credit card, CRM advised CUST to keep the original tow bill, the original RO from the dealership for reimbursement purposes. CRM also requested that a copy of the current vehicle registration and a copy of his credit card statement be provided as well, CRM provided CUST ****CONT****; 0; 388517002

2002-04-24

****CONT**** with the CHEV address to send in documents for reimbursement consideration. CRM will contact SVC ADV later today for an update. CRM will contact CUST at his work number 480-303-4216, on 04/25/02 in-between 8 and 10 am PST.

Garrett Bates-CRM/CAC/PDX; 0; 388517092

2002-04-25

CRM contacted SVC MGR Mr Kevin Mooney who stated that both campaigns have been completed and that campaign 01044 was the reason for the steering column lock up.

CRM contacted CUST who stated that he has picked his vehicle and is completely satisfied with the repairs. CUST states that he did not receive a receipt from Roadside assistance, CRM contacted Roadside assistance and a receipt will be mailed to the CUST, CRM advised CUST to send that in as part of his request for towing reimbursement. CRM advised CUST that this CRM will contact the CUST when we receive his documents.

Garrett Bates-CRM/CAC/PDX; 0; 388605987

2002-05-10

This request transferred to Siebel @ 1-1207700, CRM advised CUST of new number.
 Garrett Bates-CRM/CAC/PDX; 0; 389906551

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

INCIDENT DATE:
 INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
 DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

GM RESTRICTED

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:

HRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

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

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

| | | | |
|--------------|------------|---------|-------------------|
| CASE NUMBER: | 1-1207700 | VIN: | 1G1YY22G6X5100501 |
| DATE | 05/10/02 | MODEL | 1999 |
| DATE | 09/16/02 | SERIES | CORVETTE |
| SOURCE: | N/AYES | MILEAGE | 36500. |
| CUSTOMER | | | |
| ADDRESS | | | |
| HOME PHONE: | [REDACTED] | STATE | AZ |
| BUS. PHONE: | | | |

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

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Phoenix , AZ [REDACTED]
 HOME PHONE: [REDACTED]

| | | | |
|--------------|------------|-----------------|-------------------|
| CASE NUMBER: | 1-1207700 | VIN: | 1G1YY22G6X5100501 |
| | | MODEL YEAR: | 1999 |
| DATE OPENED: | 2002-05-10 | SERIES: | Corvette |
| DATE CLOSED: | 2002-09-16 | MILEAGE: | 36500.0000000 |
| SOURCE: | Phone | DELIVERY DATE: | |
| BRC TYPE: | N/AYes | DEALER NAME: | |
| BRC PARENT: | | DEALER ADDRESS: | |

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

M&I Column / Ignition Lock / Parts
 0 REPAIR ATTEMPT(S) Inoperative

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

WHITEMAIL DOCS; ; 2002-09-16
 2002-06-05

REQUEST FOR ASSISTANCE Scanned: 2002-06-05-16.17.14.000000, MEXDocNum: 0215600042; ;
 2002-06-05
 2002-05-10

Transferred Req From Corep; ; 2002-05-10
 2002-05-10

Transferred from Corep 2; ; 2002-05-10
 2002-07-08

Follow up; ; 2002-07-08
 2002-07-22

Receipt needed; ; 2002-07-22

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

2002-08-06

TOWING; ; 2002-08-06
2002-08-06roadside; ; 2002-08-06
2002-08-06cust called; ; 2002-09-16
2002-08-08watch for 2 days for activity; ; 2002-08-07
2002-08-06CRM review of CUST request; ; 2002-08-06
2002-08-30CRM reviewing doc's; ; 2002-08-30
2002-09-16Follow up; ; 2002-09-16
2002-09-16

Service Request has been Closed Satisfied.; ; 2002-09-16

*****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:
AGENT PHONE NUMBER:MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

GM RESTRICTED

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:

LOCATION:

RESTRAINT:

GM RESTRICTED

TREATED:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] WEST UNION OH [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 04982339 VIN: 1G1YY22G6X5104712
MODEL YEAR: 1999
DATE OPENED: 2001-07-19 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-19 MILEAGE: 34000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BARRYS CHEV-OLDS-BUICK INC
BRC PARENT: DEALER ADDRESS: ST RTE 41 S, WEST UNION, OH, 45693, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) steering column lock

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112
Cadillac: 1 (800) 882-1112
Chevrolet: 1 (800) 243-8872
GMC: 1 (800) 223-7799
Oldsmobile: 1 (800) 535-6537
Pontiac: 1 (800) 762-2737

Roadside Assistance phone numbers

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

cust called and stated that his vehicle had a steering wheel lock and could not dis-
engage..cust seeking to have the vehicle corrected...orm called roadside assistance to make
towing arrangements to make towing arrangements but cust disconnected.....Aaron
Correll/cac/pbx; 0; 364434390

*****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:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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