EA02-031

GM 10-27-03 LETTER TO ODI FROM GM **ATTACHMENT** 4F **BOOK 14 OF 22** PART 1 OF 2

ATTACHMENT "4F" Cont

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6X5104905

Date Opened:

5/25/2001

Model Year:

1999

Date Closed:

7/16/2001

Series:

Corvette

Dealer Code:

B16870

Mileage:

9124

Address:

RANDY MARION CHEVROLMOORESVILLE

State:

NC

Dealer Phone:

SYMPTOM ABSTRACT- COLUMN INDICATOR LOCK ON STEERING STEERING CO

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-3 DESCRIPTION ---

05/25/2001 14:19:38 SBD TEMPLATE - DIEHL

STRATEGY BASED DIAGNOSTICS

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

05/25/2001 14:19:38 HISTORY - DIEHL

DLR TECH, ERIC, STS

THE STEERING LOCK MESSAGE IS ILLUMINATED ON THE DIC.

THE STEERING COLUMN IS LOCKED, CAR WAS TOWED IN.

SEARCHED FOR P.J.'S CALLED TAC.

EA02-031 / GM22C

Page I of 2

TAO RECOMMENDS P.I. A000265, PERFORM A VOLT DROP ON G201 AND G202 IF NTF, REPLACE COLUMN LOCK ACTUATOR ASSY.

RA02-031 / GM22C

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

VIN:

UPLAND ,

CA

CASE NUMBER:

1G1YY22G6X5107576

MODEL YEAR:

1999

20200

DATE OPERED: 200

2001-06-19

SERIES: MILEAGE: CORVETTE COUPE

DATE CLOSED: SOURCE: 2001-06-19

DELIVERY DATE:

BRC TYPE:

Phone No

DEALER NAME:

MOUNTAIN VIEW CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS:2109 SE MAIN ST,, MOUNTAIN VIEW, AB, 72560, USA

MO1 Steering General O REPAIR ATTEMPT(S) Other locks

A01 Open Campaign O REPAIR ATTEMPT(6) Customer Satisfaction open recalls

T49 Technical Question

Customer Satisfaction

O REPAIR ATTEMPT(S)

will steering lock while driving

A07 Referred to Dealer 0 REPAIR ATTEMPT(S) Customer Satisfaction relay on sym for tech questions

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-l\Plus:\Micros-l\lexplore.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/CMC/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

cust state just purchased weh last pat. and has been at dlr twice for the steering locking up. cust seeking if any recalls on this type of issues. orm researched advised none, cust seeking if orm able to contact tech center for fix. and then whats to seewhat dlr done to repairs. orm advised can only call the sym at dlr for tech question and repairs plus dis. cust states no don't want orm to be calling the dlr. will wait to see what repairs dlr does. crusjimenes/pdx/cac; 0;

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DÉFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIKA:

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:

ACRENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPRCTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VERICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

AOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP 1

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEAGE TERM:

DAMAGE:

OTHER:

BRANCH: ACCOUNT NUMBER: HAMBI

INTERRET RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL : LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE:

TITLE NAMES: BUBINESB:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHABE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

MAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS:

JACKSONVILLE

PL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G6X510B324

MODEL YEAR: 1999

DATE OPENED: 2000-11-21

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-11-21

MILEAGE:

31800

SOURCE: Phone BRC TYPE:

No

DELIVERY DATE: DEALER NAME:

CREST CHEVROLET

BRC PARENT:

DEALER ADDRESS: 909 W 21ST ST., SAN BERNARDINO, CA, 92405, USA

NO2 Battery

O REPAIR ATTEMPT(S)

Other

NOT WORKING

M41 Steering Column/Lock/Attaching Parts

3 REPAIR ATTEMPT(8)

Other LOCKED UP

NO START CONDITION

48.23.23.42.48.43.44.24.43.44.44.44.44.24.4WCRK HISTORY22.44.22.22.22.22.22.22.2

CUST STATES THAT PREVIOUSLY HE HAD TO TAKE VEH TO DER BECAUSE THE STEERING COLUMN WOULD LOCK UPHE WAS LEFT STRANDED 3 TIMES AND HAD TO TAKE VEH TO DLR 3 TIMES FOR REPAIRS ALSO....THIS MORNING HE COULDN'T START THE VEH BECAUSE IT HAS A BATTERY PROBLEM...CUST IS WAITING FOR DLR TO TOW VEH IN.

CUST SEEKS TO GET OUT OF HIS LEASE.

CRM APOLOGIZED FOR INCONVENIENCE AND ADVISED CUST WE CAMBOT GET HIM OUT OF HIS LEASE SINCE THE PREVIOUS PROBLEM SEEMS TO BE FIXED AND THIS NEW PROBLEM IS NOT RELATED TO THE PREVIOUS ONE.....CRM ADVISED CUST OF FILE NUM.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPIE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

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:

TRANSACTION:

FAX WIMBER:

BODY TYPE: TRIM:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MERPI

NADA: 0

NAME:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

Legal:

LEGAL TYPE:

INTEREST PAID:

DRALER BUYOUT:

LEMON LAW:

DRALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

LOCATION:

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: ACCIDENT: 4 BUSINESB: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

DURCHASY/LEASE AS: MILRAGE AT PURCHASE: 0

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3780169

VIN Number:

1G1YY22G8X5108324

Date Opened:

3/2/2000

Model Year:

1999

Date Closed:

4/27/2000

Series:

Corvette

Dealer Code:

B26268

Mileage:

21242

Address:

CREST CHEVROLET JACKSONVILLE

State:

FL.

Dealer Phone:

SYMPTOM ABSTRACT -- COLUMN LOCK STEERING STEERING COLUMN NOT UNLO

RESOLUTION ABSTRACT- STEER COLUMN RAR

UCC CODE 1----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3----

UCC-3 DESCRIPTION-

03/02/2000 10:04:12 8BD TEMPLATE - THOMPSON

STRATEGY BASED DIAGNOSTICS

- 3_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _10_ 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/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)YES
- _Y_(Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)LOCK IGN CYL.

ACTUATOR

03/02/2000 10:04:12 HISTORY - THOMPSON

TECH STS CUST STS STRG WHEEL WOULDN'T UNLOCK, WAITED A FEW MINUTES. UNLOCKED, SHIFTED INTO REVERSE, COLUMN LOCKED, HAD TO RECYCLE KEY, WAIT FOR 10 MIN, THEN WORKED CORRECTLY:

EA02-031 / GM22C

TAC DISCUSSED PI A000265;

TECH TO COMPLY, ADVISE...

EA02-031 / GM22C

GENERAL MOTORS CORPORATION DIVISION CHEVROLET ON RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

VIN:

MARIBITA , GA.

CASE NUMBER:

1G1YY22G6X5108808

MODEL YEAR:

1999

26000

DATE OPENED: 2001-06-18

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-06-18

MILEAGE: DELIVERY DATE:

SOURCE: BRC TYPE: Phone

BILL HEARD CHEVROLET AT TOWN CENTER, DRALER NAME:

DEALER ADDRESS: 950 ERNEST BARRETT DKY, , KENNESAN, GA, 30144, USA BRC PARENT:

850 Roadside Assistance Complaint

No

O REPAIR ATTEMPT (9)

Customer Satisfaction SRV NOT AVAIL IN AREA

M41 Steering Column/Lock/Attaching Parts

0 REPAIR ATTEMPT(8)

Inoperative

ERV COLUMN LOCK LIGHT CAME ON

C13 Glove Box

O REPAIR ATTEMPT(S)

Inoperative

IS LOCKED & CUST CAN'T UNLOCK

N40 Power Windows Motor/Switch/Wiring

1 REPAIR ATTEMPT(S)

Inoperative

WINDOWS WON'T GO DOWN

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\Texplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CMC/SolutionsByComponentCode Corepoi
- 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

CUST STATES THE OTHER NIGHT CUST WAS OUT . RESTURANT & WENT TO USE VEH BUT STEERING WAS LOCKED. CUST STATES COULD TURN ON VEH & SHIFT BUT VEH STEERING WHEEL WAS LOCKED IN TURNING POSITION SO COULDN'T MOVE VEH EXCEPT FOR IN CIRCLES. CUST STATES WENT TO CALL 1-800-CHEV-USA (ROADSIDE) & RECVD RECORDING STATING NOT AVAIL IN HIS AREA. CUST PLAYED W/ VEH FOR ANHILE & GOT STEERING WHEEL UNLOCK, CUST STATES RECVD MESS OF SRV COLUMN LOCK & MESS TO REMOVE KEY FOR 10 SECONDS & THEN TRY AGAIN. CUST HAD TO DO THAT A FEW TIMES IN ORDER TO GET VEH TO WRK. CUST SEEKS WHAT SRY COLUMN LOCK MEANS & HOW TO AVOID AS WELL AS WEAT CAUSES IT. CRM ADVSD cust on page 2-104 has into on what that mess meant. CRM adved cust of into 4 for cust to go TO DLR. CUST STATES IS TAKING VEH TO DLR TOMORROW. CUST NOW SEEKS INFO ON IF GLOVE BOX AUTO LOCKS IF VEH IS TAMPERED W/ & POWER WINDOWS HAVE LOCK BUTTON. CRM ADVED CUST NO INFO STATING GLOVE BOX LOCKS & NO INFO ON ANY LOCK BUTTON FOR

WINDOWS CONT..... CONT..... 0;

2001-06-18

****CONT****CRM ADVSD CUST TO HAVE THOSE CONCERNS ADDRESSED AT DLE TOMORROW. CUST STATES ALREADY PLANNED ON IT. CUST IS SATISS. NO FURTHER ASSIST NEEDED.

INCIDENT DATE:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

INCIDENT LOCATION:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DRALER MAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILRAGE & BUY-BACK: 0 BRC WARRANTY DATE: MSRP: KADA: 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 LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: RESTRAINT: BEATING POSITION: TYPE OF INJURY: TREATED: 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 POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER:

> CONTACT TYPE: CONTACT PHONE:

COMPANY:

ADDRESS:

GBNBRAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

VIN:

1d1YY22G6X5109098

MODEL YEAR:

1999

26000

DATE OPENED: 2001-07-06

CASE NUMBER:

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-07-06

Phone

No

MILEAGE:

DELIVERY DATE:

H-L MOTORS INC

BRÇ TYPE: BRC PARENT:

SOURCE:

DEALER NAME: DEALER ADDRESS: 2519 HYLAW BLVD,, STATEN ISLAND, NY, 10306, USA

M41 Steering Column/Lock/Attaching Parts

Inoperative

O REPAIR ATTEMPT(8)

setting 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://caraweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoi nt.htm]]
- Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

cust states just purchased on used lot, not dlr. 26k, veh starts, won't steer, when attempt to go to reverse it stalls, display reads serv column lock, contacted "major" and b& k in brooklyn they says cannot svc veh at least 2-3 wks.

cust. seeks: way tooverrdie steering look so can be riden to svc ctr.

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 PROPIE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

DAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

BODY TYPE: TRIM:

EMGINE TYPE:

TRANSMISSION:

FAX NUMBER:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MSRP:

WADA: 0

SALES TAX:

DBPRECIATION:

UPGRADE:

AFTERMARKET:

LEAGE TERM:

DAMAGE:

OTHER 1 BRANCH:

ACCOUNT NUMBER: INTEREST RATE:

HAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

NAME :

LOCATION:

ADDRESS: , CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

TRHATHD:

IF 60, 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:

DOBS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMB:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

DIV: CHEVROLET

TYPE: G-GENERAL

NAME: BONDESEN CHEVROLET-OLDSNOBILE-

YR/MDL: 1999/CORVETTE

Base Case Information

CKNER 1

ADDRES:

CITY: ROCHESTER

VIN: 101YY22G6X5109702

RESP DEALER: 00000

MILEAGE: 6900

YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL

OPEN DATE : 09/09/1999

REOPENED: N

LAST ACTIVITY DATE: 09/09/1999

CLOSE DATE: 09/09/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRUT LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: DCC

WARRANTY: I (IN/OFT)

REPAIR ORDER: SAFETY CASE: N

LEGAL FILE: (Y/N)

REIMBURSED OWNER:

WARRANTY CODE: I

DEALER CONTACTED: N

CONTACTED DATE: 09/09/1999 DEALER CLOSED : 09/09/1999

STATE: MI ZIP:

DELIVERY DATE: 12/02/1998

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 09/09/1999

BY: NAKIA B MILES

SCRAP DATE: 12/31/9999

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADBOUT:

VEHICLE BUYBACK:

DEALER NUMBER: 26451

NAME: BONDESEN CHEVROLET-OLDSMOBILE-

CITY: DE LAND

ST: FL

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC

M41 0 OWNER STATES STEERING COLUMN LOCKED UP

808 0 OWNER REQUEST LOAKER VEHICLE

Certificates

No Cortificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 09/09/1999 00:00:01

FOR DLR INFO FOR DLR INFO

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 09/09/1999 14:09:13

09-09-99****

OWNER CALLS AND STATES THAT HIS VEHICLE HAS BROKE DOWN WHILE ON VACATION IN FLORIDA...OWNER STATES ORIGINAL OWNER, NO EXTENDED SERVICE CONTRACT, STATES NO PREVIOUS HISTORY, STATES NO OTHER CHEVY VEHICLES...OWNER STATES HAS TO STAY ANOTHER NIGHT AT HIS HOTEL DUE TO THE REPAIRS BEING MADE TO VEHICLE...OWNER STATES WAS NOT PROVIDED W/COURTRSY VEHICLE AND STATES WOULD LIKE FOR CMD TO PAY FOR ROOM... CRM ADVISES OWNER THAT CMD CAN LOOK INTO REIM NO GUARATHES AFTER OWNER PAYS FOR BOTEL...CRM CALLS DLR (BONDESON CHEVY) AND SPOKE W/SVC MGR RICK...RICK STATES WAITING FOR A PART TO COME FROM ANOTHER DLR...RICK STATES WILL BE READY BY TOMMORROW AND THAT THEY CAN PROVIDE OWNER W/A LOAMER VEHICLE..RICK STATES IF OWNER HAS ANY MORE QUESTIONS TO CONTACT MARK GRADOFF...CRM ADVISES CHINER OF CASES AND ALSO OF THE IMPO NEEDED FOR REIM AND THE ADDRESS...OHNER THANKS CRM...

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 \times

No GM 1241% Date evailable for this case. Reimburgements

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 : Conpan

ADDRES

CITY: ROCHESTER

AGE: DOD

BUSINESS PRONE: ()

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: MI

HOME PHONE: EXTENTION:

DATE:

DATE:

Zîp:

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.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6X5110333

Date Opened:

6/13/2002

Model Year:

1999

Date Closed:

Series:

Corvette

Dealer Code:

B26528

Mileage:

8844

Address:

ROGER WHITLEY CHEVROTAMPA

State:

FL

Doaler Phone:

SYMPTOM ABSTRACT— COLUMN LOCK UNWANTED COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1---

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/13/2002 09:32:14 SBD TEMPLATE - RAUCH

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) ARMANDO FAIOLA

CUSTOMER CONCERN -HE STS HE PERFORMED THE COLUMN LOCK CAMPAIGN 01044 AND THE STEERING WHEEL IS LOCKED STILL AFTER THE VEHICLE HAS BEEN RELEASED TO CUSTOMER FOR A WHILE NOW.

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

HE STS NO DTC'S PRESENT. HE STS HE HAS REPLACED THE LOCK CYLINDER 1X.

TAC RECOMMENDATION -

ADVISED OF PI-A000265-97 - 01 CHEVROLET CORVETTE YB STEERING COLUMN LOCK ADDITIONAL DIAGNOSTICS

- CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
- 2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE

EA62-031 / GM22C

THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.

- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

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

08/13/2002 09:32:14 HISTORY

A001782-



GENERAL MOTORS CORPORATION CHEVROLET DIVIBION GM RESTRICTED

CUSTOMBR: ADDRESS:

DIXIT HILLS

KY

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G6X5110330

1999 MODEL YEAR:

DATE OPENED: 2001-06-25 SERIES: CORVELLS COURR

DATE CLOSED: 2001-06-25

MILBAGE:

9500

BOURCE:

Phone

Νo

DELIVERY DATE:

HUNTINGTON CHEVROLET, INC. DRALER NAME:

BRC TYPE: BRC PARENT:

DEALER ADDRESS: 370 OAKWOOD RD, HUNTINGTON STATION, NY, 11746, USA

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Other

LOCKED UP

A07 Referred to Dealer O REPAIR ATTEMPT(S)

Other

FOR REPAIR

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/BolutionsByComponentCode Corepoi nt.htm]]
- Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vahicle operation or design

CUST STATES THAT THE STEERING COLUMN IS LOCKED UP AND THE SERV. STRERING COLUMN LIGHT IS ON. CUST IS SEEKING TO KNOW WHAT HE CAN DO..CRM CALLED DLR AND ADVISED CUST THAT HE WILL HAVE TO CALL ROADSIDE ASST TO HAVE VEHICLE TOWED TO MEAREST DLR FOR FURTHERASST..

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

NHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD THST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER: BODY TYPE:

TRIM

TRANSMISSION:

VERICLE DRIVEABLE: BRC WARRANTY DATE:

MILBAGE • BUY-BACK: 0

MSRP:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEABE TERM:

DAMAGE:

OTHER:

BRANÇH:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

Name :

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

RELEASE:

1

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION: VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN

NUMBER OF INJURIES: 0

COMMENTS:

MAME:

LOCATION:

1

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSI**YK**B9 i

& 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

DIV: CHEVROLET CASE

TYPE: G-GENERAL

NAME: HERMOON CHEVROLET, INC.

YR/MDL: 1999/CORVETTE

Base Case Information

OWNER ADDRESS

CITY: COLUMBIA

VIN: 1G1YY22G6X5110431

RESP DEALER: 00000

MILEAGE: 12500

YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL

OPEN DATE : 08/04/1999

REOPENED: N

LAST ACTIVITY DATE: 09/09/1999

CLOSE DATE: 09/09/1999 SCRAP DATE: 12/31/9999 LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRICT LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRICT

LETTER 99-04, THROTTLE CONTROL SYSTEM

LETTER 99-04, THROTTLE CONTROL SYSTEM

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: BBB

WARRANTY: I (IN/OUT)

REPAIR ORDER:

SAFRTY CASE: N

LEGAL FILE: (Y/N)

REIMBURSED OWNER:

WARRANTY CODE: I

DEALER CONTACTED: N

CONTACTED DATE: 07/29/1999

DEALER CLOSED : 09/09/1999

OWNER DEMAND AMT: \$0.00

STATE: SC ZIP: DELIVERY DATE: 11/09/1998

ORIG OPEN DATE: 07/29/1999

L BARKER

CORPORATE CASE #:

STATUS: C

BY: MELANIE

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER NUMBER: 16355

NAME: HERNDON CHEVROLET, INC.

CITY: LEXINGTON

8T: 8C

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC

BBB CALL RECORD**8/3/99** A12 0

M41 0 STEERING COLUMN KEEPS LOCKING UP

M20 0 STEERING COULUM LOCK SERVICE LIGHT ON

R20 0 PROBLEMA

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/29/1999 15:30:12 07-29-99****

O/C/REQ FOR TRADE REPURCHASE...O/STS BEING ORIG O/...O/STS NOT HAVING EXT WARR...O/STS NOTICING CONCERN ABOUT A WEEK AGO...CO ACK O/REQ...
CO ADV O/ THAT CAC WILL SETUP FILE...CO ADV O/THAT CAC WILL REV FOR O/
REQ...CO ADV O/ THAT CAC WILL HAVE TO CONTACT DLR...CO ADV O/THAT CAC
COULD C/O/B/...O/ACK AND TOLD CO TO LEAVE MESSA AT HOME ON THE VOICE M
ALL...CO C/ DLR AND SPOKE JIM...SMGR ADV CO THAT THE VEH IS BEING TOW
IN...SMGR ADV CO OF RO # AND THE RPR...CO ACK SMGR...CO C/O/HOME PHONE
...CO LEFT MESSA THAT CAC COULD NOT MEET HIS EXPECTATIONS...
SHERROD NELSON TROY SITE

7-29-99*****OWNER CALLED BACK REQESTING UPDATE...CRM APOLOGIZED AND ADVISED THAT WILL NEED TO CALL DLR FOR RO INFORMATION...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/04/1999 11:06:04 CAC ADR RECEIVED CALL RECORD FROM THE BAB OF OWNERS INTENT ON MEDARB CASE IS BEING HANDLED BY THE ADR TRAM ... PLEASE DIRECT ANY QUESTIONS TO YOUR ADR TEAM CONTACT OR THE ADR TEAM ASSISTANT...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/05/1999 08:23:08

OWNERSHIP FILE,

BRG/ADR

REGION USE ONLY

DLR USE ONLY 1-800-CHEV EXT. 7354

8/5/99****I REC'D A CCF FROM THE BBB W/A CONTACT DATE OF 8/3/99...O/ SEEKS REPLACEMENT DUE TO SAFETY CONCERN & DISCOMFORT...I WILL REVIEW FILE & F/UP AS X PERMITS...IF O/C/B PLS TRANSFER C/ TO MR...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/30/1999 13:39:51

ONNERSHIP FILE MELANIE BARKER

BRC/ADR

CUSTOMER USE 800-222-1020

REGION USE ONLY 248-696-1708

B-30-99 I REC'D A CCF WITH A CONTACT DATE OF B-3-99...OWNER FRELS VEHICLE IS A SAFETY HAZARD AND IS UNCOMPORTABLE WITH THE VEHICLE...SEEKING REPLACEMENT...I WILL MONITOR FILE...

MELANIE BARKER

BRC/ADR

COMMENT TYPE: C-CLOSE
LACK OF INTEREST
CASE CLOSED BY SYSTEM

ENTERED DATE/TIME: 09/09/1999 00:00:01

LACK OF INTEREST

LACK OF INTEREST

GM 1241

No GM 1241 Data available for this case.

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:

COMPANY:

ADDRESS:

CITY: COLUMBIA

AGR: 000

BUSINESS PROME: ()

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: SC

HOME PHONE:

EXTENTION: DATE:

DATE:

ZIP 1

Injured Parties

No Injured Party Data available for this case. Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: DALLAS TX ADDRESS: HOME PHONE: CASE NUMBER: VIN: 1G1YY22G6X5110543 MODEL YEAR: 1999 DATE OPENED: 2000-12-05 CORVETTE COUPE SERTES: DATE CLOSED: 2001-02-20 26678 MILEAGE: BOURCE: DELIVERY DATE: FRIENDLY CHEVROLET CO BRC TYPE: RED DEALER NAME: BRC PARENT: DEALER ADDRESS: 2754 N STEMMONS FWY, DALLAS, TX, 75207, USA 01792508 T28 Possible Lemon Law Other 1 REPAIR ATTEMPT(8) STERRING LOCKS UP Other MO1 Steering General 3 REPAIR ATTEMPT(8) CUSTOMER STATES STEERING LOCKS UP STEERING LOCKS UP DECISION MAKER ADR, BEN HALL, ADR SUPERVISOR TRANSACTION: STRAIGHT REPR REASON FOR REPRISTEERING WHEEL LOCKS UP DEALER CONTACT: NON ESTABLISHED 2000-12-14 12-6-lmessage for julie brock ● friendly crevrolet requesting assistance w/buyback. 12-7-LEFT ANOTHER MESSAGE, JULIE RETURNED CALL & ADV HAD NOT FORGOT ITS THE END OF YEAR TRYING TO CLEAR OUT INVENTORY BUT WLD CHECK 12-8-ADVISED CUSTOMER STILL AMAITINGAN ANSWER FROM FRIENDLY CHEVROLET, HOPE TO SEND THIS AFTERNOON. 12-11-FINALLY HEARD FROM JULIE WHO ADVISED THAT THEY ARE NOT INTERESTING IN DOING DEALER TRADE, TO PLEASE CALL IF I HAVE ANYMORE CONCERNS

CRM LEFT MESSAGE ADVISING THAT IT IS NOT A TRADE REPR, BUT A STRAIGHT BUYBACK CUST BOUGHT VEH FROM A CADILLAC DLRSHIP, BUT HAD REPAIRS DONE AT THERE DEALERSHIP. CUST DOES NOT SPEAK VERY GOOD ENGLISH & DOES NOT HAVE ANY OTHER DEALERSHIP IN MIND.; 0; 2000-12-14

12-12 CRM SPOKE W/CUST SON ANTONIO AND EXPLAINED THE SITUATION TO HIM, & HE UNDERSTOOD & WLD

12-12 CRM SPOKE W/CUST SON ANTONIO AND EXPLAINED THE SITUATION TO HIM, & HE UNDERSTOOD & WLD FAX REQUESTING PAPERHORK. CRM ASKED ANTONIO IF HE KNEW OF ANY OTHER DEALERSHIPS IN THE AREA WHERE HIS FATHER MAY HAVE REPAIR WORK DONE, CUST ADVISED NO. CRM ADVCUST WLD CONTINUE TO LOOK, BUT WLD TRY TO HAVE SOMETHING ACCOMPLISHED BEFOR THE END OF THE WEEK.; 0;

CRM SPOKE W/SVC MGR AT FRIENDLY CHEVROLET MR. THOMAS TO OBTAIN FURTHER REPAIR HISTORY. CRM WANTED TO KNOW IF STEERING LOCKING UP IS REPAIRABLE, IF NOT MAY HAVE TO GO THEU SEMELL CADILLAC WHERE HE BOUGHT VEW FROM & ADV RVDC TO P/U THERE. AVM ADVISED THATTHEY HAVE ALOT OF

CORVETTES THAT ARE EXPERIENCING THAT PROBLEM & HOW COULD HE ASSIST. CRM EXPLAINED THAT JULIE BROCK SPOKE W/SOMEONE THERE & THEY DID NOT WANT TO ASSIST IN THE BUYBACK, CRM FURTHER EXPLAINED THAT A CADILLAC DEALERSHIP COULD NOT DOB THE FINAL REPAIR ON A CHEVROLET, THAT IS WHY WE ARE SERVING ASSISTANCE FROM THEIR DLR.

ADV THAT WE ARE DOING A STRAIGHT REPR NOT A DLR TRADE, JUST NEED HELP IN PROCESSING THE FINAL PAPERWORK. ASKED CRM FOR PHONE NUMBER, WLD TALK TO SOMEONE ELSE TOO SEE IF WE CAN'T ASSIST IN THIS BUYEACK TRANSACTION. WOULD CALL BACK W/AN ANSWER IN THE MORNING. CRM THANKED VERY MUCH.; 0;

SPOKE W/SVC MGR KEN THOMAS WHO ADVISED TO SEND PAPERWORK ATTN TO HIM HE WILL HANDLE THE TRANSACTION FOR ME.

CRM CONTACTED ANTONIO AGUIRRE TO ADVISED ASKED HIM IF HE COULD PLEASE GO TO THE DEALERSHIP TO SIGN PAPERWORK, BEING THAT TODAY IS THE LAST DAY TOSUBNIT FOR CHECK PROCESSING. CRM PROVIDED VERBAL OFFER TO CUSTOMERS SON. SON ADVISED CRM TO FAX OFFER TO DEALERSHIP HE WOULD GO P/U PAPERWORK & DELV TO HIS FATHER. CRM ALSO REQUESTED THAT HE FAX A COPY OF CURRENT VEH REG.; 0; 2000-12-29

CONTACTED (SON) TO OBTAIN STATUS OF PAPERWORK, ANTONIO ADVISED TEAT HIS FATHER IS NOT GOING TO ACCEPT THE OFFER. CRM ASKED CUSTOMER IF HIS PATHER GAVE HIM AN EXPLANATION AS TO MHY. CUST REPLIED NO, HIS FATHER DID NOT LIKE IT. CRM ADVISED MR. AGUIRRE THAT THE FILE WILL BE CLOSE W/O REPR & FILE WILL BE RETURNED TO ADR DEPT, BUT TO EXPECT A CALL PROM ADR REP MR. RIVERA FOR MORE IMPORMATION. CUST AGREED. THANKED CRM. FILE IS BEING CLOSED RETURNED TO ADR.; 0;

TRAM LEAD HAS REVIEWED THE FILE AND WILL FORWARD TO REFURCHASE.

2001-02-07

CRM RECEIVED FILE BACK ADV THAT CUSTOMER WANTED TO CONTINUE W/STRAIGHT REPR.

CRM TRIED ON SEVERAL ATTEMPTS TO CONTACT CUSTOMER TO OBTAIN NECESSARY INFORMATION.

CRM RECEIVED A CALL FROM CUSTOMER'S SON AMTONIO WHO PROVIDED CURRENT MILEAGE & REQUESTED THAT PAPERNORK IS FAXED TO THE DEALERSHIP.CRM ADVISED THAT IT WILL BE FAXED TO MR. KEN THOMPSON SVC MGR. CUSTOMER STATED HE WILL TAKE PAPERNORK TO HIS FATHER FOR SIGNATURE & RETURN IT ALONG W/CURRENT TAG REGISTRATION..; 0;

REPURCHASE SUMMARY:

GM SUPERVISOR SCOTT ROSLUND ALTEORIZED A VOLUNTARY STRAIGHT REPURCHASE DUE TO STEERING COLUMN LOCK UP MERP \$39810.00

PLUS FINANCE CHARGES......

LESS USAGE....\$8125.23
PLUS DLR ADMIN FEE....\$ 100.00

FAXED TO MEX/MAILED TO RVDC; 0;

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

ROAD COMDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

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:

BOURCE: ADR

TRANSACTION: Straight Repurchase

REQUEST TYPE: Non-Mandated

REFURCHASE REASON: 3 ATTEMPTS. STEERING LOCKS UP WHILE VEH IS RUNNING.

DEALER BAC:

DEALER NAME: FRIENDLY CHEVROLET CO

DEALER ADDRESS: , ,

CONTACT: Sales, NONE

PHONE NUMBER: 214-920-1900

PAX NUMBER: BODY TYPE:

PRODUCT CODE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: N

MILMAGN & BUY-BACK:

BRC WARRANTY DATE:

MSRP:

MADA:

SALES TAX:

DEPRECIATION: BBB FORMULA TOTAL MILES DIV 100,000 X PP

UPGRADE: NA

APTERMARKET: NA

LEASE TERM: NA

DAMAGE: NA

OTHER:

BRANCH:

NAME t

ACCOUNT NUMBER: INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: N

LEGAL TYPE: N LEMON LAN: N

DEALER ADMINISTRATION: N

VEHICLE DESTINATION:

RELEASE: N

LIEN PAYOFF: N TITLE BRAND: N

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PRONE NUMBER:

SEATING POSITION:

TYPE OF INJURY.

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE HAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

1

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



Jax

Te		From:	Angela & Johnson
FAX:		Phores	800-231-1841 X 56844
Pagest	_	FAX	813-635-4061
Rec	_		

@Comments

Plante Image to above mentioned file number.

Close Without Re	opurchase Form
Customer	VIN (leat 6 cligits) 110543
CRM Angela Sohnson	Date 12 25 00
	•
Regach:	
Offer Withdrawn	
p File Returned to ADR	
p. File Returned to PAR	
Replacement Vehicle on Order <u>Must in</u>	kude Order Request Form
Dottor Customer rejected.	theozen
B New Compliance Date for Mandaled Cas	es
	•
Team Manager	:

CASE REOPEN DATE		REPURCHASE DEPARTMENT
CUSTOMER	FILE NO	
CPM	VIN_	LAST 8 DIGITS

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

	•				•
	BUCK	□ '	. DATE:	11-30 700	
_	CADELLAC		DEALER NAME & CITY:	sovell codillac - Dallas	
,	CHEVROLET	138	DEALER CONTACT/PHONE NO: ***		
	OLDBNOBILE	\Box	CUSTOMER NAME:		
	PONTIAG-GMC		CUSTOMER DAY PHONE NO.:		
	DEALER BAC CODE:		CAC CASE NO. (Firmilable): ""	(EdDET)	
			TAC CABE NO. (# sweletie):		
	VEHICLE INFORMATIO	Wt.			
	OLD VIN:	IYY	228643	11 9 6 4 3	
	QUIRRENT MILEAGE		· · · · · · · · · · · · · · · · · · ·		
	NEW VINE				
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	Specific Product to for Repurchase:	Reason	Liad made and	etion for lemontar	
	3 acomesos -	ALESONE .	List ments organ		-
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	•		e customer on the following it	***	
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				*************************************	_
	Upgrade/Downgrade:		· · · · · · · · · · · · · · · · · · ·		-
	Aftermeritet Herne;	6			~ -
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	Vehicle Damage / 8p	ecial instruction	ma: USEQUE	EH 11223 mi sitt pier prucio	_
					_ _,
	Recommended Di Auction 2 Scr	laposition of sp/Donata/Val	f Repurchased Vehicle: ilde Recovery [] Other []	Explain:	_
	The AVAI must :	Idvise the cu	domer and the dealer that the fall	lowing Herne will be a factor in determining the	
		customer	s financial participation. (BRC to	finalize with outlomer/dealer)	- (
	}	·E	Transa & Fees 📋 Negative Equity	Over Allowance	
]			be allowed on replacement vehicle.	ļ
. H41	Particle of Control agreements for a 12 Control	THE RESERVE	ease Relea and Financing will be a	lowed on replacement vehicle,	Ì
		∐Cumini (3M Card points may be applied on n	episcement vehicle.	ł
		CM One	points will never be refunded in ces	<u>.</u>	
	- NOTE: DEALER MUS	T NOT DELIVE	R REPLACEMENT VEHICLE UNTIL FI LER FROM THE BRC.	INAL TRANSACTION DOCUMENT	
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7,04/11



Jax

T#	Nr. Kan Thomas/Svc Hgr	From	Angela Johann
PAX	214-920-1930	Phone	800-231-1841 X 58344
Pages:	S(including cover page)	PAX	813-635-4061
Res	REPURCHASE for Antonio Agui	rre/Margarito	Aguirre
	972-268-4688		



Attached is a Sattlement Offer Letter and Release of Claim. Please review this after with your customer and have him/her sign and return both via fax. After I have received the documents I will send the file to RVOC (Curious Marketing Group) for check proceeding.

Please food

- Signed Settlement Offer
- Signed Release of Cloim
- Ourrent Vehicle Registration

Thursday,

Argela Johnson
Reparchete Coordinator

5701 Best Hillsborough Avenue 🐺 Suite 2300 👺 Tumps, FL 33610

RELEASE AGREEMENT

The undersigned, (owner) (Releaser(s)), and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 1999, Corvette, VIN 1G1YY22G6X5110543 owned by the releasor(s). Therefore, in sole consideration of Chevrolet's payment to the liceholder (or releasor(s)) GMAC of \$36,172.25 and the liceholder paying off the lice and providing a refund of the difference back to the releasor. The Releasor, for him/hereolf, his/her predocessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Declerably, from any and all past, present and future claims, demands, rights, cause of action, judgments, exsecutions, durages, liabilities, costs of expenses, including reasonable atterneys fees or court costs, which Releasor might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lies, and underseed by socident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the liesholder.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the navment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any premise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Releaso Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, supressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are operacinal and not married a recital.

This Release Agreement is executed this	_Day of	
Rolespor		

December 19, 2000



SETTLEMENT OFFER

Subject: Repairshage of 1G1YY22G6X5116243

Door Mr

We regret that you are dissulfated with your 1999 Corvette and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet contener. Chevrolet will repurchase your vehicle for \$36172,35. This offer is arrived at, by using the following figures:

Perchas Price	\$43272.25
Loss usage	\$- 7100,00
TOTAL CHEVROLET REPURCHASE PARCE	996172.25

Please return this document to fax number (\$13) 635-4061 by December 20, 2000. The conditions of the repairchase are as follows:

- ⇒ the vehicle is free from my abnormal durage or alterations which may impair its resale value.
- ⇒ all factory installed agrapment are fatact and flagtional.
- ⇒ a free and clear title is provided at the time of namethese
- ⇒ 8. "Power of Atterney" form is signed at the time of requirebase-used only for title corrections, if needed (supplied by Chevrolet)
- an "Odometer Discioure Statement" is signed at the time of the reputchese (excepted by Chevrolet)
- ⇒ actual mileage does not exceed 35,000 miles at the time the transaction is completed.
- the confessed release agreement is signed and returned with this office letter

If this repurchase offer in acceptable, please sign the bottom of this letter and return it to my attention via the flax number above or the address below. Upon receipt of your signed acceptance, a about will be processed and forwarded to Friendly Chevrelet. Allow 7-10 business days for check processing. The despership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within tive days of the design's notice. I can be reached at (\$00) 231-1841 extension 58344 if you have my questions of concerns.

Sinceraly,

Angela Johnson Business Resource Conter

General Motors will repurchase the above referenced vehicle in each ange for Mr. Againts's release of liability stemming from warracties, express or implied, covering this vehicle. File Number: C02443378

DATE

Charrier Division

General Motore Corporation • 5701 East Hillsborough Avenue = Suita 2300 • Tempa • FL • 33610



HETAIL INSTALMENT SALE CONTRACT GMAC PLEXIBLE PRIANCE PLAN

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Overallowance / Incentives / Negative Equity Form

Counter	Request #	_BBB#				
This form may be used to which were paid, but may	This form may be used to identify possible overallowance and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sals.					
	TRUE purchase price of a vehicle and id tion or voluntary repurchase.	lentify any overallowance and/or				
. "	he the charte below to help determine overallow	mes and incentives.				
*PLEASE NOTE: IF	BALANCE OWED / LOAN CLOSEO ACV, THIS IS CONSIDERE					
Purchase Price (from des (before tax, tag, etc)	ler Bill of Sale) (Selling Price)	\$				
MSRP (from BARS Invo	ice)	mimts \$				
Difference	. •	\$				
	(If po	sitive, this is the Oversliowence amount)				
Trade Allowance (from	dealer Bill of Sale)	\$				
*ACV Amount (from the	dealer's ACV form) - (from dealer)	s #4308 00				
Difference	· · · · · · · · · · · · · · · · · · ·	minus 5 <u>- 9808</u>				
] .	(If posi	itive, this is the Overallowance amount)				
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lf Overallowance an	d/or Incomtives (not included in Purchase Manager before submitting informat	Price) are found, verify with Team ion to BBB				
Purchase Price (from deal	ler Bill of Sale) - (buttore tax, tag, etc.)	\$				
	ı Purchase Price (from BARS) redit, daaler incentives or GM card credi	ted back to customer)				
Overallowance (different	ce between Trada Allowance & ACV)	minua S				
Actual price of Vehicle th	ast should be presented to BBB for ATA	\$				
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Please Image

GENERAL MOTORS BUSINESS RESOURCE CENTER STRAIGHTALEASE REPURCHASE CHECKLIST

	COPY OF TITLE OR RECEITRATION WARRANTY EIETORY DICENTIVES FROM <u>1124</u> IN BARS DESCRIPTIONS OF INCENTIVES <u>1971</u> IN BARS CRECK REQUEST FORM RVDC SPECIAL INSTRUCTIONS FORM (LA.) RVDC GALCULATION WORKSHIEST PRA FORM INVOICE ON ORIGINAL VISITGLE		SKRED BILL OF BALE ON ORIGINAL VEHICLE CCANOL (+ ACY ON TRADE-IN DOCUMENTATION (LA.) BEBALEMON LAW BUILDIG (LA.) RECEIPTS FOR ANY AFTER-MARKET ITEMS (LA.) SKRED SKITLEMENT OFFIS LETYRA SKRED SKITLEMENT OFFIS LETYRA SKRED DEALER CONFIDMATION LETTER GM CARD EARNENGE ON BUYBACK FORM (LA.) STATEMENT OF FINANCE CHARGES FROM BANK
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	(LA) MEANS IF APPLICABLE		HEART ORDERS FOR READON POR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	
VINI	161145380x2110243
Year-Make and Model:	1993 · Chryn Cravette
	(419

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Leader Contact Person and Date:	P
Physical Address:	8905 N D4//A7 PKY KR200
City/State/Zip	PLAND TX 75093
Phoat:	
Pax Number:	
Account Number:	005192569436
Design Boyom/Payoff Amount	25, 574.43
Buyout/Payoff Expiration Date:	3-15-201
Per Diem:	

Additional Information		
	 	-

BRC REPURCHASE WORKSHEET **Customer Name** File Number Workshoot filled out by: Jacob L. Etam 64/17 New Vehicle VE: Old Yehicle VPt <u>Pates</u> 2/12/01 1g1yy2200x8110543 ď Lasting Territor Michael Lastin Lastin Lastin Lastin Michael Michael Lastin Micha Acct, 231/237 Vehicle Costs \$41,125.04 Base Price **10.00** Doelor Buyout Price Adjustment to line 1 Conversion Price 2 913132835081 Payments (opt) 3 Conversion Cost 3 Tex 1978.57 3 Pre-Payment(s) (Pro-rate) 4 Reg./Lic/Title (opt) \$170.64 **Cap Cost Reduction** Tax 4 5 Reg./Liq./Title (opt) Aftermarket items 5 Ťεχ Aftermarket Rems 6 Finance Charges 6 Reg/Lic/Title (0x0) 7 Other Incentives (deduct) Other 2 В 8 **Total Purchase Price** \$43,272.25 Total Additions 9 **Total Replacement Price** \$0.00 0 9 10 Usega/Depreciation 10 Usage/Depreciation 10 \$8,125.28 Usage/Pepreciation 11 11 11 Demege Demage Demage 12 12 Upgrade Over Allowance Over Allowance 13: Add One 13 Negative Equity 18 Negative Equity 14 Downgrade (deduct) 14 14 Security Deposit 15 15 Total Deductions \$8,125.28 15 Incentives **Total Customer Cost** 18 **Total Deductions** \$0.00 17 17 17 18 18 Total Plant Tohase Amount 635,147.02 **Total Repurchase Amount** 18 19 19 Trade Repurchase Amount 8 **Total Payoff Amount** 8 Dealer Buyout Price (From Line 1) \$0.00 \$25,574,43 21 22 82 22 Total **Per**und to Cuttomer \$9.572.50 **Total Refund to Customer** 23 23 83 24 24 24 26 **Estimated Auction Price** Estimated Auction Price Estimated Auction Price 11:4 28 Projected Loss \$0.00 Prolected Loss (\$35,147.02) 28 Projected Loss PAYMENT METHOD Contactal Payme(s) Amount 2201 Credit to Dealership BAC Code 112245 ٨ Dealer Name В Check to Customer Friendly Chevroly C ! Check to Lierholder & Customer Check to Lienholder 8 Check to Attorney (1099 info) G.M. Signature Check to Other

reviewd 0/14/2009

\$0.00

20.00

<u>80.00</u>

30.00

60.00

80.00

	File Number		В	RC REPURCHASE WORKSHEET Curtomer Name	•		Worlmhest Med out by: Angels Johnson	
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8	Conversion Cost		8:	Tex	1878.67	3	Pre-Payment(s) (Pro-rate)	
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6	Reg./Lic/Title (opt)		8	Aftermerket terme Finance Charges	 	5	Tax Reg./Lin./Title (opt)	
8	Altermarket items		7	incentives (deduct)	 	7	Oher	
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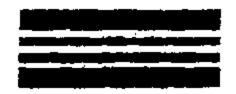
***PAX to 1-813-616-4282 ***

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

	•			
	BUICK	Ω.	, DATE:	11-30-00
	CADILLAC	D,	DEALER NAME & CITY;	Secret conllac - Calles
	CHEVROLET	≥ ≪	DEALER CONTACT/PHONE NO:	Friadly Chevrolet
	OLCHMOBILE		CLISTOMER NAME: "	
	PONTIAC-GMO		OUSTONIER DAY PHONE NO.:	
	DEALER BAC CODE:	112248	CAC CABE NO. (Y sweletie):	(EDET)
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	The AVM must a	dvise the ou	atomer and the dealer that the fo 's financial participation. (BRC to	llowing Berns will be a factor in determining the mailte with suplomer/dealer)
		·C	Taxes & Fous Negative Equity	y 🗀 Over Allowance
		No Rebe	tge/Cash incentives of any kind will	be allowed on replacement vehicle,
L L	farm. The home for the supplier was been		dies Rates and Financing will be a	
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	Authorization: Dely	1 Holl	ADR/Mor	//r.3 <i>0</i> -60

Taxes Department of Transportation

REGISTRATION RENEWAL RECEIPT



COUNTY: DALLAS STICKER NO. MATE NO. DOCUMENT NO.

TAC MAME: DATE: 01/03/2001 TIME: 12:85PM EMPLOYET ID: 09M0164

EFFECTIVE DATE: 01/02/2001 EXPIRATION DATE: 10/2001 TRAMSACTION ID:

CHRIST NAME AND ADDRESS

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000 PLATE TYPE: PASSENGER PLT ETICKER TYPE: WS

PREVIOUS PLATE NO: CONTROL NO: 1GLYY23G4X5110543
YR/MAKE: 1989/CHEV NODEL: CON BODY STYLE: CP
EMPTY WT: 3300 CARRYING CAPACITY: D G VENICLE CLASSIFICATION: PASS UNIT NO: GROSS WT 3300 TOTAL O.00 TRAVEL TRUE LENGTH: D BODY VEKICLE IDENTIFICATION NO.

INVENTORY ITEM(8) WINDSHIELD STICKER

2001

YEES ASSESSED
WINDSHIELD STICKER
AUTOMATION PSE (LARGE CHTY)
REFLECTORIEATION FSB CHTY BOAD BRIDGE ADD-ON FEE

38.50 1.00 5.30 10,00

79.00

TOTAL

69,40 RETHOD OF PARMENT AND PARMENT AMOUNT:

VERICLE RECORD NOTATIONS RELEASE OF PERSONAL INFO RESTRICTED

ACTUAL MILEAGE

FEB 12 2001 16:15

TOTAL AMOUNT PAID \$

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70.00 PAGE.84

NETAIL INSTALMENT SALE CONTRACT GHAC FLEXIBLE FINANCE PLAN

Depler Number Buyer good Co-Buyer) -- Name and Address (Industry Decey and Pile Code)

Constant Payment Constant (Saller Name and Address)

> SOMELL BUT-PONTING 7474 LEDGSH AND DALLAR, TX 75200

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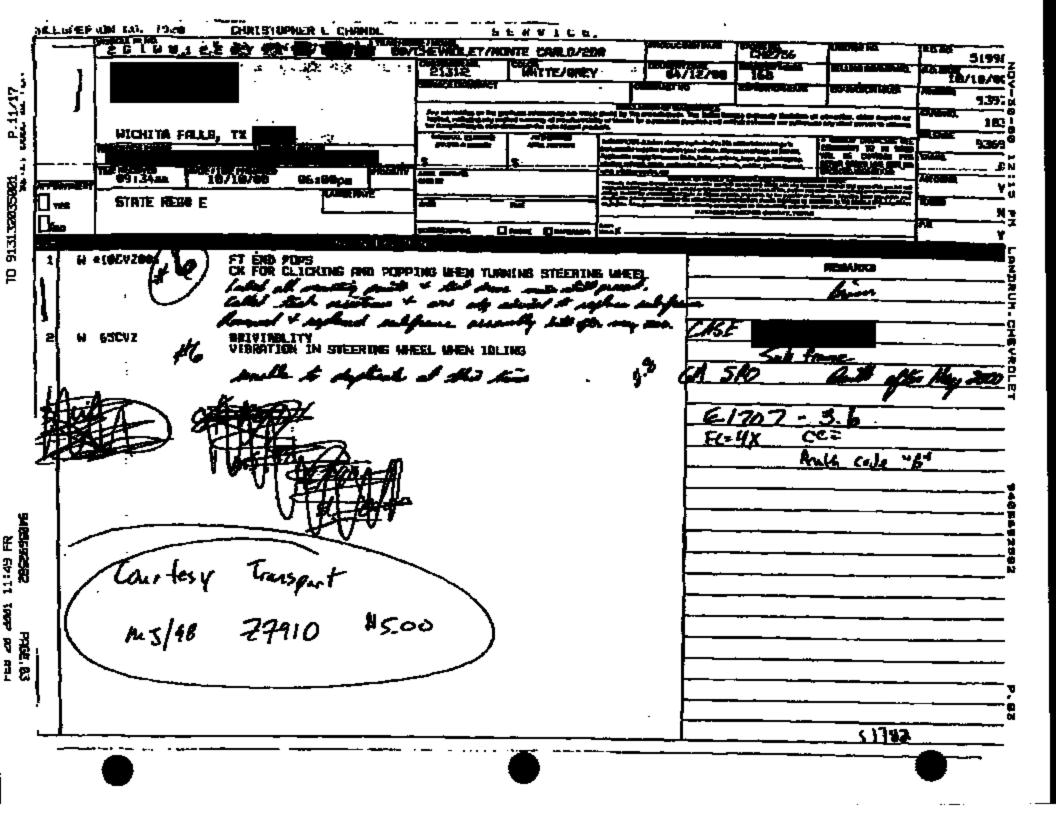
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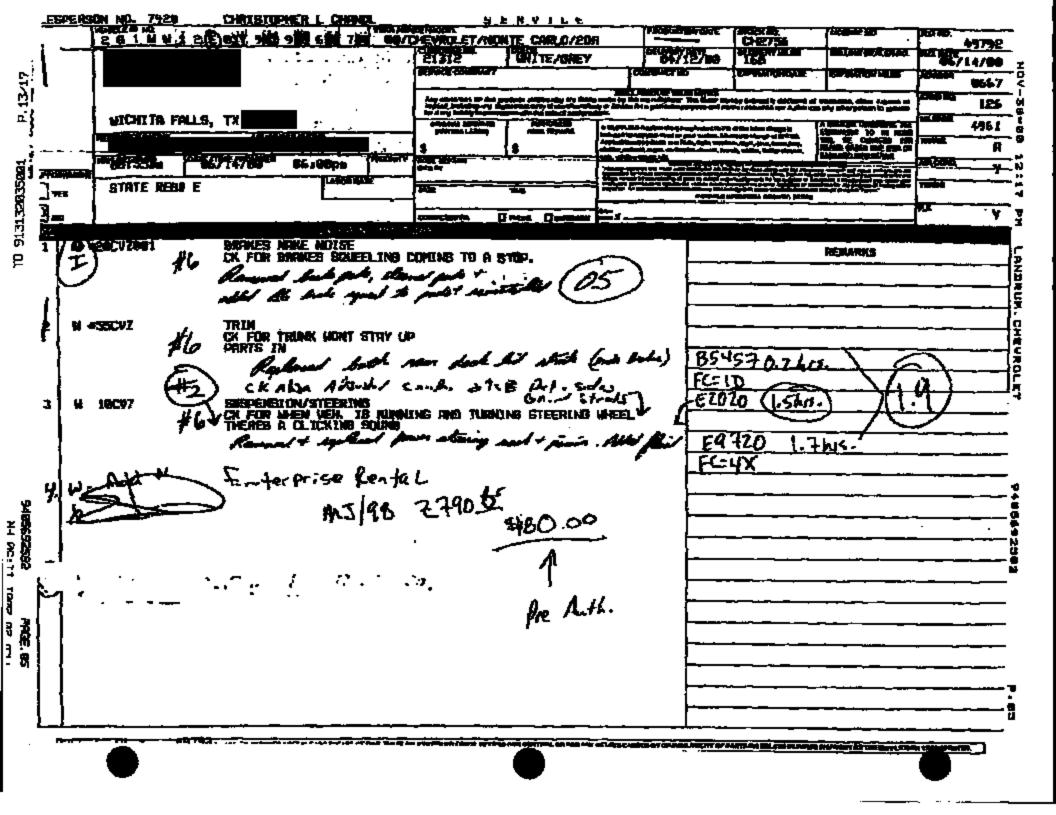
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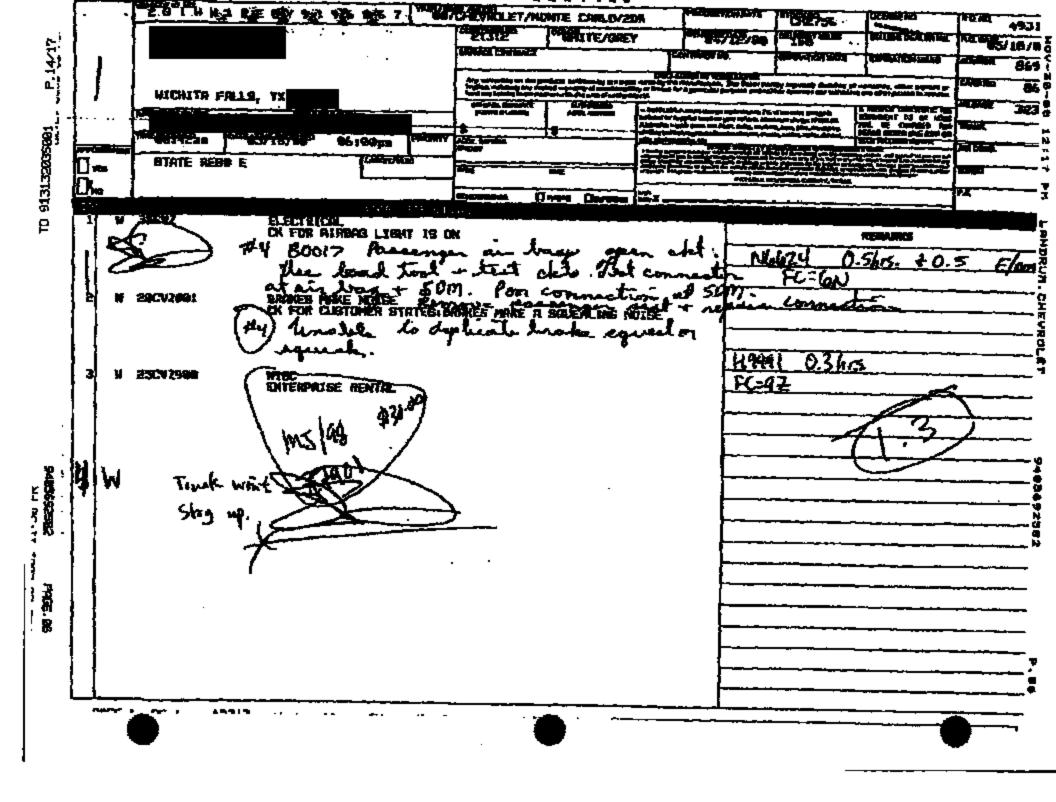
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School: Repurctors of IGILALIZOTERS

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This office to coparations your volicie is being saude as no office to keep yets a anticined Chevrolet consequer Chevrolet will expandence your volicie for \$555,67.83. This office in actived et, by sering the following figures:

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RELEASE AGREEMENT

The undersigned, (owner)

Composition (Chevrolet) where it receives alliptic involving a 1990, Converte, VIN 103YY1264X4116649 comes by the releaser(s). Therefore, in soic consideration of Chevrolet's payment to the bischolder (or releaser(s)) GMAC of 334,147.82 and the limbolder paying off the liqu and providing a refund of the difference back to the releaser. The Releaser, for hits/harmit, his/her producesses, accounter, heirs, assigns, administrators, agents or easy representatives, heirs y release and forever discharges Chevrolet and General Motors Corporation, their subsidiaries, divisions, discounts, officers, employees, agents and unique, and any uniformized General Motors Corporation, their subsidiaries, divisions, discounts, officers, employees, agents and unique, and any uniformized General Motors Corporation, indigeneous, exacutions, decreages, liabilities, cours of appearer, including reasonable siturous feet or court entry, which are increase might have to acquire in the fature against Chevrolet and General Motors Corporation which are increase or existences, and which directly or indirectly arise from us related to or associated with the parelman, report, operation, fearering, one or ownership of the subsect vehicle.

Releasor(a) agrees to installer this and possession of subject vehicle to Chargest unsecombered by any interest or list, and understand by accident or any other memor location, wendeling, upon algoing this document and above mentioned funds the memorial to the Restolcher.

Reference(s) agrees that payment of the social action the this Release Agreement reflects a compromise of disputed cinimal that the payment is not to be compand as an education of imbility on the part of Chartoles, and that the payment is intended to receive this manne without litigation.

Animator(s) the agrees that the payment represents the sole and rood specificantion for this Raisses Agreement and that Character has not made any promise or representation to Releason(s) other than these contemped in this Referent Agreement.

Released(a) has find all of this Release Agreement and but the fully understands the terms used and its significance and hatthe last signed the Release Agreement schoolsely.

This Respect Agreement constitutes the entire agreement of the parties. There is no other agreement, written to each extracted or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contemposit and not marriy a rectal.

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GENERAL MOTORS CORPORATION CHEVROLET DIVISION OM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

1G1YY2ZG6X5111787

CASE NUMBER:

MODEL YEAR:

DATE OPENED: 2001-06-20

SERIES: MILEAGE: CORVETTE COUPE 18000

DATE CLOSED: 2001-06-22

SOURCE: BRC TYPE: Mail No

DELIVERY DATE: DEALER NAME:

YOUNG CHEVROLET INC

BRC PARENT:

DRALER ADDRESS:9301 B RL THORNTON FWY,, DALLAS, TX, 75228, USA

T44 Maintenance Certificate (Oil Change)

O REPAIR ATTEMPT(S)

Customer Satisfaction steering lock out concerns

MO1 Steering General

2 REPAIR ATTEMPT(6)

Inoperative

steering lock out

J57 BCM/PCM/CALPAK/MEMCAL

2 REPAIR ATTEMPT(8)

Will Not Start replace module

N15 Headlamp Wiring/Switch

2 REPAIR ATTEMPT(S)

Inoperative misc lamps out

STREETING WHEEL LOCKING UP

Exec opened up file to review. Cust states via E-mail to Jim Campbell. Cust states that he parked his car in the garage for two days and when he went to start the vehicle, the steering lock control advised him to turn vehicle off, wait 10 seconds and restart vehicle. letter states that the steering locked and he had to have the vehicle flat beded to the dirship. Exec contacted the cust and apologized for the delay in processing his request (Email dtd 6/10/01). Cust reviewed his concern with the steering column and advated that the dir had already taken care of his concern. Cust does state frustration with the computer system on his vehicle. Cust states he is a mechanic that used to build race cars and he feels that vehicles today are prone to computer glitches. Cust states that on several occaisions the service engine light or some other warning light comes on and he has to shut his vehicle off and turn back on to get the lights to go off. Cust states that he really likes his car and dlrship. ***cont*; 0; 2001-06-20

Cust also states no current concerns. Exec asked the cust if he would be due for an oil change soon, and cust advised it was getting time. Exec offered cust an Oil Change letter and advised him that this would give him an opportunity take vehicls into the direction to have them look at the concern. Cust accepted the offer, stating that that is very nice of Exec. Exec advised the cust of the request # and advised him to contact CARS if he has any other concerns. Cust provided the Exec with his address, and VIN #. Exec contacted cust back and advied him that once the Exec put in the cust VIN he noticed campaign 2000034 on the seatbelts for his vehicle. Cust advised that he actually had that concern taken care of on his last svc appt. Exec contacted the svc mgr, Reggie, and advised him as an FYI of the cust concern and that the cust would be contacting him to have the vehicle looked at when he brings it in for his next oil change. Reggie advised that they would be more then happy to take care ****cont*****; 0; 2001-06-20

of or look at cust concern. Exec contacted the cust back and advised him that the svc mgr is aware of his concerns and advised to make sure the cust points out the concern to the svc dept on the next appt. Cust thanked exec. Cust processing the request for Oil Change letter. Business Reasons - - Veh has had several failures including the Steering Lock out security, Head Lamps, Computer Module, and extensive downtime/trips to dealer. This is to restore cust confidence in veh and retain loyalty to GM. CRM Verified cust address with the Cust. Cust HAS accepted offer. CRM advised the cust that he would process Oil change certificate and forward request on for further approval. Chas Griffith Exec CAC; 0; 361907638 2001-06-20

PRE-APPROVING OIL CHANGE. ALLEM PRESTON / GOODWILL LIAISON /TAMPA; 0;

1st approval of one oil change dama saier/tampa approval group; 0;

FINAL APPROVAL

PAMBLA MOREAU/ TPA GOODWILL LIAISON

COMPLIMENTARY

OIL CHANGE; 0;

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: D

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

NAINTENANCE 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: BOURCE TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIN: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: . CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: * BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE:

DATE OF PURCHASE/LEASE:

PURCHAGE/LEASE AS:

PURCHASE/LEASE: 0

RESOLUTION SOUGHT:

MILEAGE AT FURCHASE: 0

DORS OWNER HAVE POSESSION OF VEHICLE:

NAME: COMPANY: CONTACT NUMBER: CONTACT TYPE:

CONTACT PHONE:

1

ADDRESS:

,

•

June 20, 2001

Dallas, TX

Request: C04619843

We are sorry you have experienced concerns with your 1999 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

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

If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Bastern 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 Office

RS0015-T/agp

ATTENTION: DEALERSHIP SERVICE MANAGER COMPLIMENTARY OIL CHANGE

- Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column.
- Retain this original letter in the customer's file.



"Austin L. Greenberg" <a uritin@dfwvideo.com> on 06/10/2001 10:37:44 PM

To:

Jim Campbel/US/GM/GMC@GM

CO:

Subject: steering lock

06-13-01PG1:14 RCVD

I have a 99 Targe Top Vette w/ a 6-speed.

It has been parked in my garage for 2 days. I went to start it and the system told me to take the key out and restart it in 10 seconds. I did as instructed. Then the steering look warning came up. The column is looked.

I now have to have it towed into the dealer to get it fixed??? Come out! Sounds like a money making some to me. Please slaborate.

DFW Video WWW.DFWVideo.com (214) 638-8060 (214) 538-8061 Fax

- att1.htm

Can you please handled

cc: Livetansik

GENERAL MOTORS CORPORATION CHEVROLET DIVISION OK RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE

MARIETTA ,

CASE NUMBER:

m:

1G1YY22G6X5113135

1999

DATE OPENED: 2001-05-24

9KRIK9 :

MODEL YEAR:

CORVETTE COUPE

DATE CLOSED: 2001-05-24

MILEAGE

13000

SOURCE:

Phone

No

DELIVERY DATE: DEALER NAME:

JOHN SMITH CO

BRC TYPE: BRC PARENT:

DEALER ADDRESS: 2155 COBB PKY SE, , SMYRNA, GA, 30080, USA

M01 Steering General 1 REPAIR ATTEMPT(8)

Other LOCK

T19 Campaign Correction Required

Other

O REDAIR ATTRMDT(S)

COVERAGE

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:\Progre-1\Plus!\Micros-1\Iexplore.exe http://careweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]] Notification of open campaigns or special policies.

CST STS HIS STRERING COLUMN LOCKED THIS MORNING AND CONDITION HAS SINCE DISAPPEARED.... CST SKS CAMPAIGN INFO......CRM ADV'D CST NO CAMPAIGNS EXIST....CRM OFFERED CST ADDITIONAL DAVIDM.GOLDBERG-PDX/CAC.; 0; 359600132 ASST....CST REFUSED.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPER: 0

INJUNIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

ACIENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURPENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DRALKE NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILRAGE @ BUY-BACK: 0

MERD:

DEFRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH: ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

INSPECTORS NAME: INSPECTION DATE:

TRANSACTION:

PAK NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAM:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

TREATED:

IF 80, 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMB:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6X5118173

Date Opened:

6/20/2001

Model Year:

1999

Date Closed:

8/29/2001

Series:

Convette

Dealer Code:

B11462

Milenge:

22748

Address:

REICHERT CHEV-BUIC SCRYSTAL LAKE

State:

IL.

Dealer Phone:

SYMPTOM ABSTRACT— COLUMN LOCK PERFORMANCE STEERING STEERING COL

RESOLUTION ABSTRACT-TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/20/2001 16:38:08 SBD TEMPLATE - SAFFORD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _N_ (Y/N) ARE THERE ANY DTC'8
- N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/20/2001 16:38:06 HISTORY - SAFFORD

CONDITION:

CUSTOMER STS THERE IS A LOCKED STEERING COLUMN, THAT WILL NOT UNLOCK.

CAUSE:

TECH HAS VERIFIED AND STS STEERING COLUMN IS LOCKED.

TECH CALLED IN FOR PI INFORMATION .

CORRECTION:

TAC SUGG TECH PERFORM PI # A000285 .

08/29/2001 08:56:47 AKERS -

REPLACED LOCK MOTOR

EA02-031 / GM22C

TX

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Del Rio ,

CASE NUMBER:

VIN

1G1YY22G6X5123034

MODEL YEAR:

1999

DATE OPENED: 2003-08-12

SERIES:

Corvetta

DATE CLOSED: 2003-08-12

MILEAGE: DELIVERY DATE:

BRC TYPE: BRC PARKNT:

SOURCE:

Phone N/ANc

DEALER NAME:

DEALER ADDRESS:

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT (9)

Sticks

RFI: Recall info; ; 2003-08-12 2003-08-12

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

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:

INJURIES:

BODY INJURY:

WAS ANOTHER VERICLE 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: INSPECTORS NAME: INSPECTION DATE: WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: TRANSACTION: SOURCE: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , FAX NUMBER: PHONE NUMBER: BODY TYPE: PRODUCT CODE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILBAGE & BUY-BACK: 0 MADA: 0 MSRP: SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DANAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: LIEN PAYOFF: RREBASR: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF 60, WHERE:

LOCATION:

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:

DOBS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

Greenwood

AR

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G6X5124037

MODEL YEAR:

1999

DATE CLOSED: 2003-07-09

DATE OPENED: 2003-07-09

GERIBO: MILEAGE: Corvette 31000.0000000

SOURCE:

Phone

N/AYes

DELIVERY DATE:

Smith Chevrolet Cadillac CO.

BRC TYPE: BRC PARENT: DEALER NAME:

DEALER ADDRESS:1215 Hwy 71 S, Fort Smith, AR, 72901-8467, USA

C28 Seat Belt System / Buckles 0 REPAIR ATTRMPT(8)

No Symptom Indicated

RFI Recall 00034/01044; ; 2003-07-09 2003-07-09

Service Request Ownership has changed FROM: TEMPREED To: HARRELLD; ; 2003-07-09 2003-07-09

Cust statest that his steering wheel locked up on him.; ; 2003-07-09 2003-07-09

CRM seeking to see if Svc mgr will perform recall; ; 2003-07-09 2003-07-09

Service Request has been Closed Satisfied., ; 2003-07-09

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 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 TRST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: 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: MERP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE:

REPLACEMENT VIN:

RELEASE:

VEHICLE DESTINATION:

NUMBER OF INJURIES: 0

DEALER ADMINISTRATION:

COMMENTS:

NAME: LOCATION:

LEMON LAW:

LIEN PAYOFF: TITLE BRAND:

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

RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

6 BUSTNESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMB:

COMPANY:

CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

DIV: CHEVROLET CASE

NAME: COURTESY CHEVROLET CENTER

TYPE: G-GENERAL

YR/MDL: 1999/CORVETTE

Base Case Information

OWNER:

ADDRESS:

CITY: LA JOLLA

VIN: 101YY2206X5124927

RESP DEALER: 00000

MILEAGE: 10100

YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL

OPEN DATE : 02/25/2000

REOPENED: N

LAST ACTIVITY DATE: 03/02/2000

CLOSE DATE: 03/02/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: ADV

MARRANTY: I (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N

LEGAL FILE: (Y/W)

REIMBURSED OWNER:

WARRANTY CODE: I

DEALER CONTACTED: N

CONTACTED DATE: 03/02/2000

DEALER CLOSED : 03/02/2000

STATE: CA ZIP:

DELIVERY DATE:

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 02/25/2000

BY: AINA CLOMO

SCRAP DATE: 12/31/9999

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRICT

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER: (Y/N)

ARBITRATION OFFERED: TRADEOUT 1

VEHICLE BUYBACK:

DEALER NUMBER: 20091

NAME: COURTESY CHEVROLET CENTER

CITY: BAN DIEGO ST: CA

REQUEST CODES AND COMMENTS

CDB # CLOSE DESC

STEERING COLUMN LOCKS M40 0

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/25/2000 11:00:14
CUST STATES THAT SHE HAD A LEMON CORVETTE IN 1988 GM GAVE CUST A 1990
MODEL SHE KEPT IT AND HAD NO PROBLEMS SHE TRADED IT IN & BROUGHT THIS
CORVETTE IN APRIL.....CUST STATES THAT SHE HAS HAD IT IN FOR REPAIRS
FOR FOUR TIMES AND STILL HAS THE SAME THE PROB....1ST TIME THE
COMPUTER SHOWED NO CODES, 2 ND TIME IT LOCKED WHILE PARKED, 3RD TIME
THE VEH WAS AT THE AIRPORT & WHEN TOW TRUCK CAME THEY WORKED ON THE
STEERING WHEEL UNTIL IT CAME A LOOSE...THE 3RD TIME THERE WAS A BULLET
IN ON THE KEY LOCK NEEDING TO BE CHANGED & THE VEH WAS REPAIRED BY REPLACING THE ACTUATOR IN AUGUST THE CUST HAS NO PROBLEMS UNTIL
YESTERDAY WHEN THE VEH WHEBLOLCKED AGAIN & VEH WAS TOWED TO THE DIR...
THIS IS THE 4TH TIME THERE HAS BEEN THE SAME PROB....SVC ADV IS TOM

CRM WILL CB CUST W/IN 72 NRKS HRS....GIVING THE SVC MGR TIME TO DIAGNOSIS THE PROB...CRM CALLED & THEY HAD NOT LOOKED AT VEH YET....
CUST HAS FILE *...CUST AGREES......AINA OLOMO
CUSTOMER CALLED IN TO SAY HER CAR IS NOT BEING SERVICED AT COURTESY CH
EV, THE TONING SERVICE TOOK HER VEH TO CITY CHEV INSTEAD AND THEY HAVE
ALREADY STARTED WORKING ON THE CAR CUST STATES SHE DOES NOT LIKE THE S
VC AT COURTESY AND IF SHE HAS ANY MORE PROBLEMS WITH VEH AFTER SHE PIC
KS IT UP FROM CITY CHEV SHE WILL CONTACT CAC.

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 03/02/2000 00:00:01
VEH REPAIRED

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/02/2000 10:24:28
CUST SAY DO NOT CB.....CUST WILL CB WHEN SHE FEELS SHE CAN NOT DEAL
WITH THE VEH ANYMORE & INVOKES THE LEMON LAN......CUST STATES THAT I
IT SOMETIMES TAKES WEEKS FOR HER TO KNOW WHETHER OR NOT THE VEH IS
REPAIRED.....

CRM HAD CB TO F/U & SEE IF THE VEH HAD BEEN REPAIRED TO THE CUST'S SATISFACTION......

No CM 1241 Data available for this case. CM 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. Reimburgements

No Reimburgement 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:
COMPANY:
ADDRESS:

CITY: LA JOLLA AGE: 000

HUSINESS PHONE:

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: CA HOME PHONE: EXTENTION:

DATE:

ZIP:

Injured Parties

No Injured Party Data available for this case. Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

CASE NUMBER:

VINC

1G1YY22G6X5126600

MODEL YEAR:

1999

DATE OPENED: 2001-08-15

DATE CLOSED: 2001-08-28

9ERIES: MILHAGE: CORVETTE COUPE 21525

SOURCE:

Phone

DELIVERY DATE:

BE:

BRC TYPE: BRC PARENT: Ma

DEALER NAME:

AME: PRESTON HOOD CHEVROLET INC

DEALER ADDRESS:212 SW HOLLYWOOD BLVD, FORT WALTON

BEACH, FL, 32548, USA

J01 Engine

6 REPAIR ATTEMPT (S)

Stalls - Hot Engine

M41 Steering Column/Look/Attaching Parts

3 REPAIR ATTEMPT(S)

Other

STEERING LOCK HAS BEEN REPLACED

VEHICLE WILL STALL FOR NO REASON

Al2 Miscellaneous - Not Classified

1 REPAIR ATTEMPT(S)

Other

COMPUTER MODULE HAS BEEN REPLACED

A12 Miscellaneous - Not Classified

1 REPAIR ATTEMPT(S)

Other

WIRING HARNESS HAS BEEN REPLACED

\$86 CAC Resolved With Goodwill

0 REPAIR ATTEMPT(S)

CAC Resolved With Goodwil

GMPP SMARTCARE 36/36

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction

0 REPAIR ATTEMPT(S)

) Customer Satisfaction GMPP SMARTCARE 35/35

Pinal-FL

CRM HAS RECEIVED MOTOR VEHICLE DEFECT NOTIFICATION STATING "ALL ELECTRICAL COMPONENTS OF THE VEHICLE STOP FUNCTIONING, NINDOW, LOCKS, RADIO, AC, DISPLAY WINDOW STARTS DISPLAYING REDUCED ENGINE POWER, CAR CRASES TO OPERATE. IT HAS BEEN TOWED 4 TIMES, I CAN BE LOCKED IN VEHICLE. I AM AFRAID TO DRIVE MORE THAN 10 MILES FROM HOME. " CRM WILL RESEARCH TO DETERMINE WHAT PLAN OF ACTION IS ERCESSARY. 2001-08-15

CRM HAS DONE CASE SCAN BY VIN AND CUST NAME AND FOUND TWO OPEN FILES

2001-08-15

PREVIOUS FILE# TITLE WITH BOTES AS OF 06/06/01:

cust states that on the display screen when you start the veh it says service column lock, cust states that if it says that you can not drive it or turn steering wheel, cust states that the veh will die, cust states that this sis the fourth time that it is happened, cust state sthat this is the fifth time it has had to be towed, custstates that each time he takes it to the dealer they tell him tabt they can not find anyything wrong and that they reset the codes, cust states that the last time she took it to the dealer thay tied it in with the air bag warning, cust states that the light for the air bag always comes on, cust states that last weekend he was 75 milesfrom home and when he stopped the same thing

happened and he had it towed to a dealership, cust states that the next morning it started and he took it home, cust states that a week later it has done it aginn and it is sitting on side of the read, cust states that he does not want us to contact randside; 0, 2001-08-15

PREVIOUS FILE: WITH NOTES AS OF 06/06/01:

assistance dust states that he has puchased 18 web from this dealership throughout his company, dust seeking a resolution is getting this matter resolved. orm escalating to tier2.

2001-08-15

PREVIOUS FILE# 04459135 WITH NOTES AS OF 06/08/01:

orm attempted to contact cust after speaking with service mgr. cust was not available at time of call, service mgr. stated that cust was ready to go, and that vehicle is repaired. service mgr. stated that it is normal with these vehicle that the steering column locks up.crm suspending file, whereas crm will resume between 3-5pm today to get update from cust, service mgr. stated that cust should now be satisfied.

2001-08-15

PREVIOUS FILE# WITH NOTES AS OF 08/08/01:

cust is stating that his veh has not been working for two months. cust is seeking to have veh repaired. veh is at the dlr. owner taylor hood is stating that he has had tac involved, veh still can notbe repaired. mr. hood advise cust that he will call avm for advice. crm advised cust that mr. lambert made an attempt to contact him in regards to his veh. cust states the best time to reach him is in the daytime at his office ph#

2001-08-15

PREVIOUS FILE# WITH NOTES AS OF 08/14/01:
Cust sent email, case # Comparison dated 8/9/01 as follows: I have a corvette that has been a disaster since i got it. I was advised that your customer Assistance Department would assist me. I received a letter Response comparison, signed by the comparison of the 4th time again last night, spoke with comparison at 1920 hrs. central. she advised that since i had an assistant assigned to my case that i would need to speak with him. But he will not call me back. Your records do indicate that he attempted to call me once

PREVIOUS FILE# WITH NOTES AS OF 08/14/01:

CRM replied: Dear language. Thank you for contacting the Chevrolet Internet Response Center. We appreciate your taking the time to write to us about the handling of your concerns pertaining to your 1999 Chevrolet Corvette. Chevrolet realizes that the consumer is not only attracted to a quality product, but also to quality customer assistance that comes with the product. This office gathers information and based on that information determines the best method of handling. We are continually making improvements in ways to assist the needs of our customers. I have reviewed your file and it indicates your dealer has contacted the Chevrolet Technical Assistance Center and is working diligently toward a resolution of your concern. Please continue to work with our Customer Assistance Center and your dealership. They are open from 8:00am to 11:00pm, Eastern Standard Time. They are in the best position to give you a timely resolution. Thank you for choosing;

PREVIOUS FILE# MITH NOTES AS OF 08/14/01: Chevrolet and for giving me the opportunity; 0;

PREVIOUS FILE# WITH NOTES AS OF 08-14/01 to assist you.

Sincerely,

PREVIOUS FILE# ******** WITH NOTES AS OF 08/13/01:

CUST STATES THAT HIS VEHICLE KEEPS SHUTTING DOWN. ALL HIS ELECTRICLA WARNING LIGHTS ON THE DASH BOARD WILL LIGHT UP. CUST SEEKS TO HAVE HIS VEHICLE FIXED. CUST HAS TAKEN INTO THE DEALERSHIP NUMBEROUS TIMES, BUT THEY CAN NOT FIX IT. CRM ADVISED CUST THAT A CRM WILL BE CONTACTING HIM TOMORROW AFTER 10:AM.

2001-08-15

CRM ATTEMPTED TO REACH EVC MGR, RICH RUSHMEIR & PRESTON HOOD CHEVROLET #850-664-7000 AND WAS ADVISED HE IS GONE FOR THE DAY. CRM DID LEAVE MESSAGE WITH SERVICE RECEPTIONIST WITH CRM PHONE NUMBER, CUST CASE NUMBER AND CUST NAME. CRM WILL ATTEMPT EVC MGR AGAIN 08/16/01. 8185Y

2001-08-15

(CONT) DEALERSHIP WAS ADVISED NOT TO RELEASE THE CAR TO THE CUST UNTIL AFTER THE FIELD ENGINEER LOOKS AT THE VEHICLE. CUST STATES HIS TERNAGE DAUGHTER WILL NOT EVEN RIDE IN THE VEHICLE AS BECAUSE ON VALENTINE'S DAY HE HAD BEEN DRIVING THE VEHICLE TO TAKEHER TO A DINNER WITH A BOYFRIEND THE VEHICLE BROKE DOWN AND THEY HAD TO WALK TO THE RESTURANT WHILE IT WAS RAINING AND DAUGHTER'S ENTIRE VALENTINE'S DAY WAS RUINED. CUST STATES BECAUSE OF THE CONCERNS WITH HIS VEHICLE HE EVEN HAS TO CARRY RUNNING SHOES IN CASE HE HAS TO MALK HOME AND THEN TRASH BAGS AND TAPE IN CASE THE WINDOWS WON'T GO BACK UP. CUST STATES THE DEALERSHIP HAS BEEN VERY GOOD TO HIM AND HELPING HIM TO RESOLVE THE CONCERNS. CUST STATES HE HAS TO TRAVEL ON FRIDAYS FOR HIS BUSINESS AND HAS ACTUALLY RENTED VEHICLES BECAUSE HE DOES NOT FEEL CONFIDENT HIS VEHICLE WILL NOT MAKE IT. CRM ADVISED WILL NAIT TO SEE WHAT DEALERSHIP FINDS WITH THE VEHICLE BEFORE WE DETERMING WHAT COMPENSATION CAN BE OFFERED TO HIM. CRM ADVISED CUST WILL FOLLOW UP (CONT); 0;

(CONT) WITH HIM ONCE THE FIELD ENGINEER HAS INSPECTED THE VEHICLE AND DETERMINED WHAT IS HAPPENING WITH THE VEHICLE. CRM PROVIDED CUST WITH HIS CASE NUMBER AND PHONE NUMBER FOR CRM SHOULD HE HAVE ANY QUESTIONS.

CRM HAS LEFT VM FOR AVM

MOTOR VEHICLE DEFECT ROTICE BUT UPON CONVERSATION WITH CUST DEALERSHIP IS WORKING TO RESOLVE HIS CONCERN AND A FIELD ENGINEER IS BEING INVOLVED IN THE CASE TO DETERMINE WHAT IS HAPPENING WITH THE VEHICLE. CRM ADVISED WILL UPDATE ONCE MORE INFORMATION IS RECEIVED. CRM DID ADVISE CUST IS CURRENTLY LEASING THE VEHICLE. CRM DID PROVIDE PHONE NUMBER AND CASE NUMBER SHOULD AVM HAVE ANY QUESTIONS FOR CRM.

CRM SPOKE WITH AVM THE CASE WHO STATES THIS IS ONLY THE SECOND TIME THE VEHICLE IS AT THE DEALERSHIP. AVM STATES DURING THE VISIT THE DEALERSHIP HAS REPLACED A BOM TWICE ALONG WITH AN IGNITION SWITCH. AVM STATES HE SPOKE WITH THE FIELD ENGINEER AND BEEN ADVISED FIELD ENGINEER THOUGHT THE VEHICLE HAD BEEN TO DEALERSHIP SEVERAL TIMES. AVM STATES HE IS NOT SURE IF THE FIELD ENGINEER IS GOING TO BE GOING TO THE DEALERSHIP BUT DEALERSHIP IS WORKING WITH TAC TO REPAIR CUST VEHICLE. CRM DID DISCUSS WITH AVM HOW HE FELT ABOUT PROVIDING CUST WITH A REIMBURSEMENT OF A MONTH'S PAYMENT, AVM STATES HE IS OKAY WITH THAT AFTER VEHICLE HAS BEEN REPAIRED. CRM WILL FOLLOW UP WITH DEALERSHIP ONCE THE VEHICLE HAS BEEN REPAIRED.

2001-08-16

CRM SPOKE WITH SVC MGR, RICK RUSHMEIR & PRESTON HOOD CHEVROLET \$850-664-7000 WHO STATES THEY HAVE REPLACED THE BCM AND IGNITION SWITCH. SVC MGR STATES VEHICLE HAS HAD THE STERRING WHEEL LOCK UP THREE TIMES ON CUST AND THIS IS THE THIRD TIME THE VEHICLE HAS BEEN TO DEALERSHIP FOR THE NO START CONDITION. SVC MGR STATES CUST IS A VERY GOOD CUST AND HAS BEEN VERY PATIENT WITH DEALERSHIP IN RESOLVING THE CONCERN. SVC MGR STATES THEY HAVE REPAIRED THE VEHICLE AT THIS POINT BUT ARE KEEPING IT TO CONTINUE TESTING TO CONFIRM THERE ARE NOT GOING TO BE ANY FURTHER CONCERNS WITH THE VEHICLE. SVC MGR STATES HE EXPECTS TO HAVE THE VEHICLE RETURNED TO CUST TOMORROW. SVC MGR STATES CUST IS A VERY LOYAL CUST AND DOES HAVE ALL HIS MAINTENANCE PERFORMED AT THE DEALERSHIP. SVC MGR STATES IS A CUST HE IS MORE THAN HAPPY TO TRY TO ASSIST. CRM THANKED SVC MGR FOR HIS ASSISTANCE.

2001-08-16

2001-08-16

CRM RECEIVED CALL FROM CUST STATING HE HAD RECEIVED CRM MESSAGE AND WAS CURIOUS TO KNOW WHAT THE UPDATE WAS. CUST SEEKS TO HAVE CRM RETURN HIS CALL AS WELL AS NO LONGER LEAVE ANY MESSAGES WITH THE STAFF.

CRM SPOKE WITH CUST AND ADVISED DEALERSHIP HAS MADE REPAIRS TO THE VEHICLE. CRM ADVISED DEALERSHIP EXPECTS TO HAVE THE VEHICLE RETURNED TO CUST TOMORROW. CRM ADVISED CUST WOULD LIKE HIM TO DRIVE THE VEHICLE FOR A FEW DAYS AND THEN WILL POLLOW UP WITH HIMTO MAKE SURE THERE ARE NO FURTHER PROBLEMS WITH THE VEHICLE. CUST UNDERSTANDS AND WILL WAIT FOR CRM FOLLOW UP CALL.

CRM ATTEMPTED TO REACH CUST AT WORK # AND WAS ADVISED CUST IS IN A MEETING THIS AFTERNOON. CRM DID NOT LEAVE A MESSAGE AS CUST HAD REQUESTED ONE BE LEFT ON HIS CELL NUMBER. CRM ATTEMPTED THREE TIMES TO REACH CUST ON CELLS.

AND WAS ADVISED CUST IS IN A MEETING THIS COLL ON CELLS.

AND WAS ADVISED CUST IS IN A MEETING THIS COLL ON CELLS.

CRM SPOKE WITH CUST AT WORK# WHO STATES HE GOT THE VEHICLE BACK ABOUT 5 ON FRIDAY. CUST STATES HE SPOKE WITH THE SVC MGR WHEN PICKING THE VEHICLE UP AND DROVE THE VEHICLE FOR QUITE SOME TIME. CUST STATES THE ONLY PROBLEM HE HAS IS HIS DAKGETER HAD TO GO TO PENSACOLA FOR A SOCCER TRIP BUT THE CUST WAS NOT COMPIDENT THE VEHICLE WOULD MAKE IT. CUST STATES HE STILL HAS A LACK OF CONFIDENCE IN THE VEHICLE AND IT'S ABILITY TO GO ANY DISTANCE. CRM DID OFFER CUST A GMPP SMARTCARE 36/36 AS AN APOLOGETIC GRSTURE FOR ALL OF THE CONCERNS HE HAS HAD WITH THE VEHICLE. CRM ADVISED CUST I DO UNDERSTAND HIS APPRHENSION IN TAKING THE VEHICLE ANY DISTANCE FROM HOME BUT I CAN NOT GIVE HIM THAT CONFIDENCE HE HAS TO GET IT HIMSELF. CRM ADVISED CUST WE DO FEEL CONFIDENT THAT THE VEHICLE HAS BEEN REPAIRED ON A PERMANENT BASIS. CUST STATES AT THIS POINT HE IS SATISFIED WITH THE VEHICLE BUT JUST HAS TO GET HIS CONFIDENCE BACK. CUST DID QUESTION ABOUT TRADING THE VEHICLE. CRM ADVISED CUST THAT IS SOMETHING HE (CONT); 0;

(CONT) WOULD HAVE TO DISCUSS WITH THE DEALERSHIP AT THIS POINT THAT IS NOT SOMETHING WHICH CM IS WILLING TO PARTICIPATE IN AS THE VEHICLE HAS BEEN REPAIRED. CUST UNDERSTANDS OUR POSITION AND THANKS CRM FOR ALL THE ASSISTANCE IN GETTING THE VEHICLE REPAIRED. CUST STATES HE WOULD LIKE TO ACCEPT THE GMPP SMARTCARE BUT DID QUESTION IF HE COULD SUBSTITUTE THE TIRE ROTATION FOR TIRE BALANCING AS HE STATES HE HAS BEEN ADVISED ON THE CORVETTE THE TIRES CAN NOT BE ROTATED. CRM ADVISED WOULD DISCUSS WITH THE SVC MGR AT PRESTON HOOD BUT DID NOT BELIEVE IT WOULD BE A PROBLEM. CRM ADVISED WILL PROCESS THE SMARTCARE AND HE SHOULD RECEIVE A LETTER IN 4-6 WEEKS. CUST UNDERSTANDS AND THANKS CRM FOR BER HELP AGAIN.

2001-08-23

CRM SPOKE WITH SVC MGR RICK RUSHMIER AND ADVISED OFFER CRM HAD PRESENTED TO CUST. CRM DID QUESTION ABOUT THE TIRES BEING ROTATED AND WAS ADVISED ON A CORVETTR THE TIRES SHOULD NOT BE ROTATED. SVC MGR DID STATE HE DOES NOT HAVE A PROBLEM BALANCING THE TIRES WHEN IT IS NECESSARY FOR THE CUST. SVC MGR STATES CUST IS A GOOD LOYAL CUST AND HAS PURCHASED ABOUT 12 CORVETTES OVER TIME WITH HIS COMPANY. SVC MGR STATES CUST IS A GOOD CUST AND HE HAS NO PROBLEM PROVIDING THE BALANCING WHEN CUST NEEDS IT. CRM THANKED SVC MGR FOR HIS ASSISTANCE IN SATISFYING THE CUST.

CRM IS PROVIDING AND APPROVING FOR NEXT LEVEL OF APPROVAL A GMPP SMARTCARE 36/36 FOR CUST FOR THE FOLLOWING BUSINESS REASONS:

1) CUST LOYALTY 2) CUST INCONVIENCE 3) MULTIPLE REPAIR ATTEMPTS FOR VEHICLE STALLING 4)
RESTORE CUST FAITH IN PRODUCT 5) RESTORE CUST ENTHUSIASM FOR PRODUCT 6) FOSTER CUST/DEALER
RELATIONSHIP.
2001-08-24

PLEASE PROCESS GMPP SMARTCARE 36/36,000 WITH \$0 DEDUCTIBLE DUE TO CUSTOMER INCONVENIENCES.

2001-08-24

Goodwill Limison preapproving request for GMPP SmartCare 36/36/0 contract registration

2001-08-27

18T LEVEL OF APPROVAL

GMPP, SC,

36/36

CONTRACT 2001-08-28

2001-08-28

CMPP LETTER ON IT'S WAY RELEASED ON 8-28-01 NITH CONTRACT

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PROPERS 0

BODY INJURY:

INJURIES

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DRALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

FHONE NUMBER:

PRODUCT CODE:

BODY TYPE: TRIM:

ENGINE TYPE:

TRANSMISSION:

FAX NUMBER:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILHAGE & BUY-BACK: 0

MSRP:

NADA: 0

NAME:

SALES TAX:

DBPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

I EDAMAG

CTHER:

BRANCH:

ACCOUNT NUMBER

INTERBET RATE:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

INTEREST PAID:

DEALER BUYOUT:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

NAME:

ADDRÆS: , CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

DATE:

IF SO, WHERE:

* BUSINESS: 0

EXTREMAL CASE NUMBER:

TITLE NAMES:

BUBINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DATE OF PURCHASE/LEASE:

FURCHASE/LEASE AS:

DATE OF ACCIDENT:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME:

COMPANY:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

August 28, 2001

Request:

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP SmartCare plan for your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G6X5126600, is for the following:

- 36 months or 36,000 miles, whichever occurs first
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Mark Kazmierski Customer Relationship Manager

P01

08-20-01P01:16 RCVD

RECEIVED

G.R. WAGONER, JR.

1085 • HIGHWAY 98 EAST DESTIN, FLORIDA 32541-2901

8-10-2001

Mr. G. Richard Wagoner, President, CEO, General Motors

Ref: Cherrolet Corveins VII #101YY2206X5126600 Data of Delivery 05-03-1999

Mr. Wagoner,

Out of sheer frustration I felt I had no alternative than to write you and hope that whomever in your organization reads your mail will possibly forward this to sensone who will help me.

I was a lifelong buyer of GM products. I had finally reached a point in my life that I could reward mysulf with your ultimate vehicle, a 1999 Chevrolet Corvette. After all the years of waiting, I finally got it. Unfortunately is has been a disease since the day I got it.

To date the car has required being towed back to the dealer 5 times for repair. It is correctly at the dealership, Proston Hood Chevrolet, Pt. Walton Beach Plotide. The list of problems are endings. To the point, it just fails to get me where I want to go. I was driving a Dodge pick up truck regist, and it operates daily unifies the Corvette. It has got as bad that I will not even let my menager ride in the Corvette for fact it would break down in routs. I leave the car through my company, and in two years it has only 20,000 miles. The reason is that I am abuil to drive it more than welking distance from hours. I have had it out of team twice, both times, it broke down and had to be towed. Now when I want I have to rent a car and leave my \$40,000.00 Vette in the garage.

I need help. My dealer is fantactic, between my company and staff we have bought over 17 GM products from this dealer. Their heads are tied. He are can find out what is wrong with the car.

I need it to be bought back, traded for one that runs, something. I just need a cur that will get use put easy there, but backlil I only own one vehicle, and it connet be relied on.

By the way, I have dealt with your Custemer Assistance Center, specifically Mr. Chris Lambert. He will not even cell me back. I have left countless messages and he refuses to return my cell. The operators that accept are all great, but whatever his title is, he pends an immediate review.



GMPF REQUEST FOR PROCESSING

 Motore Insurance Corporation National Machanical Service Center P.O. Box 6885 Chloage, 11, 89680-8855 Please process the attached GMPP Contract Registration form: Customer information: Customer Na File Number Personal Use: | Commercial Uses Redson for offering GMPP: M Vehicle information; (Circle one below). Make: Bulck Chevrolet GMC Truck Oldsmobile: Pontiac Division Dealer Code Information: (Circle one below) Pontino - 18-99101 GMC Truck-48-81784 Cldsmobile - 15-99001 Bulck - 11-89001 Chevrolet - 13-70011 Cadilias - 12-99000 Payment Approval and Type: General Motors has agreed to: (Check one below) Approve and-pay for a new plan - no GMPP coverage ourrently Authorize a new plan or upgrade; oustomer will pay total cost Approve end pay for an upgrade; apply original coverage retund to Division making request Pay for all coverage costs; refund the original coverage cost to customer Concellation Payment Approval: CRM (decision maker) Team Manager/Supervisor:

Revised 11/24/99

a on the "front and back" of this form. I activity/jedge that coveragets will

CMAC a.

kote: If tool do not receive vour agreement and Lu. Card Within 60 inke, Call 1-800-601-5000

RECEIVED

AUG 1 6 2001



DESTIN, FLORIDA 32541-2901

8-10-2001

Mr. G. Richard Wagoner, Provident, CBO, General Mesers

Ref: Chevroles Corrette VIII 91G1YY2206X6126600 Date of Delivery 08-03-19

Nr. Wagener,

Cut of above fundamined I get I pay no electricities from a softward tope her top will help me.

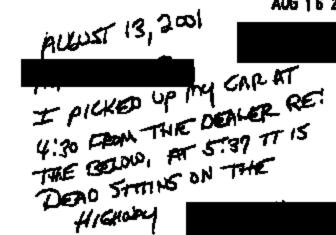
I am a library brayer of GM products. I had finally reached a point in my life that I could record myself with your ultimate vehicle, a 1999 Cherrolet Corrects. After all the years of waiting, I finally got it. Unfortunately is has been a disaster since the day I get it.

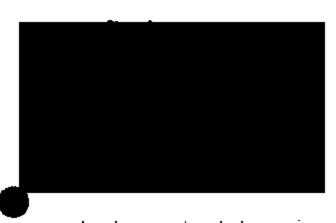
To date the per has required being transitative the dealer 5 times for repetr. It is currently at the dealership. Preston Read Chevrolet, Ft. Walten Beach Florida. The list of problems are endion. To the point, it just falls to get me where I want to ge. I am driving a Deage pick up truck reads, and it operates delity unlike the Corvette. It has get as had that I will not even let my teenages side in the Corvette for hear it would break down in reute. I have the car through my company, and in two years it has only 20,000 miles. The reason is that I am abold to drive it more than welking distance from home. I have land it out of trees twice, both those, it broke down and had to be inweed. Flow when I travel I have to rest a car and leave my \$40,000,000 Vette in the garage.

I meed help. My dealer is funtactic, between my company and staff we have beugist over 17 GM products from this dealer. Their hands are fied. He can can find out what is wong with the car.

I need it to be brught back, traded for one that runs, essenticing, I just need a car that will get me not only there, but backful I ealy over one vehicle, and it cannot be relied on.

By the way, I have dealt with your Customer Ambitanes Canter, specifically Mr. Chris Leasbert. He will not even out me back. I have left countiess messages and he reduce to return my call. The operators that ensurer are all great, but whenever his title is, he made an inneediate review.







08-31-01201:30 RCVD

RECEIVED

AUG 2 8 2001

G.R. WAGONER, JR.

UG-SITUITUITES MEND

8-10-2001

Ref: Chargelet Corvetts VIN #1G1YY22G6X6136600 Date of Delivery 05-03-1999

Our of electr fractisation I fair I had no alternative then to write you and hope that whomever in your organisation reads your med will possibly forward this to someone who will help me.

I am a lifelong buyer of GM products. I had finally reached a point in my life that I could reward myself with your ultimate vehicle, a 1999 Chevrolet Curvette. After all the years of waiting, I finally got it. Unfortunately is has been a diseaser since the day I got it.

To date the car has required being towed back to the dealer 5 times for repair. It is currently at the dealership, Present Head Chevrolet, Ft. Walton Beach Fieride. The list of problems are endless. To the point, it just fails to get me where I want to go, I am driving a Dodge pick up truck rested, and it operates daily unlike the Corvette, It has get so bed that I will not even let my teemager ride in the Corvette for feer it would break down in reuts. I lease the cor through my company, and in two years it has only 20,000 miles. The reasest is that I am affect to drive it more than walking distance from home. I have had it out of town twice, both times, it brain down and had to be invest. Now when I travel I have to rest a car and leave my \$40,000,00 Vette in the garage.

I need help. My dealer is figurestic, between my company and staff we have bought over 17 GM products from this dealer. Their hands are tied. No one can find out what is wrong with the car.

I send it to be bought back, traded for one that runs, something. I just need a car that will get me not only there, but bankin! I only our one valida, and it connet be relied on.

By the way, I have dealt with your Customer Assistance Center, specifically Mr. Chris Lembert. He will not even call me back, I have left counties messages and he return to return my call. The operators that ensure are all great, but whetever his title is, he meets an immediate review.

A Company of the State of the S



RECEIVED

AUG 2 8 2001

G.R. WAGONER, JR.

8-10-2001

Rof: Chevrojet Corvette VIII #101YY2206X5126600 Date of Delivery 05-05-1999

Out of sheer frantration I felt I had no alternative than to write you and hope that whomever in your organisation reads your mail will pessibly forward this to somethe who will help me.

I am a lifetong buyer of GM products. I had finally reached a point in my life that I could reward myself with your ultimate vehicle, a 1999 Charrelet Corvette. After all the years of weiting, I finally got it. Unfortunately is has been a diseaser sizes the day I got it.

To date the car has required being bound back to the dealer 5 times for repair, it is currently at the designation, Presson Hood Chevrolet, Pt. Weiten Boach Florida. The list of problems are endiese. To the point, it just fells to get me where I want to go. I am delving a Dodge pick up truck reptal, and it operates daily unlike the Corvette. It has get so had that I will not even let my incheses side in the Converte for fear is would break down in route, I lease the car through my company, and in two years it has only 20,000 miles. The resson is that I am afraid to drive it more than wellting distance from house. I have had it out of town twice, both times, it broke down and had to be towed. Now what I travel I have to redt a car and here my \$40,000.00 Vette in the garage.

I need help. My dealer is funtastic, between my company and wall we have bought over 17 OM products from this dealer. Their hands are their No one can find out what is wrong with the car.

I mend it to be bought back, traded for one that runs, semething. I just need a car that will get use met only there, but backini I only own one vehicle, and it cannot be relied on.

By the way, I have dealt with your Contenue Assistance Center, specifically Mr. Chris Lembert. He will not even call me back. I have left neundess messages and he refused to return my call. The operators that answer are all great, but whatever his title is, he meds an immediate review,



CLUB DESTIN RESORT

1005 - HIGHWAY 98 EAST DESTIN, FLOREDA 32541-290 1124 9519 5000 OLTE 000L



CERTIFIED MAIL





POBOX 33/10 DETROTT MI.

OB-14-01PO4:26 RCVD

Club Destin Condo Association

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48232+5170 Sulfabrida Markhalla Markhalla 170

Motor Valide Defect Notification (Please prior sleetly in ick)



Purposes to the Florida Lemon Law, notice is given to the manufacturer as follows:

The validle has been out of service at least 15 days to repair one or more substantial defects. 3 or more repair attempts have been made to repair the same ministration defect or condition. STOP Description of continuing defact(s) or condition(s)

ALL ELECTRICAL CONFORMER'S OF THE VEHICLES TREDUCED
FUNCTIONING, WINDOWS; LOCKS, RADIO, RC, DISPLAY WINDOW STARTS DISPLAYING TREDUCED
FUNCTIONING, WINDOWS; LOCKS, RADIO, RC, DISPLAY WINDOW STARTS DISPLAYING TREDUCED

ALL ELECTRICAL CONFORMER'S OF THE VEHICLES TREDUCED. ENGINE POWER", LAR CRASES TO CHERATE. IT HAS BEEN TOWN & TIMES. I CAN BE LOCKED IN VEHICL * (NOTE: this is not a complete description; the manufactures about ascertain all appropriate information.) I am requesting that you make a final attgmpt to correct the continuing substantial defect(s) or condition(s).

CONVERTE 1999(CHEVROLET Vehicle Make _ Model VIN 1 & / 1/7/2 /2 /2/4 /6 # \$ /1/2/6 /6 / P / Date of Delivery "Preston Hond Chevrolet" Name and City/State-of-sciling dealer or lessing company (L'applicable)" Ft. Walton Beach Florida Name and City/State of authorized service agent(a) attempting previous repairs: Preston Hood Chevrolet Home ph Work pho Signature Date Mail

Maria Caranta

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED G M

CUSTOMER: ADDRESS: HOMB PHONE:

CASE NUMBER: 03751953

VIN:

1G1YY22G6X5127407

DATE OPENED: 2001-04-06

1999

DATE CLOSED: 2001-04-06

SERIES: KILBAGE: CORVETTE COUPE 29220

SOURCE:

Phone

No

MODEL YEAR:

DELIVERY DATE:

BRC TYPE: BRC PARENT:

DEALER NAME: BILL SEIDLE CHEVROLET-OLDSMOBILE INC

DRALER ADDRESS:14138 ST RD 50,, CLEROWORT, FL, 34711, USA

MO1 Steering General D REPAIR ATTEMPT (8)

Inoperative

STEERING COLUMN INOPERATIVE

OCOEE

STEERING WHEEL

CUST STATES THAT PUT KEY IN IGNITION AND STEERING CLOUMN WOULDN'T MOVE. CUST STATES IF CODE IS NEEDED. CUST STATES VEH IS ALWAYS SERVICED AT SEIDLE DRALERSHIP, CRM CONTACTED SEIDEL DEALERSHIP SPOKE WITH SRVC MGR, JACK WHICE STATED THAT SENSOR HAS GONE OUTOF STEERING COLUMN AND COST NEEDS ROADSIDE ASSISTANCE TO TOW VEH TO MEAREST CHEVY DEALERSHIP. CRM WAS EXPLAINING ROADSIDE TO CUST AND LINE WAS DISCONNECTED. CRM CLSOING FILE. ALFREDA MOORE/CARS/TAMPA; 0; 99999

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT REBULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPER: 0

INJURIRA:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: MOTIFY NAME: INSPECTORS NAME: INSPECTION DATE: WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: TRANSACTION: SOURCE: REQUEST TYPE: REPURCHASE REASON: DRALER BAC: DRALER NAME: DEALER ADDRESS: , , CONTACT: , FHONE NUMBER: FAX NUMBER: BODY TYPE: PRODUCT CODE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: BRC MARRANTY DATE: MILEAGE @ BUY-BACK: 0 NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: CTHER: **ERANCH** : NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: VEHICLE DESTINATION: DEALER ADMINISTRATION: LIEN PAYOFF: RELEASE: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 : STREMENCO LOCATION: NAME: ADDRESS: ,

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

RESTRAINT:

TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOME OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVIBION GM RESTRICTED

CUSTOMER: ADDRESS:

BARRINGTON

IL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G6X5127777

MODEL YEAR:

SERIES: CORVETTE COUPE

1999

DATE OPENED: 2001-08-22 DATE CLOSED: 2001-11-07

MILEAGE:

5000

SOURCE BRC TYPE: Phone

DELIVERY DATE: DEALER NAME:

WOODFIRLD CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS:1100 E GOLF RD,,SCHAUMBURG, IL, 60173,USA

M41 Steering Column/Lock/Attaching Parts

2 REPAIR ATTEMPT(8)

Other

LOCKED UP FOR THE SECOND TIME

S13 Reimburgement Requested

O REPAIR ATTEMPT(S)

FOR EXTRA TOWING CHARGES

886 CAC Resolved With Goodwill

O REPAIR ATTEMPT (S)

CAC Resolved With Goodwil

goodwill reim

T04 General Information O REPAIR ATTEMPT(S)

Other Corr rec'd

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- Identify up Determine Customer's expectation
- * Determine Customers expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL KUN 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 [[GCODWILL 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]]

Wehicle reimbursement or Goodwill decision - Repair already done

CUST STATES THAT VEH HAS BEEN IN 2 TIMES FOR THE STEERING COLUMN LOCKING UP. CUST STATES THAT THE DLR TOLD THE CUST TO CALL CHEV USA TO HAVE THE VEH TOWED TO THEM 5 MILES AWAY. CUST STATES THAT TOWER HAD PROBLEMS TOWING VEH BECAUSE STEERING WAS OUT AND THIS CAUSED AM EXTRA

CHARGE. CUST STATES HE REC'D A \$95 TOWING CHARGE. CUST STATES THAT DLE PAID FOR \$60 OF IT BUT STATED CUST IS RESPONSIBLE FOR THE REST, \$35. CUST STATES HE DOESN'T BELIEVE HE SHOULD PAY THIS AMOUNT BECAUSE IT WAS THE VEH'S PROBLEM THAT CAUSED THE EXTRA CHARGE FOR TOWNING. CUST STATES THAT HE SPOKE TO CUST ASSIST. AT DLE AND THEY WOULDN'T BUDGE ON THE \$35. CUST STATES THAT DLE FULLED THE WIRE SO THE VEH WONT LOCK UP ANY MORE. CUST DOESN'T BELIEVE THIS IS A PROPER FIX FOR THIS PROBLEM BECAUSE NOW THE VEH DOESN'T LOCK UP FOR SECURITY PURPOSES. CUST SEEKS TO SPEAK TO A TECH THAT CAN INFORM HIM ON VEH PROBLEM AND CUST SEEKS \$35 FOR EXTRA TOWING CHARGES. CRM ADV'D CUST THAT HE WILL CALL DLT TO INVEST AND THEN CALL 8/23 AT CUST'S WK @ 2-PM CDT....; 0;

CUST WAS SAT. 2001-08-22

CRM CALLED SVC MGR BUT HE WASN'T THERE. CRM WAS ADV'D BY SECT. THAT CRM SHOULD CLL
TOMORROW AND TRY TO GET SVC MGR. CRM WILL CALL CUST TO LET HIM KNOW CRM IS STILL RESEARCHING
AND WILL CALL SVC MGR.
2001-08-23

CRM CALLED DLR AND SPOKE W/ THE CUST RELATIONS MGR BECAUSE SVC MGR RICK WAS NOT TRERE.

CRM WAS ADV'S THAT SVC MGR IS AT LUNCH AND TO CALL BACK IN 1/2 HOUR. CRM WILL CALL CUST TO INFORM HIM WHAT IS GOING ON.

2001-08-23

CRM CALLED CUST TO ADV THAT SVC IS NOT AVAILABLE BUT CRN WILL CALL IN 1 HOUR AND THEN CALL CUST. CUST WAS SAT WITH THAT.

CRM CALLED SVC MGR RICK AND HE STATED CUST BROKE DOWN AND CALLED THE DLR AND RICK THE SVC MGR OFFERED TO HAVE A MOBILE SERVICE VAN SENT OUT TO THE VEH TO HAVE IT FIXED FREE OF CHARGE. RICK STATED THAT CUST DENIED THAT SVC AND WANTED IT TOWED IMMEDIATELYAND TOWED TO WOODFIELD CHEV, WHICH IS NOT THE NEARRST DLR. RICK STATED THAT POLICIES STATE THAT CUST WILL BE TOWED TO NEAREST DLR FREE OF CHARGE. RICK STATED HE BELIEVES CUST WANTED TO GO TO FURCHASING DLR AND THAT WAS ABOUT 6 MILES OUT OF THE WAY SO CUST WAS CHARGED FOR THE EXTRA MILEAGE. RICK STATED THAT THEY PERFORMED RECALL WK ON THE VEH IN WHICH DLR INSTALLED A WIRING HARNESS AND RELAY KIT AND NO WIRES WERE DISCONNECTED. RICK STATED THAT LAST TIME THE VEH WAS IN DLR WAS 2 YES AGO AND IF CUST WOULD HAVE COME IN FOR OIL CHANGES DLR WOULD HAVE CAUGHT THIS RECALL AND DONE WORK ON THE VEH AND STEERING WOULD NOT HAVE LOCKED UP. CRM THANKED SVC MGR AND WILL CALL CUST BACK TODAY.

CRM CALLED CUST AND RELAYED INFO TO CUST. CUST STATED THAT DLR IS NOT TELLING THE TRUTH.

CUST STATES THAT ERIC FROM THE DLR STATED THAT THE \$35 EXTRA CHARGE WAS FOR LABOR INVOLVED

IN PUTTING THE VEH UP ON A FLAT BED. CUST STATES THAT A SECOND TOW TRUCK HAD TO BE CALLED

BECAUSE THE STEERING WAS OUT AND SPECIAL CLAMPS HAD TO BE PUT ON VEH WHICH SCRATCHED HIS

ALUMINIUM WHEELS. CUST STATES THAT DLR TOLD HIM THAT CUST HAD TO CALL THE TOWING CO HIMSELF.

CUST STATES THAT HE FEELS DLR IS RUNNING HIM AROUND AND CUST SEEKS TO BE REIN FOR \$35. CUST

STATES THAT IT'S NOT SO MUCH THE \$ IT'S THE PRINCIPLE. CRM ADV'S CUST TO GO TO DLR TO HAVE

STEERING LOOKED AT BECAUSE CUST STATES THAT VEH STEERING DOBSN'T LOCK UP NOW. CUST STATED HE

WILL DO SO. CRM SET CALL BACK WITH CUST FOR 8/29/01 10 AM PDT NITH MORE INFO ON CUST'S REIM.

2001-0B-23

CRM REVIEWED CASE WITH TM BARB SCHARF AND HAS APPROVED REIM OF \$35 TO CUST. CRM WILL VERIFY CUST'S PERSONAL INFO ON CALL BACK DATE AND OFFER REIM.

2001-08-29

CRM CALLED CUST AT WE AND LEFT MESSAGE ON VC MAIL. CRM WILL CALL CUST LATER TODAY TO VERIFY
PER. INFO.
2001-08-29

CRM CALLED CUST AND VERIFIED INFO AN DOFFERED REIM, AND CUST WAS HAPPY. CUST STATED THAT HE WAS TOLD BY SVC ADV THAT TO STOP STEERING COLUMN FROM LOCKING UP, THE DLR NEEDS TO DISABLE

IT AND THE THE STEERING WONT LOCK UP AGAIN. O	UST STATES THAT HE IS CONCERNED ABOUT THE
STEERING NOT LOCKING UP FOR SECURITY PURPOSES.	CUST SEEKS TO KNOW IF STERRING IS SUPPOSE TO
LOCK UP AFTER DLR INSTALLED WIRING HARNESS AND	IF ISM'T THEN WHY HIS VEH NOT LOCKING UP. CRM
WILL CALL DLR.	
2001-08-28	

CRM CALLED DLR TO SPEAK TO ERIC THE SVC ADV WHO WK'D ON CUST'S VEH. CRM WAITED BUT ERIC WAS BUSY. CRM WILL CALL LATER TODAY.

CRM CALLED DLR TO SPEAK TO ERIC. ERIC STATED THAT HE USUALLY DOESN'T TAKE CAC CALLS. ERIC STATED THAT THEY ARE BUSY THERE AND IT WOULD BE DIFFICULT TO GET SOMEONE TO TALK TO CUST ABOUT WHAT WAS DONE ON VEH OR PROCEDURE. ERIC STATED THEY HAVE NEVER HAD THAT QUESTION POSED TO THEM SO ERIC HAD TO PULL A TECH OFF A JOB TO GET THE ANSWER. ERIC FOUND OUT FROM TECH THAT ONLY ON MANUAL TRANSMISSION WILL THE STEERING COLUMN LOCK UP AND NOT ON AN AUTOMATIC WHEN RECALL WE IS PERFORMED. ERIC STATED THAT TECHS ARE BUSY AND COULDN'T GO INTO DETAIL ABOUT REPAIR. CRM WILL CALL CUST ABOUT WHAT ERIC STATED.

CRM CALLED CUST AND LEFT MESSAGE STATING WHAT ERIC STATED ABOUT STEERING LOCKING. CRM ADV'D CUST THAT CRM IS WKING ON GETTING REIM AND IF ANY ASSISTANCE IS NEEDED THEN CALL CAC.

2001-09-06

CRM ADDING IN 3 BUSINESS REASONS FOR REIM CUST FOR \$35:

- 1) VEH'S STEERING LOCKED UP AND BECAUSE OF THIS THE TOWING CO. HAD TO CALL IN A FLAT BED AND MORE LABOR WAS NEEDED SO THERE WAS AN EXTRA CHARGE FOR TOWING CHARGED TO CUST.
- 2) DAMAGE TO CUST VEH- CLAMPS THAT WERE PUT ON VEH WHEELS SCRATCHED THE CHROME WHEELS
- 3) TO SHOW THAT GM WILL STAND BEHIND CUST IN UNFORTUNATE SITUATION THAT CUST DID NOT CAUSE.
- 4) LOST OF LOCKING SYSTEM- AFTER RECALL WK WAS DONE ON STEERING THE STEERING DIDN'T LOCK UP AND IT WONT OR CUST'S VEH.

CUST STATED TEAT THE REIN IS MORE OF PRINCIPLE THEN PRICE. HE BELIEVES THAT SINCE THIS WAS A RECALL THEN CUST SHOULDN'T BE CHARGED FOR EXTRA TOWING CHARGE. CRM WILL CALL CUST TO HAVE HIM FAX IN ALL DOCS FOR REIM. 2001-09-06

CRM CALLED CUST AND LEFT MESSAGE ON WK VC MAIL TO HAVE CUST FAX IN PROOF OF ONNERSHIP, PROOF OF PAYMENT, AND ORIGINAL DOC OF TOWING CHARGES. CRM WILL WAIT FOR DOCS TO BE FAXED INTO TM BARB SCHARF- 503-844-5238.

CUST STATES THAT PAUL HAS BEEN WORKING WITH HIM BUT HASH'T HEARD ANYTHING FROM HIM. CUST SEEKE STATUS OF FILE... CRM ADVISED THAT FAX WAS NOT RECIEVED AND WE WOULD NEED THE ORIGIONAL DOCT. CRM ADVISED CUST TO SEND IN ORIGIONAL RO. PROOF OF OWNERSHIP ANDPROOF OF PAYMENT AND WE WILL LOOK INTO REIMB...

crm attaching requested documents. 2001-09-27

CRM ENTERING 3 REASON TO REIM CUST \$35 FOR EXTRA TOWING CHARGES:

- 1- INCONVENIENCED-- CUST HAD TO WAIT FOR A 2 TOW TRUCKS TO PUT VEH ON FLAT BED BECAUSE STEERING WENT OUT DUE TO RECALL. THIS SCRATCHED HIS CHRONE WHERLS.
- 2- RESTORE FAITH IN GM-- TO SHOWTHAT GM WILL STAND BEHIND THEIR CUSTS IN A SITUATION THAT CUST FEELS IS NOT HIS FAULT, AND IT WASN'T.
- 3- VEH NOT OPERATING AS CUST BOUGHT IT-- NOW THAT THE RECALL WAS PERFORMED THE CUST'S VEH STEERING DOBSN'T LOCK UP.
- CAC IS REIM CUST FOR \$35 EXTRA TOWING CHARGES AND ALL DOCS ARE REC'D AND INFO VERIFIED AND TM HAS APPROVED. CRM SENDING GOODWILL ON TO GET APPROVED. PAUL LEWIS/CAC/PDX; 0; 370460769 2001-09-28

GL reviewed, docs & letter & submitted for first approval.......

2001-09-28

INCIDENT RESULT:

•	gl reviewed request and is return	ing pending further attention. pls see feedback form.
	2001-09-28	
	gl notes cust has open cmpaign 000 2001-10-02	034.
	THAT HE ONLY REC'D, FROM THE DLR, CUST OF RECALL NOTICE ABOUT SEAT I ORIGINAL OF PAGE 1 OF RO. CRM TALL	T NEEDS TO SEND IN AM ORIGINAL OF RO OF PAGE 1. CUST STATED THE DOCS THAT HE SENT INTO CAC TO BE REIM. CRM ALSO ADV'D SELT. CRM CALLED DLR TO SEE IF DLR COULD SEND CAC AN KED TO KAREN AND SHE STATED THAT SHE COULD MAKE A REPRINT THEY ADDRESS. CRM ADV'D THAT SHOULD BE OK. CRM WILL WAIT
	CUST SENT IN DOCS AS REQUESTED. (FURTHER REVIEW. KRISTIE HARDCAST) 2001-10-12	CRM IS ATTACHING THEM TO THE FILE AND FORWARDING BACK FOR
	CRM STILL RESEARCHING. 2001-10-18	
	SKEMS TO HAVE ALL THE REQUIREMENTS	AREAD AND SEND THIS REIM REQ ONTO BE APPROVED BECAUSE IT 9. CRM WILL WAIT TO SEE IP IT GOES THROUGH OR NOT. FILE HAS HIP, AND ORIGINAL RO. THIS ORIGINAL ROIS THE ONLY THING THE FIED THIS WITE DLR.
١	GL reviewed and submitted for firs	st and final approval.
	2001-10-23	
	GL SUBMITTING FOR FINAL. 2001-10-23	
	PINAL APPROVED; 0; 2001-11-05	
	REVIEWING FILE & FORWARDING BACK T	TO THE SCOTT PETTIGROVE
	2001-11-07	
	CHECK IN THE AMOUNT OF BARRINGTON, IL.	\$35.00 WAS MAILED ON 10/25/01 TO
	*****	*PAR INFORMATION***********************
	INCIDENT DATE: INCIDENT LOCATION:	INCIDENT TIME:
	DRIVER MAME: DRIVER DISABILITY:	DRIVER AGR:
	OWNER DESCRIPTION:	
	ALLEGED DEFECTIVE COMPONENT:	

POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPRCTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

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:

RELEASE:

DEALER ADMINISTRATION:

REPLACEMENT VIN:

TRANSACTION:

FAX NUMBER:

BODY TYPE:

TRIM

TRANSMISSION:

VEHICLE DRIVEABLE:

HRC WARRANTY DATE:

NADA: 0

SALES TAX:

RAME:

INTEREST PAID:

DEALER BUYOUT:

LECAL TYPE:

LEMOR LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

1

ADDRESS: , CITY/STATE: , PHOME NUMBER:

SEATING POSITION:

RESTRAINT :

TYPE OF INJURY:

TREATED:

IF SQ, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: ACCIDENT: A BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

DURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

_

September 27, 2001



We sincerely regret that you experienced a concern with your 1999 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 \$35.00. 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 Priday 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,

Paul Lewis
Customer Relationship Manager

RS0005-P

Vonberg Valve, inc.

Hydraulic Valve Specialists

ASOS INDUSTRIAL AVE. FICILING MEADOWS, ILLINOIS 60006-1065

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Vonberg Valve, inc.

Hydraulic Valve Specialists

www.vouberg.com

info@vonberg.com

3800 Industrial Avenue Rolling Mandows, IL 60008-1085 USA

Facsimile Transmittal

Telephone: 847-259-3800

Facsimile: 847-259-3997

Date: September 7, 2001

To:

From:

Page(s): 3

Attached is the information you requested for file

Best Regards,

382138989995... 20087 XELD CMEUROLET 2188 E 3017 RG SCHROMZURG, TE 66173-4598 847-392-2298

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TOP CRRY-WERCHMAY MOTTON-MARY MICTORES

Do Not Detach - Submit Both Parts of This Application 2002 REGISTRATION IDENTIFICATION CARD

VehicleYeer	Vehicle Ma	Vehicle Make		Vehicle Identification Number	
1286	CHEVHOLET	CHEVHOLET		1Q1YY2298X\$127777	
Gody Style	Weight or CC's	Axies	Unit Number	File Number	License Expires
court .		}	ţ		JANE 20, 2002



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IMADICE

PAGE 1

1100 EAST GOLFS SCHAUMBURG, IL 60 PHONE (847) 882-2200-

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INVOICE

1100 EAST GOLF FO SCHAUMBURG, IL 6017a PHONE (847) 882-2200 www.yeogiffeldplayy.com

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PAGE 2

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(N/C)
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THANK YOU!

SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:00 AM - 6:00 PM

Goodwiench macra parte.

CONTONEN SOMETIME

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CABOR AMOUNT 新祝江江 原主人 PARTS AMOUNT 00 GAR, CO., LUBE BUBLET AMBUNIT 35.00 MEC. CHARGES na.n TOTAL CHARGES 35.00 RECEIVABLE AMOUNT n An SALES TAX 00.0 PLEASE PAY THIS AMOUNT

COME VISIT US AT www.woodfieldchevy.com CUSTOMER COPY

1100 East Golf Road Scheenburg, Klinole 60173

P.S. Form 3547 Requested

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CHEURDLET

ATTN: BARBKA SCHARF (PAUL GW)S

P.O. BOX 33170

DETROIT, LL

48232

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INVOICE

1100 EAST GOLF ROAD SCHAUMBURG, IL 60173 PHONE (847) 862-2200

PAGE 1

www.woodfieldshavy.com

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COME VISIT US AT www.woodfieldchevy.com

INVOICE

1100 EAST GOLF ROAD SCHAUMBURG, IL 60173 PHONE (847) 882-2200

PAGE 2

www.woodfieldshevy.com

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COME VISIT US AT	www.woodfield	dchevy.com	

North American Operations General Motors Corporation Disbursements (2613) PO Box 92630 Shoonix, AZ 85042-2590 GMMIE 10/25/01 *******55.GO 10 North American Operations General Motors Corporation Disbursements (2613) PO Box 62630 Phoenix, AZ 85042-2680 XEP98 MD #40114044 VIDROCK NAME (0/23/01 MYDICE DATE INCIDE AROUND MIT AMOUNT OCC. REPONDINCE MANAGE. DISC. AMOUNT 14/25/01 WN 080015000023670 01.6866 #5, DQ 35.8 101772206251277 ACCEPTANCE OF THE CHICE CONSTITUTES FULL RESSA. 163 35.44 TOTAL .00 16

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS:

WELLINGTON

HOME PHONE:

CASE NUMBER:

VINI

1G1YY22G6X5127925

MODEL YEAR: 1999

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

SERIES: MILEAGE: CORVETTE COUPE 14000

SOURCE: BRC TYPE: Phone

DELIVERY DATE: DEALER NAME:

ROGER DRAW CHEVROLET, INC.

DEALER ADDRESS: 2235 OKEECHOBEE BLVD, , WEST PALM

BRC PARKNT: BRACH, FL., USA

A01 Open Campaign O REPAIR ATTEMPT (S) Product Campaign Claim RECALL 1044

A07 Referred to Dealer O REPAIR ATTEMPT(S)

Product Campaign Claim FOR RECALL REPAIR

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Inoperative STEERING COLUMN LOCKED

My vehicle is not involved in a Recall Campaign

IMPORM THE CALLER:

*Recalls are vehicle identification (VIN) specific. If you provide we 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 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

CUST STATES SHE JUST REC'D A LTR ABT THE STEERING WHEEL LOCKING. CUST STATES THE CONDITION HAPPENED TO HER LAST YR. CUST STATES THE DLR REPAIRED THE VEH. CUST STATES THE LTR SAYS THAT ONCE THE REPAIR IS DONE THE COLUMN WON'T LOCK AGAIN. CUST SEEKS TOKNOW DOES THE RECALL PERTAIN TO HER IF SHE HAD THE VEH PIKED A YR AGO. CUST SHEKS TO KNOW HOW WILL THE STEERING COLUMN NOT LOCKING EFFECT THE VEH NOT BRING STOLEN. CRM ADVISED THAT THE RECALLS ARE VIN SPECIFIC. CRM ADVISED CONTACT W/DLR TO SET UP RECALL PEPAIR EVEN THOUGH SEE HAD WORK DON'T ON IT A YR AGO. CRN ADVISED CONTACT W/THE DLR FOR ADDITIONAL INFO. CRN ADVISED REQ NUMBER.

INCIDENT DATE: INCIDENT LOCATION: INCEDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPIE: 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:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

TRANSACTION:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

MSRP:

AFTERMARKET:

LEASE TERM:

DANAGE: OTHER: BRANCH: HAME: 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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: . PHOME NUMBER: SEATING POSITION: RESTRAINT: TYPE OF IMJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER; DATE: TITLE MAMES BUSINESS: . BUSINKAS: 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GBNBRAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

UNIVERSAL CITY

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G6X5127990

MODEL YEAR: 1999

DATE OPENED: 2001-05-31

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-07-31

MILBAGE:

38000

SOURCE: BRC TYPE: Phone

No

DELIVERY DATE:

GUNN CHEVROLET INC

BRC PARENT:

DRALER NAME:

DEALER ADDRES: 12602 I-H 35 NORTH, SAN ANTONIO, TX, 78233, USA

M41 Steering Column/Lock/Attaching Parts

Other

4 REPAIR ATTEMPT(S)

ON START 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)
- [SPECIFIC SOLUTIONS RUN * Review Specific Solutions
- C:\Progra-1\Plus:\Micros-1\lexplore.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.html]
 - (1st attempt offer to coordinate repair at a dealership)
 - (Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - Contact appropriate Service dealership to discuss
 - Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- Coordinate with dealership to assist with customer's repair request
- * Be prepared to apawer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link RUN C:\Progra-I\Plus|\Micros-1\Iexplore.exe

http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.html] STEERING COLUMN LOCK

CUST STATES THAT HE WAS GIVEN OUR NUMBER BY THE SVC MGR AT THE DLR. HE IS SUPPOSE TO START A CASE # . SHE MENTIONED SOMETHING ABOUT COVERING UNDER WARR , AND GOODNILL.

HIS STEERING COLUMN ON HIS CORVETTE HAS LOCKED 4 TIMES BEFORE, THIS WILL BE THE STE TIME HE HAS HAD TO HAVE THE VEH TOWED IN. HE IS CONCERNED THAT THE STEERING WHEEL WILL LOCK WHEN HE IS DRIVING DOWN THE ROAD. HE IS IN THE MILITARY ON ACTIVE DUTY, AND WILL BE LEAVING ON JUNE 7TH . TO GO TO GEORGIA. THE TRIP WILL BE 1,500MI AND HE IS CONCERNED THAT SOMETHING COULD HAPPEN, AND HE WOULD BE STUCK. HE IS FRUSTRATED, AND WHATS TO KNOW WHAT THE MEXT STRPS WILL BE. HE DOESN'T WANT TO KEEP HAVING THE VEH FIXED.

CUST SEEKS TO HAVE VEH FIXED ONCE AND FOR ALL, OR TO KNOW WHAT THE MEXT STEPS WILL BE. CRM ADVISED THE CUST THAT THE DLR WOULD HAVE TO BE CONTACTED FOR MORE INFO. HAVE TO DIAG, BEFORE ANY OPTIONS COULD BE EXPLORED. URM WOULD CALL DLR AND GATHER MORE INFO. CUST UNDERSTOOD.
CRM WAS ON HOLD AT DLR FOR OVER 5 MINUTES.; 0; 360174442

CRM TO CALL CUST BACK. SCOTT BUNNELL CARS/ATX; 0; 360174459 2001-07-31

CRM CALLED THE DLR BACK AND THE REPAIR WAS DONE 6-5-01, AMS COVERED UNDER WARR.

CRM CALLED AND L/M ON CUST V/M AT WK #. CUST MIGHT WANT TO CONTACT DLR WHO JUST WORKED ON STEERING LOCK. CRM ADVISED THE CUT OF THE CAMP CRM GAVE REQ # AND # TO CAC SHODLD CUST HAVE ANY FURTHER QUESTIONS. CRM REFERED CUST TO DLR.

CRM CLOSING OUT FILE.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUPPRARY

PAR STATUS:

SOURCE

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DRALER 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: C 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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: BEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6X5128394

Date Opened:

6/12/2001

Model Year:

1999

Date Closed:

8/16/2001

Series:

Corvette

Dealer Code:

B20383

Mileage:

10000

Address:

LA BREA CHEVROLET-BULOS ANGELES

State:

CA

Dealer Phone:

SYMPTOM ABSTRACT—- COLUMN LOCK STEERING STEERING COLUMN STAYS LO

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2-

UCC-2 DESCRIPTION ---

UCC CODE 3----

UCC-3 DESCRIPTION---

06/12/2001 14:57:58 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _3_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _3_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- N.... (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- N__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _N_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _N_ (Y/N) ARE THERE ANY DTC'S
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/12/2001 14:57:58 HISTORY - KOPAH

STEERING COLUMN STAYS LOCKED INTERMITTENTLY AFTER STARTUP

DLR STS CANNOT DUPLICATE, NO CODE

ADVISED DLR ON PLA000265 (ADDITIONAL DIAG)

08/14/2001 13:57:21 MAPES

"""""DEALER CONTACT NAME AND POSITION"""

TODD KELM 2ND TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

3

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

5

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC
TODD SAID HE WAS GIVEN THIS CAR AFTER FIRST TECH COD NOT FINED CONCERN.

I TOLO HIM THE PI A000265. WITCH TELLS YOU IF NO TROUBLE FOUND THEN REPLACE THE LOCK MOTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

20000

VIN Number:

1G1YY22G6X5129335

Date Opened:

7/25/2002

Model Year:

1999

Date Closed:

B28447

Series:

Corvette

Dealer Code:

B2844/

Mileage:

22174

Address:

STAR CHEVROLET INC TALLMADGE

State:

OH

Dealer Phone:

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-9 DESCRIPTION ---

07/25/2002 09:55:22 SBD TEMPLATE - SEARS STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _N_Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

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

STEVE BARTECKI TECH

CUSTOMER CONCERN -

STEERING COLUMN LOCK AFTER CAMPAIGN 01044 MESSAGE WAS ON THE IPC ALSO DEALER COMMENTS/DIAGNOSIS - (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

COULD NOT DUPLICATE AT THIS TIME

TAC RECOMMENDATION -

1) SEE IF CAN GET A NEW CAM ORIENTATION PLATE IN THE KITS

07/25/2002 09:55:22 HISTORY - SEARS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

...

VIN Number:

1G1YY22G6X5130176

Date Opened:

5/17/2001

Model Year:

1999

Date Closed:

5/23/2001

Series:

Corvette

Dealer Code:

B24389

Mileage:

a

Address:

MUSSON-PATOUT AUTOMONEW IBERIA

State:

LA

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED N

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3----

UCC-3 DESCRIPTION---

05/17/2001 13:47:42 SBD TEMPLATE - WELLS

STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _t_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _NA_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PLSEARCH 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) DIAGNOS/8 (PARTS REPLACED, VEH. HISTORY, ETC.)

05/17/2001 13:47:42 HISTORY - WELLS

DLR STS STRG COLUMN IS LOCKED. NO DTC'S, DLR REQUESTING INFO FROM PI A000265.

(TAC)

ADV DLR TO MONITOR KEY IN IGN STATUS WITH TECH 2, CK GROUNDS G201 AND G202 ALSO WIGGLE TEST WIRING, IF OK REPLACE LOCK MOTOR PER PI A000265

EA02-031 / GM22C

MOTORS CORPORATION GENERAL DIVIBION CHEVROLBT RESTRICTED g M

CUSTOMER: ADDRESS:

West Hills

HOME PHONE:

CASE NUMBER:

1G1YY22G6X5132946

MODEL YEAR:

1999

DATE OPENED: 2003-05-19 DATE CLOSED: 2003-05-23 SERIES:

Corvette

MILEAGE:

44000.0000000

SOURCE: BRC TYPE: BRC PARENT:

Phone N/ANO

DELIVERY DATE: DRALER NAME: DRALER ADDRESS:

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT (6)

Inoperative

steering column is locked; ; 2003-05-19

call cust; ; 2003-05-19

2003-05-19

99 corvette - owner; ; 2003-05-19

2003-05-19

repari kit 88952428; ; 2003-05-19

2003-05-23

victor; ; 2003-05-23

2003-05-23

steering column; ; 2003-05-23

2003-05-23

Service Request has been Closed Satisfied.; , 2003-05-23

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PEOPLE: ROAD CONDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS;

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

TRIM:

PAX NUMBER:

BODY TYPE:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MILEAGE & BUY-BACK: 0

MSRP

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL

LEGAL TYPE:

INTEREST PAID: DEALER BUYOUT:

NAME:

LEDION LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

CONNENTS:

NAME: LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION: RESTRAINT:

TYPE OF INJURY:

TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: 0

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 DATE OF FURCHASE/LEASE:

MILEAGE AT FURCHASE: 0 FURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION BOUGHT:

NAME: COMPANY: CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

.

GENERAL MOTORS CORPORATION DIVIBION CHEVROLET RESTRICTED G M

CUSTOMER: ADDRESS:

STATEN ISLAND

NY

HOME PHONE:

CASE NUMBER:

VIN:

10111220685132963

MODEL YEAR:

1999

DATE OPENED: 2002-01-25 SERIES:

CORVETTE COUPE

SOURCE:

BRC TYPE:

DATE CLOSED: 2002-01-29

Phone

NO

MILEAGE:

37600

DELIVERY DATE:

DEALER NAME: H-L MOTORS INC

HRC PARENT: DEALER ADDRESS:2519 HYLAN BLVD,,STATEN ISLAND,NY,10306,USA

M41 Steering Column/Lock/Attaching Parts O REPAIR ATTEMPT(8)

Vibration IS LOCKED

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

- First check VIN profile tab for recalls
- Refer to [{Campaigns RUN C:\Frogra-1\Plus!\Micros-1\Iexplore.exe http://caraweb/webknowledge/]) for recall details, Go under the Bulletins tab.
- 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

CUST STATES ORIGINAL CHIER 1999 CHEV CORVETTS W/37600MI. CUST STATES SHE WAS ON THE PHONE W/PREV. CRM WHEN PHONE DISCONNECTED. CUST STATES VEH CURRENTLY AT B&K DLRSHIP IN BROOKLYN MY. CUST STATES HER STRERING HAS LOCKED ON HER VEH. CUST SEEKS TO FIND OUTABOUT CAMPAIGN NUM

01044 CRM HAD GIVEN HER AND WANTS TO KNOW IF SHE HAS TO PAY FOR THIS REPAIR. CRM WAS ATTEMPTING TO DO RESEARCH ON THE CAMPAIGN AND FOUND THAT HER VEH IS INCLUDED AND THAT REPAIR WAS AT NO COST TO CUST, WHEN PHONE DISCONNECTED. CRM CONTACTED CUST AT HOME TO LEAVE MESS. WILL DO A POLLOW UP WITH CUST 1/27/02 96PM.

2002-01-29

CRM ATTEMPTED TO CONTACT CUST TO FIND OUT IF SHE HAD TAKEN VEH TO THE DLRSHIP FOR THE STRERING COLUM LOCK BUT WAS ADVISED THAT THE NUMBER ON THE FILE LISTED 7189845284 WAS THE WRONG TELEPHONE NUMBER. CRM CLOSING FILE..... MEXT CRM, IF CUST CALLS PLEASE ADVISE CUST TO TAKE VEH TO THE DIRENIP TO HAVE VEH REPAIRED. ALSO ADVISE CUST THAT THIS IS A CAMPAIGN AND THAT THEY DO NOT HAVE TO PAY FOR THIS REPAIR.

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLET

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 TRAT RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIX:

HNGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MSRP:

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 FURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	
DOES OWNER HAVE POSESSION O	F VEHICLE:
RESOLUTION SOUGHT:	

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

NAME:

COMPANY:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6X5133143

Date Opened:

5/1/2000

Model Year:

1999

Date Closed:

5/9/2000

Series:

Corvette

Denier Code:

B24867

Mileage:

13640

Address:

SOUTHERN CHEVROLET CALEXANDRIA

State:

LA

Dealer Phone:

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

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/01/2000 14:58:32 CALDRONE

- PROVIDED PLINFORMATION

A000914

05/01/2000 14:44:36 SBD TEMPLATE - CALDRONE

STRATEGY BASED DIAGNOSTICS

- 1... NUMBER OF TIMES IN FOR THE SAME CONDITION.
- 1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- N_{\perp} (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- Y__ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- Y__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- Y... (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT.
- N__ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.) DID NOT CHECK
- N.... (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/01/2000 14:44:36 HISTORY - CALDRONE DEALER CONTACT:

BRUCE BECKMAN

CUSTOMER CONCERN: STEERING COLUMN WILL NOT UNLOCK.

RA02-031 / GM22C

Pege 1 of 2

DEALER REPORTS: VEHICLE JUST TOWED IN, TECH HAS PERFORMED NO DIAGNOSTICS.

SERVICE MANAGER CALLED BECAUSE HE REMEMBERED SEEING A DCS MESSAGE ABOUT CORVETTE STEERING COLUMN LOCK CONCERNS.

TAC RECOMMENDATION: ADVISED DEALER TO CALL GMSO PER PI# A000914
SUBJECT: REQUEST FOR CUSTOMER COMPLAINT VEHICLES THAT ALLEGEDLY HAVE
EXPERIENCED STEERING COLUMN LOCK MECHANISM ENGAGEMENT DURING VEHICLE
OPERATION

MODELS: 1997-2000 CHEVROLET CORVETTE

GM SERVICE OPERATIONS IS REQUESTING YOUR ASSISTANCE. WE ARE LOOKING FOR 1997-2000 MODEL YEAR CHEVROLET CORVETTE VEHICLES THAT ALLEGEDLY HAVE EXPERIENCED STEERING COLUMN LOCK MECHANISM ENGAGEMENT DURING VEHICLE OPERATION. IF YOU RECEIVE A 1997-2000 MODEL YEAR CHEVROLET CORVETTE FOR SERVICE WITH THIS CONDITION, PLEASE DO NOT PERFORM ANY DIAGNOSIS OR REPAIRS. AN ENGINEER MAY WANT TO VISIT YOUR DEALERSHIP AND INSPECT THE VEHICLE IN ITS ORIGINAL STATE. PLEASE CONTACT:



CALL TAC IF FURTHER ASSISTANCE IS NEEDED.

05/09/2000 13:34:18 RADZIOCH LOCK MOTOR

05/09/2000 13:34:18 RADZIOCH - VME CASE CLOSING: REPLACED

CORPORATION GENERAL MOTORS DIVIBION CHEVROLET RESTRICTED

CUSTOMER: ADDRESS:

VIRGINIA BRACH

VA I

HOME PHONE:

CASE NUMBER:

VIN

1G1YY22G6Y5100998

MODEL YEAR:

2000

DATE OPENED: 2000-08-29 DATE CLOSED: 2001-03-07 SERIES: MILRAGE: CORVETTE COUPE

Phone

DELIVERY DATE:

11714

SOURCE: BRC TYPE:

DEALER NAME:

RK CHEVROLET INC

ERC PARENT:

DEALER ADDRESS: 2661 VIRGINIA BRACH BLVD, , VIRGINIA

BEACH, VA, 23452, USA

C28 Seat Belt System 1 REPAIR ATTEMPT(S)

Other PASSENGER FRONT

M01 Steering General

Other

O REPAIR ATTEMPT (6)

LOCKED UP

C30 Mirrors - Interior/Exterior

Other

1 REPAIR ATTEMPT (S)

REPAINTED

R99 Dealer Installed Accessories

Other

O REPAIR ATTEMPT (9)

REMOTE TO ALARM

CUST SEEKS REFURCHASE

CUST STATES THAT HIS SEAT BELTS KEPT LOCKING UP ON HIM. HE HAD THEM REPAIRED BUT NOW THE right passenger belt gets twisted and does not wok properly . Cust states that he was on a TRIP AND THE STEERING WHEEL LOCKED UP ON HIM AND HE HAD TO CALL ROADSIDE ASSISTANCE FOR HELF. THIS IS NOT REPAIRED YET, CUST STATES THAT THE REAR VIEW MIRROR HAD TO BE FIXED. CUST STATES THAT NOW WHEN HE LOCKS IN THE MIRROR HE CAN SER WHERE THEY REPAINTED BECAUSE IT SHOWS METAL. THE REMOTES TO HIS ALARM SYSTEM DO NOT WORK, HE HAS TO RESET THIS EVERY TIME HE USES THE ALARM. COST SEEKS TO HAVE HIS VEH REPURCHASED. CRM EXPLAINED TO THE CUST THAT CRM WILL CONTACT THE SVM AND TALK TO HIM ABOUT GETTING HIS VEH INTO THE DEALER TO GET HIS VEH REPAIRED.CRM CONTACTED RON IN THE SERVICE DEPARTMENT AND TOLD HIM ABOUT THE CUST CONCERN AND HE SAID TO HAVE THE CUST CONTACT JAMES TIPTON AND MAKE AN APPOINTMENT WITH HIM TO BRING THE VER IN REPAIRS. CUST AGREED TO MAKE THIS CALL TO THE DEALER 2000-08-29

cust states that he was out playing golf and now he went back to his weh and the steering locked on him again, cust states that he is fed up with this veh and wants it bought back he will even eat the difference on the miles just to get rid of it. CRM refered cust to roadside assistance to get it towed and to the dlr to speak with the sls wgr to concider repurchase request if at that point he has any other problems to call back in.

2000-09-01

CUST STATES WHEN VEH WAS TOWED, THE TOW GUY ENDED UP CRACKING THE FRONT SPOILER. STATES HE IS FED UP W/ VEH. CUST SEEKS A BUY BACK. CRM ADV WILL CONTACT DIREMP ON CUST BEHALF TO DISCUSS CONCERN. 2000-09-01

CRM CALLED DLESHP, BUT SRV MGR WAS UNAVAILABLE. CRM WILL CALL BACK LATER.

2000-09-01

CRM CONTACTED DLRSHP, SRV MGR JOE TROMAS STEPPED OUT. CRM WILL TRY BACK IN ONE HOUR.

2000-09-01

CRN CONTACTED JOE ASADA WHO IS A SRV MER, JOE THOMAS IS THE SRV DIRECTOR AND HE IS UNAVAILABLE. CRM EXPLAINED CUST CONCERNSTO JOE ASADA, AND JOE STATES HE HAS PRINTED UP CUST WORK HIST AND DOC CUST CONCERN TO LEAVE ON MR. THOMAS' DESK. CRM LEFT 800# AND RQ # W/ MR. ASADA TO LEAVE W/ MR. THOMAS, SO MR. THOMAS COULD CALL US AT HIS CONVIENCE TO HAVE HIS DESICION OR RECOMMENDATION DOCUMENTED. NEXT CRM PLEASE DOCUMENT MR. THOMAS RECOMMENDATION AS CLEARLY AS POSSIBLE. THANK YOU.

CONTINUOUSLY CALLING CUST TO UPDATE HIM ON WHAT I FIND OUT. CRM HAS FOUND NOTHING OUT SO FAR, BUT CONTINUES TO CALL CUST SO HE DOESN'T FREL IGNORED.

2000-09-05

CRN CONTACTED SRV DPT AND SPOKE W/ CARA, JOE THOMAS'S SEC. CRM LEFT MSG W/ 800# AND RQ# FOR MR. THOMAS TO CONTACT US AT HIS CONVINIENCE. NEXT CRM PLEASE DOC ANY INFO FROM MR. THOMAS IN REGUARDS TO A REPURCHASE, THANK YOU.

2000-09-12

CUST CALLED MANTING TO KNOW WHY WE HAVEN'T SEND OUT THE ADJUSTOR YET TO INSPECT THE CRACKED FRONT SPOILER. CUST HAD CALLED ROADSIDE ASSISTANCE AND WHILE BEING TOWED THE SPOILER WAS CRACKED. CRM ADVISED CUST THAT HE NEEDED TO CALL ROADSIDE ASSISTANCE AND HAVE THEM SEND OUT THE ADJUSTOR. IT WAS THEN THAT CUST REALIZED THAT HE HAD CALLED WRONG NUMBER, AND APOLIGIZED FOR HIS MISTAKE.

ZDOD-09-19

CUST STATES THAT HE FEELS THAT HE IS BEING IGNORED AND NO ONE IS RESPONDING TO HIS CONCERNS. THE REMOTE TO GET INTO HIS VEH IS STILL NOT WORKING, ONE OF THE SEAT BELTS IS NOT WORKING, AND THE SPOILER THAT WAS SUPPOSED TO BE CHECKED OUT BY A REP FROM ROADSIDE ASST HAS NOT CALLED OR EHOWN UP. CUST HAS LOST PAITH IN HIS VEH, THE CLR AND IN CHEVROLET. HE IS ADAMANT ABOUT GETTING RID OF HIS VEH THROUGH BUY BACK. CRM WILL CALL ROAD SIDE ASST AND THE DLR TO SPEAK WITH MR JOE THOMAS, SVC MOR.

2000-09-19

CRM DID CALL ROADSIDE ASST AND SPOKE WITH BECKY IN CUST RELATIONS, SHE STATED THAT ATTEMPTS TO CONTACT THE CUST FAILED. HOWEVER, I GAVE HER THE CUST WORK NUMBER AND SHE STATED THAT SOMEONE WOULD CONTACT THE CUST TODAY AND THAT A LETTER HAS GONE OUT ON 9/15/00.

2000-09-25

CUST C/B TRYING TO SEEK SOME SORT OF RESOLUTION. CUST STATES HE IS BEING IGNORED & NO ONE WILL CALL HIM BACK. HE STATES HE HAS BEEN TRYING TO GET ANOLD OF SOMEONE • ROADSIDE & HE HAS BEEN TRYING TO REACH THE SVC MGR • THE DLRSHIP & HE IS UNABLE TO FINDOUT WHAT IS GOING ON. CUST STATES HE DOES NOT WANT THE VEH ANYMORE. CRN ADVISED WE DO NOT DO THE BUY BACKS • CAC, THAT IS SOMETHING THAT GOES THROUGH THE DLRSHIP. CUST STATES HE CANNOT GET ANY ANSWERS FROM ANYONE THERE. CRM ADVISED TRIED TO CONTACT THE SVC MGR WHILE CUST WAS ON HOLD. SVC MGR WAS OUT FOR THE EVENING SO CRM WILL TRY BACK TOMORROW TO GET INTO TOUCH W/HIM. CRM ADVISED COST WOULD C/B TO HIM TOMORROW BETWEEN SAM & 19AM OUR TIME WHICH WOULD BE 12PM & 1PM

HIS TIME. CRM ADVISED EVEN IF DO NOT HAVE ANSWER FOR CUST WILL CONTACT HIM BACK. CRM ADVISED WANT CUST TO HAVE FAITH IN CRM THAT CRM WILL NOT LET CUST DOWN AS FAR AS CALLING HIM BACK.

2000-09-25

CRM CALL TO ROADSIDE TO FIND CUT WHAT IS GOING ON ON THEIR END. CRM SPOKE TO KEVIN WHO PULLED UP CUST FILE & IS TRYING TO FIGURE OUT WHAT TO DO ABOUT THIS. GOT INTO CONTACT W/SUPERVISOR, GABE WHO STATES HE WILL GET INTO CONTACT W/CUST RELATIONS TOMORROW AM & THEN HE WILL PERSONNALLY CONTACT CUST WIMSELF TO SEE IF HE CAN GET THIS TAKEN CARE OF. CRM WILL CONTACT GABE TOMORROW TO VERIFY THAT HE HAS GOTTEN IN CONTACT W/CUST. GABE IS @ 1-800-243-8672 EXT. 26074.

CRM CALLED TO JOE THOMAS, SVC MGR WHO STATES HE HAS CONTACTED HIS AREA REP & EXPLAINED TO HIM WHAT WAS GOING ON W/CUST VEH & NOW IT IS UP TO THE AREA REP TO SPEAK W/CUST REGARDING BUY BACK. JOE STATES THE CUST HAS BROUGHT VEH IN FOR STEERING COLUMN LOCKING UP ON HIM ABOUT 2x. CRM THANKED JOE & WILL CONTACT CUST TO INFORM HIM OF WHAT IS GOING ON.

2000-09-26

CRM C/B TO CUST TO INFORM HIM THE SVC MGR PLACED A CALL TO HIS AREA REP ABOUT CUST CONCERN & HS IS WAITING TO HEAR RACK FROM HIM & THAT IS WHY HE HAS NOT CONTACTED CUST. CRM ALSO ADVISED CUST PLACED A CALL TO ROADSIDE & ASKED CUST IF ANYONE HAD CONTACTED HIM AS OF YET. CUST STATES SOMEONE HAS & THE ADJUSTOR IS SUPPOSED TO BE COMING OUT TODAY TO HAVE THE VEH INSPECTED. CUST STATES ALL HE WANTED WAS A C/B PROM SOMEONE JUST TO LET HIM KNOW WHAT IS GOING ON. CRM ADVISED WOULD CONTACT CUST BACK TOMORROW TO SEE IF THE ADJUSTOR HAD MADE IT OUT TODAY.

Customer requests that C Wold return his call after 2:00 PM at

CRM

2000-09-27

CRN C/B TO CUST TO FIND OUT IF HE HAD MET W/THE ADJUSTOR & CUST STATES NO HE HAS NOT. CUST IS VERY UPSET ABOUT THIS. HE STATES A MR HUNTER CALLED HIM & STATED THE ADJUSTOR WHO MAKES THE DECISIONS IS OUT UNTIL MONDAY SO HE WILL BE CALLING CUST BACK ON MONDAY. CUST STATES THEY KEEP TELLING HIM THIS. EVERYTIME HE CALLS THE PERSON HE MEEDS TO SPEAK W/IS OUT ON VACATION. CRM ADVISED WOULD CONTACT DLRSHIP IN THE AM TO FIND OUT WHAT IS GOING ON ON THEIR HUND & THEN WILL CALL CUST BACK TO INFORM HIM OF WHAT IS GOING ON.

2000-09-27

CRM IS PLACING A CALL TO THE AVM TO GET INFO FROM HIM AS TO WHAT IS GOING ON W/THE STATIS OF CUST REQUEST.

CRM RECRIVED A C/B FROM AVM WHO STATES THAT HE IS NOT GOING TO REPURCHASE THE CUST VEH. AVM STATES HE WILL BE CONTACTING CUST THIS AFTHREOON TO DISCUSS HIS CASE & SEE WHAT THINGS HE CAN DO FOR CUST. CRM WILL CONTACT CUST LATER THIS EVENING TO INFORM HIM OF WHAT WAS SAID.

2000-09-28

CRN C/B TO CUST TO SEE IF THE AVM HAD CALLED THE CUST YET. CUST STATES HE DID BUT HE INFORMED THE CUST THAT HE DOES NOT QUALIFY FOR A BUY BACK & CUST IS NOT SATISFIED W/THAT.

CUST STATES HE IS GOING THROUGH HIS ATTORBY TO HANDLE THIS. CRN ADVISED CUSTYOU DO WEAT YOU FEEL YOU NEED TO DO. CUST THANKED CRN FOR ALL HER HELP.

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

URIVER NAME: DRIVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

NORE 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: D

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

PAK NUMBER:

BODY TYPE:

TRIM:

: NOISBINGMART

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MSRP

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

BUMBER OF INJURIES: 0

COMMENTS:

DAME:

LOCATION:

1

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAIMT:

TYPE OF INJURY:

TREATED:

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 CHINER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY :

CONTACT TYPE:

CONTACT PRONE:

ADDRESS:

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6Y5101634

Date Opened:

10/8/2001

Model Year:

2000

Date Closed:

10/9/2001

Series:

Corvette

Dealer Code:

B02376

Mileage:

14026

Address:

ROBERT E PARSONS INCFARMINGTON

State:

CT

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN COLUMN LOCKED

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC-CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION ---

UCC CODE 3----

UCC-3 DESCRIPTION---

10/08/2001 13:53:35 SBD TEMPLATE - SHEPHARD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

10/08/2001 13:53:35 HISTORY - SHEPHARD DLR (GARY) STATES THE

STEERING COLUMN LOCK IS INOP. DLR HAS DONE NO DIAGNOSIS AT THIS TIME. DLR

CALLED FOR INFO.

TAC ADVISED DLR OF CAMPAIGN 01044, AND P/I'S A001782 AND A001328. TAC RECOMMENDS DLR FOLLOW FLOW CHART DIAGNOSTICS.

DLR TO CALL WITH RESULTS.

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6Y5101648

Date Opened:

7/18/2000

Model Year:

2000

Date Closed:

10/13/2000

Series:

Corvette

Dealer Code:

B14247

Mileage:

10091

Address:

HERITAGE CHEVROLET ICHESTER

State:

VA

Dealer Phone:

SYMPTOM ABSTRACT--- LOCK STEERING STEERING COLUMN LOCKED AFTER ST

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/18/2000 09:07:05 \$BD TEMPLATE - EDWARDS

STRATEGY BASED DIAGNOSTICS

- _1_NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- $_{\rm NL}$ (Y/N) is the vehicle modified/non-production accessories (if Yes List)
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- "Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO UST)
- _Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _N_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

07/18/2000 09:07:05 HISTORY - EDWARDS

CUST 8TS HAS HAD COLUMN LOCK ONE TIME

DLR LOOKING FOR ASSIST

ADVISED DLR TO DO DIAG PER PI A000265

EA02-031 / GM22C

Page 1 of 1

*** GM RESTRICTED ***

Case No: VIN Number: 1G1YY22G6Y5102590 Date Opened: 7/12/2001 Model Year: 2000 Date Closed: 8/16/2001 Series: Corvette Dealer Code: B14212 Mileage: 21256 Address: BOB SMITH AUTOMOTIVEEASTON State: MD Dealer Phone: SYMPTOM ABSTRACT --- COLUMN LOCK STEERING SLEERING COLUMN DOES NOT RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION --

UCC CODE 3----

UCC-3 DESCRIPTION--

07/12/2001 13:31:05 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION.
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED

- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE.
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _N_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION.
- _Y_ (Y/N) ARE THERE ANY OTC'S
- _Y_ (Y/N) HAVE ANY REPAIRS SEEN MADE OR PARTS REPLACED.

07/12/2001 13:31:05 HISTORY - KOPAH

VEHICLE CAME IN FOR STEERING COLUMN DOES NOT UNLOCK

DLR STS THERE WAS A CODE, BUT HE DOES NOT REMEMBER WHAT IT WAS. DLR FOUND SHORT TO GROUND AT LOCK MOTOR WHICH BLEW THE BCM FUSE. DLR REPAIRED WIRING, AND REPLACED FUSE. SYSTEM WAS OPERATING PROPERLY, AND PERFORMED CAMPAIGN 01044. DLR STS KIT COMES WITH A REPLACEMENT LOCK PLATE THAT IS SMALLER THAN THE ORIGINAL, AND THE LOCK PIN DOES NOT ENGAGE PLATE ANYMORE BECAUSE IT IS SMALLER, DLR QUESTIONS IF THIS IS THE INTENT OF CAMPAIGN

ADVISED DLR I DID NOT HAVE INFO ON CAMPAIGN 01044 YET. I WOULD HAVE TO RESEARCH THIS AND CALL HIM BACK, CALLED DLR BACK AND ADVISED DRL I TALKED TO THE LIASON FOR THIS VEHICLE, AND THIS APPEARS TO BE THE INTENT OF CAMPAIGN 01044.

DLR REQUESTS CASE CLOSED

EA82-031 / GM22C

DLR REQUESTS CASE CLOSED
SYMPTOM ABSTRACT--- COLUMN LOCK STEERING SLEERING COLUMN DOES NOT

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION --

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/12/2001 13:31:05 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

EA02-031 / GM22C

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

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

07/12/2001 13:31:05 HISTORY - KOPAH

VEHICLE CAME IN FOR STEERING COLUMN DOES NOT UNLOCK

DLR STS THERE WAS A CODE, BUT HE DOES NOT REMEMBER WHAT IT WAS, DLR FOUND SHORT TO GROUND AT LOCK MOTOR WHICH BLEW THE BCM FUSE, DLR REPAIRED WIRING, AND REPLACED FUSE. SYSTEM WAS OPERATING PROPERLY, AND PERFORMED CAMPAIGN 01044. DLR STS KIT COMES WITH A REPLACEMENT LOCK PLATE THAT IS SMALLER THAN THE ORIGINAL, AND THE LOCK PIN DOES NOT ENGAGE PLATE ANYMORE BECAUSE IT IS SMALLER. DLR QUESTIONS IF THIS IS THE INTENT OF CAMPAIGN

ADVISED DUR I DID NOT HAVE INFO ON CAMPAIGN 01044 YET. I WOULD HAVE TO RESEARCH THIS AND CALL HIM BACK, CALLED DUR BACK AND ADVISED DRU I TALKED TO THE LIASON FOR THIS VEHICLE, AND THIS APPEARS TO BE THE INTENT OF CAMPAIGN 01044.

DLR REQUESTS CASE CLOSED

EA02-031 / GM22C

Page 4 of 4

G M RESTRICTED

CASE NUMBER:

VIN:

1G1YY22G6Y5103724

DATE OFENED:

04/08/02

MODEL YEAR:

DATE CLOSED:

04/08/02

CORVETTE COUPE

SOURCE:

SERIES: MILEAGE:

30000

2000

CUSTOMER:

ADDRESS: HOME PHONE:

STATE:

CA

BUS. PHONE:

GENERAL MOTORS CORPORATION

> CHEVROLET DIVISION OM RESTRICTED

CUSTOMER:

ADDRESS: HOME PHONE:

UKIAH

CASE NUMBER:

VIN:

1G1YY22G6Y5103724

MODEL YEAR:

2000

DATE CLOSED: 2002-04-08

DATE OPENED: 2002-04-08

SERIES: MILEAGE:

CORVETTE COUPE 30000

SOURCE

Phone

Yea

DELIVERY DATE:

DEALER NAME:

THURSTON AUTO PLAZA

BRC TYPE: BRC PARENT:

DEALER ADDRESS: 2800 N STATE ST., UKIAH, CA, 95482, USA

M01 Steering General

O REPAIR ATTEMPT(S)

Other

COLOUMN LOCKED

A07 Referred to Dealer

O REPAIR ATTEMPT (B)

Other

CAMPAIGN 01044

T19 Campaign Correction Required -

O REPAIR ATTEMPT (S)

Other 01044

A04 Possible Safety Concern

O REPAIR ATTEMPT (9)

Other CAMPAIGN 01044

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/SolutioneByComponentCode.ht m]]

2

GM RESTRICTED

* 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]]

(lat 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/CustomerRequestsVehicleRspurchase.htm]] Vehicle repair request - Repair not done

CUST STS THAT HIS STEERING COLOUMN LOCKED, AND VEH SHUT OFF, CRM FOUND CAMPGIN ON VEH THAT WAS DIRECTLY RELATED. TO THE STEERING COLOUMN CAMPAIGN 01044. CRM ADVED CUST OF CAMPAIGN, AND ADVED CUST TO TAKE VEH TO DLR. CUST STS WILL BE TAKING VEH TO DLR TOHAVE THAT REPAIRED ASAP. CRM OFFERED TO FALLOW UP CUST STS NOT NECESSARY. CRM CLOSING SATIS.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPLE: 0

INJURIR8:

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:

*****PAR INFORMATION************************
TRANSACTION:
·
FAX NUMBER:
BODY TYPE:
TRIM:
Transmission:
VEHICLE DRIVEABLE: BRC WARRANTY DATE:
NADA: 0
SALA: 0
DALING TAX:
NAMB:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:
*****BODILY INJURY**********************
000101 100001
LOCATION:
•
RESTRAINT:
IF SO, WHERE:

PAGE:

GM RESTRICTED

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PRONE:

ADDRESS:

GENERAL MOTORS CORPORATION DIVIBION CHEVROLET G M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE: CASE NUMBER: VIN: MODEL YEAR: DATE OPENED: 2001-09-04 SERIES:

CLEARMATER

FL

1G1YY22G6Y5104565

2000

CORVETTE COUPE

DATE CLOSED: 2001-09-13

MILEAGE:

18000

BOURCE: BRC TYPE: Phone

Na

DELIVERY DATE:

DEALER NAME:

DIMNITT CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 25485 US HWY 19 N, CLEARWATER, FL, 33763, USA

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

Inoperative

LOCKED UP & VEH INOPERATIVE

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

*Probe to identify failed item/component

- * Determine Costoners Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- Listen carefully to evaluate cause of failure defect or damage

(If damage, consider explaining the consumers responsibility)

- [[SPECIFIC SOLUTIONS RUN * Review Specific Solutions
- C:\Progra-1\Plus!\Micros~1\Iexplore.exe

http://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
 - 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 enswer *I don't want my car anymore / repurchase"[[Vehicle Repurchase Link RUM C:\Progra~1\Plus!\Micros-1\lexplore.exe

http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]}

Vehicle repair request - Repair not done

CUST STATES HE DOESN'T HAVE HIS VIN#. CUST STATES HE HAS HAD A STEERING WHIEL LOCK ON HIS VEH. CUST STATES THE VEH IS GOING TO BE TOWED BY THE DLR. CUST STATES THAT HE JUST HAD THE Veh in for sycing 3 neeks ago & they dide't make him aware of a recallon the veh. Cost STATES HE DID RECRIVE THE RECALL NOTICE ON THE VEE SHORTLY AFTER THE SVC. CUST STATES THE VEH BROKE DOWN SATURDAY BUT THE SVC DEPARTMENT WAS CLOSED. CUST SEEKS TO KNOW WHY THE STEERING WHEEL WAS DESIGNED THE WAY IT WAS. CUST SEEKS COMPENSATION FOR NOT HAVING RIS VEH LABOR DAY WEEKEND. CRM ADVISED ESCALATION TO TIER 2. CRM TRANSFERRING TO

2001-09-04

CUST STATES THE STEERING LOCKED UP ON HIM OVER THE WERKEND AND FUT HIS LIFE IN JEOPARDY. CUST STATES GM AND DLR IS LETTING CUST DRIVE AROUND IN A DEFECTIVE VEH AND THAT IS SAD. CUST STATES THE VEH WAS AT THE DLR A FEW WEEKS AGO AND THE CONCERN SHOULD HAVE BEEN REPAIRED AT THAT TIME.

CUST SEEKS COMPENSATION FOR THE BEING DOWN OVER THE WEEKEND.

CRM ADVISED CUST I CAN ASSIST HIM WITH GETTING THE VEH REPAIRED. CRM ADVISED CUST I CAN CONTACT THE DLR AND HIM BACK TO MAKE SURE THAT THE VEH IS REPAIRED TO HIS SATISFACTION. CRM ADVISED CUST WE WOULD NOT BE ABLE TO COMPENSATE HIM FOR THE VEH BEING DOWN CRM CONTACTED DLR SPOKE WITH

ANDREA IN SERVICE WHOM ADVISED OF THE CUST VIN. CRM ADVISED CRM WILL CONTACT DLR BACK ABOUT CUST CONCERN. CRM WILL FOLLOW WITH CUST ON THURSDAY 09/06/01.

2001-09-06

CRM LEFT SM A MESSAGE. 2001-09-07

CRM RCVD CALL FROM CONTACT CAC. CRM ADVISED THE CUST VEH HAS BEEN REPAIRED. CRM LEFT MESSAGE FOR CUST TO CONTACT CAC. CRM ADVISED FO REQUEST NU, BER, CAC NUMBER CRM EXT. 57264.

2001-09-13

CRM CONTACTED CUST WHO ADVISED THE VEH IS REPAIRED AT THIS TIME. CRM ADVISED CUST IF THERE ARE ANY OTHER QUESTION OR CONCERNS PLEASE GIVE GM A CALL. CRM CLOSING FILE SATISFIED.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

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:

HOTIFY NAME:

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

ROAD SURFACE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DHALHR ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MERP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET : LEAGE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST DAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: D COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE MAKES:

BUSINKSS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE: MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

*** GM RESTRICTED ***

Case No:

0040000

VIN Number:

1G1YY22G6Y5108597

Date Opened:

9/14/2000

Model Year:

2000

Date Closed:

9/22/2000

Series:

Corvette

Dealer Code:

B06417

Mileage:

10257

Addreu:

HARRY MARX CHEVROLETGILROY

State:

CA

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK B2578 B2583 COLUMN LOCK

RESOLUTION ABSTRACT- WHEEL LOCK REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/14/2000 12:53:58 SBD TEMPLATE - FERRIS

STRATEGY BASED DIAGNOSTICS

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

09/14/2000 12:53:58 HISTORY - FERRIS

STRG COLUMN

LOCKED.

TECH UNABLE TO DUPLICATE CONDITION, TECH STATES THEY HAVE MULTIPAL BCM CODES.

TECH TO REPLACE LOCK MOTOR	AND CLEAR OTHER CODES AND ATTEMPT TO
DUPLICATE.	

09/22/2000 11:19:22 - CASE CLOSING

TECH REPLACED COLUMN LOCK ACTUATOR TO FIX CONCERN.

CASE NUMBER:

VIN:

1G1YY22G6Y5109054

DATE OPENED:

05/22/01

MODEL YEAR:

DATE CLOSED:

07/05/01

SERIES: MILEAGE:

13000

SOURCE:

YE8

CORVETTE

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

ŊJ

BUB. PHONE:

CORPORATION GENERAL MOTORS DIVISION CHEVROLET g M RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE:

SALEM

ŊJ

CASE NUMBER:

VIN:

10117220675109054

MODEL YEAR: 2000 Corvette Series:

DATE OPENED: DATE CLOSED:

2001-05-22 2001-07-05

MILEAGE:

DELIVERY DATE: Phone

DEALER NAME: DIVER CHEVROLET

ERC TYPE: BRC PARENT:

SOURCE

aeY

DRALER ADDRESS:2101 PENNSYLVANIA

13000

AVE,, WILMINGTON, DE, 19806, USA

Al2 Miscellaneous - Not Classified

O REPAIR ATTEMPT(8)

OIL CHANGE

Other

WAS GIVEN A RENTAL VEH INSTEAD OF A FREE

M01 Steering General O REPAIR ATTEMPT(9)

Inoperative LOCKED UP

T44 Maintenance Certificate (Oil Change)

O REPAIR ATTEMPT(S)

Customer Satisfaction

SEE BUSINESS REASONS IN WORK HISTORY

Service department price concern

CRM ACTIONS:

CRM to advise customer that GM does not set parts prices. The dealerships are independently owned and thus set their own prices for parts and service. CRM may refer customer to dealership for possible further assistance.

Service department price concern

CUST STATES HE TOOK VEH TO DIR BC THE STEERING WHEEL LOCKED UP. CUST STATES THE DIR Offered him a rental veh & he manted a free oil change. Cust States the DLR told him that CR WILL NOT REIMB FOR OIL CHANGES. CUST STATES IT IS CHEAPER TO DAY FOR AN OIL CHANGE

THAN A RENTAL. CUST STATES HE DOESN'T WANT TO DRIVE A MALIBU. CUST STATES HE DECLINED THE RENTAL BC HE CAN GET A VEH ON HIS OWN TO DRIVE. CRM ADVISED CUST THAT WE DO NOT AUTHORIZE A DEALER TO DO OIL CHANGES, UNLESS A RENTAL VEH HAS NOT BEEN OFFERED & CUST HAS BEEN W/O A VEH. CRM ADVISED CUST THAT WE DO NOT OFFER OIL CHANGES IN LIEU OF RENTAL VEHS. CRM CONFERRED W/TM, BRIAN PERRY & OFFERED AN OIL CHANGE. CRM ADVISED CUST HE WILL BE THE OIL CHANGE CERTIFICATE IN APPROX 6 WK. CRM APOLOGIZED FOR CUST' INCONVENIENCE. CUST DID NOT HAVE THE VIN # & CRM ADVISED CUST TO CALL CAC W/ VIN #. ***CRM PLEASE BE ADVISED***IF CUST CALLS, PLEASE GET VIN # & TRANSFER FILE BACK TO ME SO I CAN PROCESS THE OIL CHANGE CERTIFICATE. CRM-

CRM CALLED CUST & ADVISED HIM THAT CRM NEEDS THE VIN#. CUST STATES HE DOESN'T HAVE THIS BC VEH IS AT THE DLR. CRM ADVISED CUST THAT CRM WILL CALL DLR TO GET THE VIN #. CRM-

2001-06-04

cust called in w/vin as requested, file being transferred to back to prev. as requested. this crm advised cust it would be several weeks before he received oil change cert.

2001-06-04

CRM HAS OFFERED CUST AN OIL CHANGE CERTIFICATE BASED UPON THE FOLLOWING BUSINESS REASONS: CUST WAS INCONVENIENCED BY NOT BEING OFFERED THE SAME TYPE OF VEH - HAVING TO BORROW A FRIEND'S VEH; TO RESTORE FAITH IN GM; & TO KEEP CUST IN GM FAMILY. CRM WILL SUBMIT OIL CHANGE CERTIFICATE, PENDING TM'S APPROVAL. CRM

TM, MINISTER DID OVER-THE-SHOULDER APPROVAL FOR OFFERING CUST OIL CHANGE CERTIFICATE.

THE 3 BUSINESS REASONS ARE THE FOLLOWING: 1. CUST WAS INCONVENIENCED BY NOT BEING OFFERED

THE SAME TYPE OF VEH FOR A RENTAL - HAD TO BORROW A FRIEND'S VEH; 2. WANTTO RESTORE FAITH

IN GM; 3. WANT TO KEEP CUST IN GM FAMILY. CRM WILL SUBMIT OFFER OF OIL CHANGE CERTIFICATE

TO APPROVER. CRM
2001-06-12

GOODWILL LIAISON REVIEWED FILE AND SUBMITTED TO APPROVER QUEUE,

2001-06-15

GL REVIEWED REQUEST AND 1ST APPROVED 6-15-01...SENT FOR FINAL APPROVAL REVIEW

2001-07-05

One Complimentary Oil Change Certificate was mailed to the customer on June 19, 2001.

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPLE: 0 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MURE 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:

TRANSACTION:

SOURCE

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE # BUY-BACK: 0 BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE;

MSRP:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCE:

NAME:

ACCOUNT NUMBER: INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAMBI

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED в м

CUSTOMER: ADDRESS:

SPRINGFEILD

HOME PHONE:

CASS NUMBER:

VIN:

1G1YY22G6Y5109409

MODEL YEAR:

DATE OPENED: 2001-07-19

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-07-19

MILEAGE:

10000

2000

BOURCE: BRC TYPE:

BRC PARENT:

Phone Yes

DELIVERY DATE:

DRALER NAME:

CHICOPER CHEVROLET-OLDSMOBILE-CADILL DEALER ADDRESS:505 MEMORIAL DR., CHICOPER, MA, 01020, USA

TO4 General Information O REPAIR ATTEMPT(8)

Customer Satisfaction WENTY START DATE

K20 Manual Transmission O REPAIR ATTEMPT(8)

Other

NOT DIAGNOSISED

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Inoperative

LOCKS

A01 Open Campaign O REPAIR ATTEMPT(S) Product Campaign Claim

#01044

A07 Referred to Dealer D REPAIR ATTEMPT(S)

Product Campaign Claim

campaign

What is the warranty start date on my vehicle?

CRM INSTRUCTIONS:

CRM to look in the VIN Profile in Corepoint. If information is not found, CRM to contact Information Station for more assistance.

What is the warranty start date on my vehicle?

CUST STATES THAT HE IS CALLING ON BRHALF OF THE OWNER. CUST IS FROM A USED CAR DLR. WANTS TO KNOW WHAT THE WRENTY START DATE IS & IF THE CLUTCH IS COVERED. CRM ADVISED CUST OF THE WRNTY START DATE & INFORMED HIM THAT VEH IS STILL UNDER 36/36 WRNTYBUT THE VEH WOULD have to be diagnoses to see if clutch is covered. CRM spoke to owner of vee & informed him OF OPEN CAMPAIGN ON VEH & REFERED HIM TO DIR. CUST IS SATISFIED. NO FURTHER ACTION REQIURED.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ROAD SURFACE:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: NUMBER OF PROPIE: 0 BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

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:

INTERRET RATE:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW!

INTEREST PAID: DEALER BUYOUT:

NAME:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

SALES TAX:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

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: D

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

RAME:

CONTACT NUMBER: 1

COMPANY

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHOKE:

Barasota ,

FL

CASE NUMBER:

VĮN:

1G1YY22G6Y5111578

DATE OPENED: 2003-04-07

MODEL YEAR: SERIES:

2000 Corvette

DATE CLOSED: 2003-04-07

MILEAGE:

18500.0000000

SOURCE: BRC TYPE: Phone N/AYes DELIVERY DATE:

DEALER NAME: BRC PARENT:

DEALER ADDRESS:

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

8ticks

Seeks recall info; ; 2003-04-07 2003-04-07

Service Request has been Closed Satisfied.; ; 2003-04-07

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPIE

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: INSPECTORS NAME: INSPECTION DATE: WAS VEHICLE INSPECTED: MILRAGE AT INSPECTION: WHERE WAS INSPECTION DOME: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: TRANSACTION: SOURCE: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DRALER NAME: DEALER ADDRESS: , , CONTACT: , FAX NUMBER: PHONE NUMBER: BODY TYPE: PRODUCT CODE: TRIN: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILRAGE @ BUY-BACK: 0 MSRPI NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: NAME: BRANCH: ACCOUNT NUMBER: INTERRET PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: VEHICLE DESTINATION: DEALER ADMINISTRATION: LIEN PAYOFF: RELEASE: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: KAME: ADDRESS: , CITY/STATE: ,

RESTRAINT:

IF SO, WHERE:

PHONE NUMBER:

TREATED:

SEATING POSITION: TYPE OF INJURY: EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

t BUSINESS: D

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Auburn

MA

CASE NUMBER:

VIN:

1G1YY22G6Y5113489

DATE OPENED: 2003-06-25

SERIES:

MODEL YEAR:

Corvette

DATE CLOSED: 2003-06-25

BRC PARENT:

MILEAGE:

SOURCE BRC TYPE:

Phone N/ANo

DELIVERY DATE: DEALER NAME:

DEALER ADDRESS:

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Sticks.

RFI Recall; ; 2003-06-25 2003-06-25

Service Request has been Closed Satisfied.; ; 2003-06-25

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 PROPLE:

INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER OF ARHICTER: 0

PROPERTY DAMAGE:

NAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT WAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

TYPE OF INJURY:

TREATED:

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: SOURCE: TRANSACTION: RECUEST TYPE: REPURCHASE REASON: DRALER BAC: DHALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: RNGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: C BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECLATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LECIAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT:

IF BO, 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION DIVISION CHEVROLET RESTRICTED G M

CUSTOMER: ADDRESS :

MATAGORDA

TX

HOME PHONE:

CASE NUMBER:

VINE

1G1YY22G6Y5116B14

MODEL YEAR:

2000

DATE OPENED: 2001-09-05

No

SERIES:

CORVETTE COUPE

DATE CLOSED:

2001-09-10

MILEAGE:

67510

SOURCE:

Phone

DELIVERY DATE: DEALER NAME:

TOM O BRIEN CHEVROLET BUICK

BRC TYPE: BRC PARENT:

DEALER ADDRESS:5900 7TH ST,, BAY CITY, TX, 77414, USA

M01 Steering General O REPAIR ATTEMPT(6)

Other

STRERING COLUMN

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- Identify sp Determine Customer's expectation
- Determine Customers expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMOP or other
- * Reference WKC[[GOODWILL RUN C:\Progre-1\Plus!\Micros-1\Texplore.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 reimburgement at dealership.)
- (If already repaired at Independent Review all relevant materials per SOG and PEP 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://careweb/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://caraweb/webknowledge/CARSCP/SBS/html/ContactingGMGialdPersonnel.htm]]

Vehicle reimbursement or Goodwill decision - Repair already dona

CUST CALLED PER STATING VEH DLR RIGHT NOW FOR REPAIR OF STEERING COLUMN LOCKING , CST STATES SAN PROGRAM ON NEWS SHOWING PROBLEM WITH THE CORVETTS , CRM ADVISED VEH DID NOT HASVE OPEN CAMPAIGN OR SPECIAL POLICY ON HER, VEH CALLED SEVCM NGR JASON , STATED REPAIR HISTORY IS VACUE THRU THEIR DLR, BUT LOYAL PER HAVE OWNED 2 CORVETTES , (BUT) WHEN THEY REPLACED HER BATTERY IN AUGUST , SHE SKIPPED OUT WITHOUT PAYING THE BILL, AND SHE OWES THEM , ALSO THERE IS BUILD UP OF SAND AND WATER IN HER A/C , AND SRVC MNGR KNOWE SHE LIVES BY BEACH (BUT) THAT WOULD NOT CAUSE THAT UNLESS SOMEONS DROVE VEH ON THE BEACH AND KNOWS CUST LETS A LOT OF PEOPLE DRIVE HER VEH , AND FEELS IT MAY BE MISUSE, SEVC MNGR STATED WILL CALL AVM ABOUT OFFERING COST ASSIST , BUT DOESNT KNOW , BUT VEH ALMOST READY W/IN THE HOUR AND CUST NEEDS TO PAY 1ST PER BEING THAT SHE SKIPPED OUT LAST TIME , DOESNT WANT HER TO GET AWAY FROM PAYING AGAIN, BUT WILL CALL AVM FOR COST ASSIST TOWARD (REIMB) AFTER SHE PAYS , CRM ADVISEDCUST OF THIS INFO , SET CONT; 0;

SET CALL BACK FOR 09/07/01 BETWEEN 2-3 PM PST

2001-09-06

AVM GARY DIXON RECEIVED A MESSAGE FROM THE SVM THAT JASON WAS INSTRUCTED BY CAC TO CALL THE AVM TO SEE IF ANY COST ASSISTANCE WAS AVAILABLE. AVM UPON REVIEWING OF FILE, STATES THERE WILL, BE NO ASSISTANCE FROM GM. AVM STATES CUSTOMER IS BEYOND THE LIMITATIONS OF THE WARRANTY. A/C HAS SALT WATER AND SAND IN THE DUCS AND THAT IS NOT WORMAL FOR EVEN DRIVING ON BEACH. FORWARD TO PREV. CRM

CALLED CUST RANG LONG TIME , NO ANSWER, TO RELAY MESSAGE DENIED COST ASSIST FOR REPAIR , SET CALL BACK WITH CUST FOR 09/10/01 BETWEEN 1-3 PM PST

2001-09-10

CALLED CUST HOME # M/A , CALLED DLR SEVC MNGR JASON , STATED CUST DOES KNOW FINAL DECISION WAS DENIED COST ASIST PER OUTSIDE WARRANTY ALSO MISUSE OF THE VEH , SEVC MGR STATED THAT CUST SET UP PAYMENT PLAN WITH DLR OWNER TO MAKE PAYMENTS FOR THE REPAIR

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

ROAD SURFACE:

AGENT NAME:

AGENT PHONE NUMBER:

HORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEMICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

NAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TRAT RESULT:

COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DRALKE NAME: DEALER ADDRESS: , , CONTACT: , FAX NUMBER: PHONE NUMBER: PRODUCT CODE: BODY TYPE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0 MSRP: SALBS TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: NAME: BRANCH: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: VEHICLE DESTINATION: DEALER ADMINISTRATION: LIEN PAYOFF: RELEASE: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: RESTRAINT: : MOITIBOG PRITARS TYPE OF INJURY: IF 80, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: * BUBINESS: 0 BUSINESS: DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0

PURCHASE/LEASE AS:

MILEAGE AT PURCHASE: 0

REBOLUTION SOUGHT:

DOES OWNER HAVE POSESSION OF VEHICLE:

NAME:

COMPANY:

CONTACT NUMBER: 1 CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION DIVISION CHEVROLET RESTRICTED αм

CUSTOMER: ADDRESS : HOME PHONE:

VIN:

1G1YY22G6Y5117056

CASE NUMBER:

MODEL YEAR:

2000

Corvette

DATE OPENED: 2002-09-24

DATE CLOSED: 2002-10-08

SERIES:

MILBAGE:

SOURCE:

Bmail

N/AYes

DELIVERY DATE: DEALER NAME:

BRC TYPE: BRC PARENT:

DRALER ADDRESS:

M41 Column / Ignition Lock / Parts

C REPAIR ATTEMPT (8)

Sticks

Chevrolet Other Comment; ; 2002-09-24

RB: Chevrolet Corvette Owner Assistance; ; 2002-09-24 2002-09-24

CRN Replied; ; 2002-09-24

1-35580412 5 day follow up; ; 2002-10-01

RE: Chevrolet Corvette Owner Assistance; ; 2002-09-24

RE: Chevrolet Corvette Owner Aggistance: : 2002-09-24

2002-09-24

Response to Customer; ; 2002-09-24

Please see inbound customer omail and our response; , 2002-09-26 2002-09-25

Service Request Ownership has changed FROM: BASERAPM TO: TO: ; 2002-09-25

File ; 2002-10-07

2002-10-07

Service Request has been Closed Satisfied.; ; 2002-10-07

RE: File ; 2002-10-07 RE: File # 2002-10-07

2002-10-08

Service Request has been Closed Satisfied.; ; 2002-10-08

INCIDENT DATE:

DRIVER NAME:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPER

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

IMSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORR INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILBAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DRALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ SUY-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: LEDKON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO. WHERE: EXTERNAL CASE NUMBER: DATE TITLE NAMES: BUSINESS: * BUSINESS: 0 DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PRONE:

GRNERAL MOTORS CORPORATION DIVISION CHEVROLET RESTRICTED G M

CUSTOMER: ADDRESS:



Arlington

TX 76013-4238

HOME PHONE:

CASE NUMBER: 1-109336108

VIN:

101147220675117445

MODEL YEAR:

2000 Corvetta

DATE CLOSED: 2003-D7-18

DATE OPENED: 2003-06-14

SERIES: MILRAGE:

10004.0000000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

N/ANo

DEALER NAME:

Frank Parra Autoplex, Inc.

BRC PARENT:

DEALER ADDRESS: 1000 E Airport Fwy, Irving, TX, 75062-4813, USA

M40 Wheel / Touch Controls O REPAIR ATTEMPT(5)

Inoperative

info on locked security sys; ; 2003-06-14 2003-06-17

1-109336108 f/u on locked wheel steering - towing; ; 2003-06-23 2003-06-23

info on locked security sys; ; 2003-06-23 2003-06-27

1-109336108 call on status of veh; ; 2003-07-11 2003-06-24

Please assume 6R and assist cust per TM 2003-07-11

, , 2003-07-11

1-109336108 FOLLOWUP ON STRERING LOCK; ; 2003-07-11 2003-07-11

Service Request Ownership has changed FROM: VUOLOD TO: DELUCAM; ; 2003-07-11 2003-07-11

NOT AVAILABLE: : 2003-07-11 2003-07-18

1-109336108 FOLLOWUP; ; 2003-07-18 2003-07-18

FOLLOWUP; / 2003-07-18 2003-07-18

DISSATISFIED; , 2003-07-18 2003-07-18

Service Request has been Closed Dissatisfied.; ; 2003-07-18

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PEOPLE: ROAD CONDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT RAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION: ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

DED OCESTIO

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BACI

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

MERP:

AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTERBST RATE: INTEREST PAID: DRALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: RESTRAINT: SEATING POSITION: TYPE OF INJURY: TREATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE TITLE NAMES: BUSINESS: # BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 PURCHASE/LEASE AS: MILEAGE AT PURCHASE: D DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: CONTACT NUMBER: 1 NAME:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED αм

CUSTOMER: ADDRESS: HOME PHONE:

AΖ PHOBNIX

CASE NUMBER:

VIN:

1@1YY22@6Y5117672

MODEL YEAR:

2000

67000

DATE OPENED: 2002-04-17

SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-04-22 BOURCE:

MILRAGE:

DELIVERY DATE:

BRC TYPE:

Phone No

DRALER NAME:

MIDWAY CHEVROLET COMPANY

BRC PARENT: DRALER ADDRESS:2323 W SELL RD., PHOENIX, AZ, 85023, USA

MO1 Steering General 1 REPAIR ATTEMPT(8)

Inoperative

LOCKED

M01 Steering General 1 REPAIR ATTEMPT(8)

Other

MODULATOR

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 cerefully 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\lexplore.exe

http://carsweb/webknowledge/ProductCanter/GeneralInfo/content/SolutionsByComponentCode.htm}}

- * Identify if earlier repairs have been attempted? [[Possible Chronic Rep RUM
- C:\Progra-1\Plus!\Micros-1\lexplore.exe

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

- (1st attempt offer to coordinate repair at a dealership)
- (Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - Contact appropriate Service dealership to discuss
 - Determine if TAC was proviously 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://carswab/wabknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

Vehicle repair request - Repair not done

CUST STATES ORIGINAL OWNER, NO EXT SVC CONTRACT, STEERING WHEEL IS LOCKED AND VEH IS AT THE DLR WAITING FOR DIAGNOSIS. CUST USUALLY GOES TO BILL HEARD CHEV AND HAD A CONCERN DURING WRENTY WITH STREELING

CUST SEEKS TO KNOW IF RECALL ON STEERING AND POSSIBLE COST ASSIST WITH THIS REPAIR CRM ADVISED NO RECALLS, NEED DIAGNOSIS AS FIRST STEP AND WILL CALL HOUR FOR DIAGNOSIS.

cust called stating he is at the dlr. charge for repair is \$931 + tax. crm advised info would be passed to working crm

CRM CALLED PAUL JOHNSON WHO STATED REPAIR WILL BE \$391 + TAX, CUST COULD NOT HAVE CAUSED - ACTUATOR IN STEERING COLUMN NEEDS TO BE REPLACED WITH A NEW RELAY AS WITH THE RECALLS ON THE STEERING. HE STATES VEH IS IN EXCELLENT CONDITION, BUT GOES TO ANOTHER DLR USUALLY. CRM ADVISED WILL HAVE TO RESEARCH POSSIBLE REIM FOR THIS REPAIR, AND SVC MGR WILL RELAY MESSAGE TO CUST AS HE IS AT THE DURSHIP NOW.

2002-04-17

CUST STATES JANE SCLOMON IS WORKING ON GETTING GOODWILL ON REPAIRS.

CUST SEEKS TO LEAVE PHONE CELLULAR # AS # IN FILE IS DISCONNECTED & CRM CAN CALL HIM ANYTIME ON THIS PHONE.

CRM ADVISED CUST WOULD DOC & FORWARD TO

FOR C/B.....

2002-04-17

Cust states that he is stuck @ the dirahip and does not have the money to pay for the repair. Cust seeks update on file. CRM advised that previous CRM is working on possible cost assistance on the repair. SVC MGR is to advise you of such, CRM contacted SVC MGR Paul Johnson and yes he did advise cust of the concern. CRM advised that cust would have to pay for the repair and then GM would look into the concern for possible cost assistance. CRM forwrading to previous CRM for update.

2002-04-17

CUST SEEKS UPDATE. CRM ADVISED CUST THAT CUST WOULD HAVE TO DAY FOR REPAIR AND THEN ON WOULD LOOK INTO POSSIBLE COST ASSISTANCE. CUST HUNG UP. CRM WILL TAKE NO FUTHER ACTION AND FORWARD FILE BACK TO PREVIOUS CRM.

CUST STATES SHE WANTS ASSISTANCE. CRM DENIED CUST GOODWILL ASSISTANCE PER IM APPROVAL ZACHARIOUS APROVAL DUE TO THE FOLLOWING 3 BUSINESS REASONS:

1> VEH IS OUT OF WARRANTY

2> NO PREVIOUSLY RELATED REPAIRS

CUST STATES SHE THOUGHT THERE WAS A RECALL ON HER VEH. CRM ADV CUST THERE IS NO OPEN RECALL. CUST STATES SHE HAD VEH LOOKED AT IN JULY 2001 FOR SAME CONCERN, CUST STATES NO REPAIR WAS MADE AT THAT TIME WHILE VEH WAS IN WARR. CRM ADV CUST HAD REPAIR BEEN MADE AT TIME OF INITIAL CONCERN THAT PART WOULD HAVE BEEN UNDER A 12/12,000 WARRANTY, BUT SINCE IT WAS NOT REPAIRED THERE IS NO EXT WARR COVERAGE.

CRM DENIED CUSTOMER ASSISTANCE. CRM IS CLOSING REQUEST DISSATISFIED WITH NO BBB LETTER DUE TO VEH BEING OUT OF TIME AND MILEAGE PARAMETERS.TM APPROVAL

2002-04-22

CUST SEEKS TO UPDATE FILE WITH ANOTHER #

CUST SEEKS DECISION

CRM ADV CUET AS PER PREVIOUS NOTES THAT REQ IS DENIED

CRM

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT: INCIDENT RESULT: POLICE REPORT ROAD CONDITION: ROAD SURFACE: NUMBER OF PROPLE: 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: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DRALER BAC: DEALER NAME: DEALER ADDRESS: . . CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: RNGINE TYPE: TRANSMISSION: VERICLE DRIVEABLE: MILEAGE • BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0 MSRP: SALES TAX: DEPRECIATION: UPGRADE: APTERMARKET: LEAGE TERM:

BRANCH: ACCOUNT NUMBER:

DAMAGE: OTHER:

NAME:

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LECIAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

BELEASE 1

LIEM PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

restraint:

IF 60, 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

VIN Number:

1G1YY22G6Y5118224

Date Opened:

5/11/2001

Model Year:

2000

Date Closed:

6/15/2001

Series:

Corvette

Dealer Code:

B28147

Mileage:

11910

Address:

DOUG CHEVROLET AKRON

- (

State:

OH

Dealer Phone:

SYMPTOM ABSTRACT --- COLUMN LOCK COLUMN WOULD NOT UNLOCK A000266

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION-

05/11/2001 15:27:11 SBD TEMPLATE - ZAJECHOWSKI

STRATEGY BASED DIAGNOSTICS

- _2_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- $_{_{_{_{_{}}}}}$ Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/11/2001 15:27:11 HISTORY - ZAJECHOWSKI

CONCERN:: CUSTOMER STATES INTERMITTENT COLUMN LOCK MESSAGE

DIAG:: TECH STATES NO CODES AND REQUESTING PI A000265

READ TECH PI

08/15/2001 09:41:02 8IFTON - FAXED CASE CLOSING., REPLACED SOLENOID

EA02-031 / GM22C

Page 2 of 2

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

Jacksonville

ΝL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G6Y5119325

MODEL YEAR:

2000

DATE OPENED: 2002-08-01 DATE CLOSED: 2002-08-01

2002-08-01 SERIES: 2002-08-01 MILEAGE: Corvette 49194.0000000

SOURCE:

Phone

N/ANo

DELIVERY DATE:

Coggin Chevrolet L.L.C.

BRC TYPE: BRC PARENT: DEALER NAME:

DEALER ADDRESS: 10880 Philips Hwy, Jacksonville, FL, 32256-1553, USA

M02 Linkage

O REPAIR ATTEMPT(S)

Inoperative

steering is locked; ; 2002-08-01 2002-08-01

Coggin Chev avc mgr Chuck JOnes; ; 2002-08-01

2002-08-01

Dickie Lones avc advar at Bill heard; ; 2002-08-01 2002-08-01

Service Request has been Closed Satisfied.; ; 2002-08-01

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE:

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:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

PAX NUMBER:

TRANSACTION:

BODY TYPE:

SALES TAX:

TRIM:

ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE # BUY-BACK: 0

MADA: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEAGE TERM:

DAMAGE:

OTHER:

BRANCE: 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:

NUMBER OF INJURIES: 0

COMMENTS

NAME:

ADDRESS: , CITY/STATE: ,

PHONE NUMBER:

LOCATION:

SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

TREATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES: BUSINESS:

BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION 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:

,

Spring , TX 77373

CASE NUMBER:

VIN:

1G1YY22G6Y5122578

DATE OPENED: 2003-06-02

MODEL YEAR: SERIES: 2000 Corvette

DATE CLOSED:

2003-06-02

Series: Milrage:

24000.0000000

SOURCE:

BRC TYPE:

2003-06-11 Email

DELIVERY DATE:

N/ANO

DEALER NAME: Buck

MR: Buckalew Chevrolet, L.P.

BRC PARENT: DEALER ADDRESS: 1717 N Frazier, Conros, TX, 77301-1342, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(8)

Sticks

Chevrolet Corvette Owner Assistance; , 2003-06-02

RE: Chevrolet Corvette Owner Assistance; ; 2003-06-02 2003-06-02

1-1046971384//called dlr; ; 2003-06-02 2003-06-05

I-104971384//f.u. cust; ; 2003-06-05 2003-06-04

1-104971384//call dlr; ; 2003-06-03 2003-06-03

1-104971384//called dlr; ; 2003-06-03 2003-06-05

1-104971364//call dlr; ; 2003-06-11

RB: Chevrolet Corvette Owner Assistance; ; 2003-06-05 2003-06-05

1-104971384//lft dlr msg; ; 2003-06-05 2003-06-06

1-104971384//call dlr; ; 2003-06-11 2003-06-11

1-104971384//5 day; ; 2003-06-11 2003-06-06

1-104971384//spoke to dir-Billy Tiller-Srvc Mgr; ; 2003-06-11

RE: Chevrolet Corvette Owner Aggistance; ; 2003-06-06

RE: Chevrolet Corvette Owner Assistance; ; 2003-06-11 2003-06-11

Service Request has been Closed Batisfied.; ; 2003-06-11

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

ONNER DESCRIPTION:

DRIVER DISABILITY:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE:

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 DONR:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PRONE NUMBER: PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: MARP: NADA: 0 SALES TAX: DEPRECIATION: **UPGRADE:** AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: DITEREST RATE: INTERNST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: DAMB: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF \$0, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: . * BUSINESS: 0 BUSINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

MAKR

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

VIN Number: 1G1YY22G6Y5123858 Case No: 7/19/2002 Date Opened: Model Year: 2000 Date Closed: Corvette Series: Dealer Code: B06219 Mileage: 31549 Address: PITZPATRICK CHEVROLECONCORD State: CA Dealer Phone:

SYMPTOM ABSTRACT— COLUMN LOCK CLOUMN DOES NOT UNLOCK INTERMITTE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/19/2002 17:30:31 SBD TEMPLATE - COLEMAN

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)

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN DOES NOT UNLOCK INTERMITTENTLY.

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

DLR HAS VERIFIED THE CONCERN, IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC SUGGEST DOING BULLETIN 01-02-35-008.

07/19/2002 17:30:31 HISTORY - COLEMAN

SYMPTOM ABSTRACT --- COLUMN LOCK CLOUMN DOES NOT UNLOCK INTERMITTE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3----

UCC-3 DESCRIPTION ---

07/19/2002 17:30:31 SBD TEMPLATE - COLEMAN

07/19/2002 17:90:31 SBD TEMPLATE - COLEMAN 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) JOHN BAILEY SF

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN DOES NOT UNLOCK INTERMITTENTLY.

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

DLR HAS VERIFIED THE CONCERN, IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC SUGGEST DOING BULLETIN 01-02-35-008.

07/19/2002 17:30:31 HISTORY - COLEMAN

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: Bradenton FT. HOME PHONE: CASE NUMBER: VIN: 1G1YY22G6Y5125271 MODEL YEAR: 2000 DATE OPENED: 2002-06-13 SERIES: Corvette 41000.0000000 DATE CLOSED: 2002-06-25 MILEAGE: SOURCE: DELIVERY DATE: BRC TYPE: N/ANo DEALER NAME: BRC PARENT: DEALER ADDRESS: M41 Column / Ignition Lock / Parts O REPAIR ATTEMPT(8) Bticks RECALL: : 2002-06-13 2002-06-13 call Roadside; ; 2002-06-13 2002-06-25 Service Request has been Closed Satisfied.; / 2002-06-25 INCIDENT DATE: INCIDENT TIME: INCIDENT LOCATION: DRIVER NAME: DRIVER AGE: DRIVER DISABILITY: OWNER DESCRIPTION: ALLEGED DEFECTIVE COMPONENT: INCIDENT RESULT: POLICE REPORT: ROAD COMDITION: ROAD SURFACE: NUMBER OF PROPLE: BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

INJURIES:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT KAME:

AGENT PHONE NUMBER:

MCRE INFORMATION: MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

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: BRC WARRANTY DATE:

MILBAGE @ BUY-BACK: 0

MBRP:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE: OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTERSST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL

LEGAL TYPE:

LERRON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE :

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

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 FÜRCHASE; 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

CONTACT NOMBER

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

COMPANY:

GBNBRAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

Fayetteville

HOME PHONE:

CASE NUMBER:

1G1YY22G6Y5125996

MODEL YEAR:

2000

DATE OPENED: 2003-07-08

SERIES:

Carvette

DATE CLOSED: 2003-07-11

MILEAGE:

22000.0000000

SOURCE: BRC TYPE:

Phone N/AYes DELIVERY DATE: DEALER NAME:

Reed-Lallier Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS:4500 Raeford Rd, Fayetteville, NC, 28304-3230, USA

NO2 Battery / Cables O REPAIR ATTEMPT(6)

Battery - Dead

Steering Lock/Battery; ; 2003-07-08

2003-07-08

Steering Lock; ; 2003-07-08

2003-07-08

Steering lock/battery; ; 2003-07-08

2003-07-11

1-117294422 f/u to see if avm has responded to lat mag; ; 2003-07-11

2003-07-08

cmr seeking feedback/advice from avm; ; 2003-07-08

2003-07-08

car seeking feedback/advice from avm; ; 2003-07-08

2003-07-11

Voice wsg left # 9:43 on Wed. 7/9/03.; ; 2003-07-11

2003-07-11

To close file out DISSAT; ; 2003-07-11

2003-07-11

Service Request has been Closed Dissatisfied.; ; 2003-07-11

INCIDENT DATE: INCIDENT LOCATION: INCLOENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE:

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:

MAS 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:

SOURCE:

RECURST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DRALER ADDRESS: . .

MILEAGR @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

ENGINE TYPE:

TRIM: TRANSMISSION

VEHICLE DRIVEABLE:

BRC MARRANTY DATE:

MERP:

MADA: 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:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF 60, 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS .

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

.

VIN Number:

1G1YY22G6Y5126842

Date Opened:

6/20/2001

Model Year:

2000

Date Closed:

9/27/2001

Series:

Corvette

Dealer Code:

B24483

Mileage:

21613

Address:

SERVICE CHEVROLET INLAFAYETTE

State:

LA

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN STEERING SERVICE STEERING COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-3 DESCRIPTION ---

08/20/2001 17:11:36 SBD TEMPLATE - LESZCYNSKI

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _2_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- 2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) is the vehicle in the dealership
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED
- ...N., (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _N_ (Y/N) ARE THERE ANY DTC'S
- _Y_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

06/20/2001 17:11:36 HISTORY - LESZCYNSKI LEONARD SHOP FOREMAN

JOHN CALLED AND STATED THAT HE HAS A CONCERN WITH A VEHICLE THAT HAS THE

SERVICE STEERING COLUMN LOCK MESSAGE DEALER HAS REPLACED THE ACTUATOR

A YEAR AGO DEALER IS ASKING FOR BULLETIN OR PHINFORMATION

TAC

ADVISED DEALER ON PI A000265 READS AS FOLLOWS

A000265A 5-22-01 SUPERSEDES A000265 9-7-99

RA02-031 / GM22C

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

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

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

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

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

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

EA02-031 / GM22C