

EA02-031

GM

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

ATTACHMENT

4F

BOOK 14 OF 22

PART 2 OF 2

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] FULLERTON CA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1G1YY22G6Y5127117
MODEL YEAR: 2000
DATE OPENED: 2001-11-28 SERIES: UNKNOWN
DATE CLOSED: 2002-03-26 MILEAGE: 17823
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: GATEWAY CHEVROLET MOTOR CO
BRC PARENT: DEALER ADDRESS: 15000 E FIRESTONE BLVD, LA MIRADA, CA, 90638, USA

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

T19 Campaign Correction Required Customer Satisfaction
0 REPAIR ATTEMPT(S) CUST SEEKS INFO AS TO WHETHER HIS VEHICLE
HAS ANY CAMPAIGNS
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) CRM REFERRED CUST TO DLRSHIP
M41 Steering Column/Lock/Attaching Parts Broken
0 REPAIR ATTEMPT(S) CUST STATES HIS COLUMN LOCK NEEDS SERVICE

Notification of open campaigns or special policies.

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

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

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

CRM MADE ATTEMPT TO REACH THE CUST HOWEVER NOT AVAIL.. CRM LEFT A MESSAGE FOR THE CUST TO
CONTACT CAC.. CRM WILL MAKE ANOTHER CALL TO CUST ON 3/18 AT 3PM ET/.....
[REDACTED]...TAMPA..CARB, 0, [REDACTED]
2001-11-28

CUST STATES HE IS HAVING PROBLEMS WITH HIS STEERING COLUMN LOCK. CUST SEEKS TO KNOW IF
THERE IS ANY RECALLS ON THIS. CRM ADVISED CUST THAT THERE ARE NO RECALLS ON HIS VEHICLE.
CUST STATES HE HAS AN APPOINTMENT WITH THE DEALERSHIP TO GET IT FIXED AND WOULD LIKE TO KNOW
IF A RENTAL VEHICLE WILL BE PROVIDED. CRM CONTACTED DLRSHIP AND SPOKE TO SVNGR, RICK, WHO
STATES THAT RENTAL WILL BE PROVIDED. CRM ADVISED CUST AND CUST AGREED AND WAS SATISFIED.
NOTHING FURTHER AT THIS TIME. [REDACTED]
2001-11-29

cust states that the svc dept at gateway chevrolet is going to repair his steering wheel
column in a manner which will prevent the column from locking up when he gets out of the
veh. cust states this is an issue as he feels veh could be stolen easier. cust seeks a
different fix. svc mgr rick read states that they are not disabling any functions of the
veh and there must have been a misunderstanding. crm advised cust of this. request closed
satisfied. [REDACTED]
2001-12-03

Cust states VIN did not fall within VIN breakpoints. Veh was towed to dlr. Cust states dlr disabled locking mechanism.

When engine is turned off steering column does not lock. Cust states veh may now be steered and pushed with motor off whereas before, steering was locked. Cust seeks to have compensation for losing steering lock mechanism features.

CRM conferenced cust with Matt Baker, svc adv at Selman who states veh still has theft deterrent regardless of steering lock colum.

Svc Mgr at Gateway, Rick Reed was unavailable but secretary will have svc mgr call in with msg.

CRM to call cust Wed, 12/05/2001 between 1-3pm PST at [REDACTED]

2001-12-03

VEH IS A CORVETTE

SVC MGR, RICHARD READ, CALLING FROM DLR IN RESPONSE TO MESSAGE LEFT. SVC MGR ADVISED VEH WAS NOT DISABLED. HE ADVISED THE LOCK PLATE AND RELAY WAS REPLACED DUE TO CUST CONCERN W/ STEERING WHEEL LOCKING. THE CAUSE WAS INTERNAL FAILURE OF LOCK MODULE. THIS PART IS A LOCK NUT AND HARNESS FOR STEERING. SVC MGR ADVISED THAT CUST WAS GOODWILLED A TIRE THAT HE CLAIMED THE DLR DAMAGED AND THAT AT THIS TIME THERE IS NO REASON FOR FURTHER COMPENSATION, AS THE REPAIR WAS DONE ACCORDING TO WARRANTY AND DLR DID NOT DISABLE OR TAKE AWAY THE STEERING LOCK FEATURE. CUST NEEDS TO BE READVISED THAT THIS REPAIR TO STEERING DID NOT DISABLE STEERING LOCK FUNCTION IT CORRECTED PREVIOUS CONCERN W/ STEERING WHEEL NOT UNLOCKING. SVC MGR ADVISED THIS REPAIR TO HIS KNOWLEDGE RESOLVED CONCERN AND WAS REPAIRED UNDER WARRANTY. SVC MGR ADVISED HE WOULD BE AVAILABLE UNTIL 5:20 PAC TIME IF ANY FURTHER QUESTIONS OR NOT ENOUGH INFO. ***CONT*** [REDACTED]

2001-12-03

CONT THIS CRM WILL FORWARD TO PREVIOUS TO CONTINUE WORKING W/CUST, AS THIS CRM HAS NOT SPOKEN W/CUST. [REDACTED]

2001-12-05

CRM called cust as agreed and cust states they want compensation for losing the use of a safety feature they purchased on their veh.

Cust states they are trying to be reasonable and aren't seeking a lot of money; they just want something for added security for veh.

CRM conferenced cust with Svc Mgr Richard Read who will address this concern with his AVM and cust to call dlr Fri.

CRM forwarding file request to dlr at FAX 714.562.0428.

2001-12-06

FAX COMPLETED....12/06 @11:03AM CST... [REDACTED]

2001-12-07

Svc Mgr has not been able to research cust concern with AVM yet.

CRM to call cust Fri, 12/14/2001 between 1-3pm PST at 714-345-4085.

2001-12-11

Svc Mgr will call CAC as soon as he gets word from AVM.

2001-12-14

CRM called svc mgr but he was not at his desk. Svc Mgr will call back to CAC later today.

2001-12-14

CRM called Svc Mgr Richard Read at 714-522-2881 - AVM unavailable.

Cust was called and advised we ay not hear word until after the new year as the AVM's are hard to reach this time of year.

Cust was conferenced with Svc Adv at Don Steves in La Habra to ask technical question about tires.

CRM to follow up with cust next Fri, 12/21/2001 between 1-3pm PST at 714-345-4085.

2001-12-18

RICK FROM DLR CALLED TO UPDATE FILE WITH FOLLOWING INFORMATION: HE RECEIVED CALL FROM BRAND QUALITY MANAGER FOR CHEVROLET. HE WAS NOTIFIED THE SYSTEM IS WORKING THE WAY IT IS SUPPOSED TO. HE STATES WHEN THE RECALL IS PERFORMED, THE SYSTEM IS DESIGNED TO WORK SO THAT WHEN THE VEH IS IN PARK AND THE KEY IS REMOVED, THE TRANSMISSION GETS LOCKED INTO PARK. HE STATES HE IS STILL WAITING ON THE AVM DECISION ON REIMBURSEMENT. CRM FORWARDING TO WORKING CRM.

2001-12-21

Chevrolet Quality Brand mgr advised svc mgr that cust's veh is operating as it should now. It is GM's position that cust did not lose a feature but rather gained one, in that veh won't lock up down the road. Veh automatically locks in park now, so whether steering column moves or not is a moot point. Cust will receive no compensation for a lost feature as he has not lost but rather gained. CRM called cust to advise him of this but cust was unavailable. CRM will try again between 1-3pm PST.

2001-12-21

CRM called cust to advise of GM decision of no assistance as no feature has been forfeited. Cust seeks to have person from GM who made this decision call cust and wanted thier name. CRM advised cust that CRM does not know this persons name nor could CRM promise that this person will call cust; however, CRM would put in the request to have this person call cust. Cust cell phone: 714-345-4085.

CRM advised svc mgr, Alex Polk at Selman Chevrolet where cust intends to go for future repairs, of cust's feelings of loss of feature and what GM has decided on this. CRM contacted Svc Mgr Richard Read at Gateway Chevrolet to inform him of cust request to have call from Quality Brand Manager. CRM forwarding file to Mr. Read at FAX 714-562-0428. CRM closing file request satisfied.

2002-03-11

CUST STATES THAT HE IS RETURNING CALL TO CAC, CUST STATES THAT HE IS STILL NOT SATISFIED THAT THE VEHICLE NOT BEING ABLE TO LOCK UP. CUST STATES THAT HE PAID FOR THIS FEATURE AND HE IS SEEKING TO HAVE THIS ADDRESSED AND CORRECTED.. CRM ADVISED CUST THAT MORE RESEARCH IS NEEDED AND CRM WILL HAVE TO RET A CALL TO THE CUST ON 3/12 AT 1-3 PM ET.....

2002-03-12

CRM RESUMED FILE . CRM AND TM IS REVIEWING THE CUST CONCERNS . CRM WILL RET A CALL TO CUST AFTER TM ADDRESS THE ISSUE.....

2002-03-14

CRM RECEIVED INFO FROM TM CRAIG KING , AND CRM IS TO ADVISED CUST THAT NO OTHER ASSISTANCE CAN BE PROVIDED, PREV CRM HAS COVERED ALL AVENUES AND NOTHING ELSE CAN BE DONE, AVM HAS ALREADY BEEN INVOLVED, CRM WAS AUTH TO SEND ABB LETTER IS CUST DISSATISFIED.....

2002-03-18

CRM MADE ANOTHER ATTEMPT TO REACH THE CUST NOT AVAIL... CRM WILL SEND AN UNABLE TO CONTACT LETTER.....

2002-03-18

Approving Letter* *Letter Auditor*Tampa, FL; 0;

2002-03-26

CUST STATES THAT HE TOOK THE VEH TO DLR FOR A STEERING COLUMN LOCK CONCERN. THE DLR HAD TO TAKE THE STEERING COLUMN LOCKING MECHANISM FROM THE VEH. CUST SEEKS TO HAVE A ALTERNATE SECURITY MEASURE. CRM CONTACTED THE SVC MGR RICK REED WHO STATES THAT THE ENGINEERS HAVE

ADVSD ON HOW TO REPAIR THIS CONCERN & IT DOES LEAVE THE VEH WITHOUT THE STEERING COLUMN FEATURE. THE VEH DOES HAVE A SECURITY FEATURE STILL & THIS IS THAT WHEN THE KEY IS NOT IN THE IGNITION THE VEH CAN NOT BE TAKEN OUT OF THE PARK POSITION. THE AVM HAS BEEN CONTACTED & THIS IS THE DECISION. CRM ADVSD CUST OF THE ALTERNATE SECURITY MEASURE & AT THIS TIME THERE WILL NOT BE AN ALTERNATE SECURITY MEASURE PROVIDED. CUST IS VERY DISAT WITH THIS DECISION. CUST STATES THAT HE WILL BE IN CONTACT WITH ATTORNEY. CRM REVIEWED W/TM LAUREN THORN. REQUEST CLOSED DISAT, BBB LETTER SENT. [REDACTED]
2002-03-27

Reviewed & approved letter MN0001. Submitted to max for printing.....[REDACTED]
[REDACTED]

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

March 26, 2002

[REDACTED]
Fullerton, CA [REDACTED]

Request: [REDACTED]

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Kristen Tift
Customer Relationship Manager

MN0001-P/kaw

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

NAPLES, FL

CASE NUMBER: VIN: 1G1YY22G6Y5127327
MODEL YEAR: 2000
DATE OPENED: 2001-11-03 SERIES: UNKNOWN
DATE CLOSED: 2001-12-12 MILEAGE: 12000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BOB TAYLOR CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 5665 N AIRPORT FOLLING RD., NAPLES, FL 34109, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) survey

S86 CAC Resolved With Goodwill CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S) SMARTCARE

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
1 REPAIR ATTEMPT(S) SMARTCARE 12/12

M01 Steering General Other
2 REPAIR ATTEMPT(S) STEERING LOCKED

J01 Engine Other
0 REPAIR ATTEMPT(S) CONCERNS

K30 Automatic Transmission Other
0 REPAIR ATTEMPT(S) CONCERNS

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\Plus1\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepol nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

CSI REPLY: Survey states cust is completely satisfied w/ fix & dlr & not at all satisfied w/ veh. Comments state veh has less than 12000 miles on it & is always being repaired. Veh would qualify for lemon law.

Vehicle operation or design

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

CSI REPLY: Survey states cust is completely satisfied w/ fix & dlr & not at all satisfied w/ veh. Comments state veh has less than 12000 miles on it & is always being repaired. Veh

would qualify for lemon law.

CRM attempted to call cust, cust not available.

Suspending for 2nd call attempt. Left cust msg to call CAC WHEN CUST CALLS, thank cust for taking time to complete survey. Advise cust feedback is appreciated & survey comments have been documented in Req# C____. Ask cust if there is anything else we can do today. ASSUME RESPONSIBILITY - You are 1st person to talk w/cust. Unable to reach cust on 1st call attempt. Left cust msg to call CAC. [REDACTED]

2001-11-06

Left cust msg to call CAC. WHEN CUST CALLS, thank cust for taking time to complete survey. Advise cust feedback is appreciated & survey comments have been documented in Req# C____. Ask cust if there is anything else we can do today. ASSUME RESPONSIBILITY - You are 1st person to talk w/cust. Unable to reach cust on 2nd call attempt. Sending unable to contact letter. Closing file satisfied. [REDACTED]

2001-11-07

Letter reviewed and approved. [REDACTED]

2001-11-20

THE CUST STATES SHSE HAS HAD NUMEROUS REPAIR REPAIRS ON HER VEHICLE. THE CUST STATES THIS MORNING THE BATTERY FAILED AND WAS REPLACED AT THE DLRHSP. THE CUST SEEKS TO PURSUE CONSUMER PROTECTION LAWS FOR THIS VEHICLE. THE CRM ADVISED THE CUST THE DLRHSP MUST BE CONTACTED FOR INPUT. [REDACTED]

2001-11-20

CRM ATTEMPTED TO CONTACT RICK, HE WAS NOT AVAILABLE. CRM LEFT A MESSAGE FOR CONTACT FOR INFO ABOUT VEHICLE. [REDACTED]

2001-11-26

CRM LEFT SECOND MESSAGE FOR THE SVC MGR. [REDACTED]

2001-11-26

CUST CALLED IN WANTING A UPDATE. CUST STATED SHE HAS BEEN WAITING ON A UPDATE FROM PREVIOUS UPDATE. CRM ADVISED CUST PREVIOUS CRM IS STILL ATTEMPTING TO CONTACT SRVC MGR. CRM ADVISED CUST PREVIOUS CRM WILL BE NOTIFIED OF CUST CONCERN PER UPDATE. CRM FORWARDING FILE BACK TO PREVIOUS CRM [REDACTED]

2001-11-27

CRM UPDATED THE CUST, THE SVC MGR AT THE DLRHSP HAS NOT CONTACTED CAC FOR REPAIR REVIEW. CRM WILL FOLLOW UP WITH THE SVC MGR. [REDACTED]

2001-11-30

CRM SPOKE WITH THE SVC MGR RICK, HE STATES THE CUST HAS BEEN IN NUMEROUS TIMES FOR DIFFERENT CONCERNS. NONE REPEAT ISSUES. NO MAJOR REPAIRS HAVE BEEN PERFORMED ON HER VEHICLE. AT THIS TIME THERE IS NOT A NEED FOR AVM CONTACT. [REDACTED]

2001-11-30

CRM SPOKE WITH THE CUST, ADVISED HER THE VEHICLE AT THIS TIME IS NOT A CANDIDATE FOR REPURCHASE. THERE HAVE NOT BEEN ANY MAJOR REPAIRS- IN ENGINE, TRANSMISSION REPAIRS. HOWEVER SHE HAS BEEN TO THE DLRHSP NUMEROUS TIMES FOR DIFFERENT CONCERNS. SHE WAS STRANDED TWICE BECAUSE THE STEERING COLUMN LOCKED AND THE VEHICLE HAS BEEN IN MORE THAN 30 DAYS COMBINED REPAIRS>>>>> [REDACTED]

2001-11-30

CRM GIVEN OVER THE SHOULDER APPROVAL FOR 12/12 SMARTCARE PACKAGE FOR COMPENSATION BY TEAM MANAGER JOHN DUNFORD. [REDACTED]

2001-11-30

CRM OFFERED THE CUST THE 12/12 SMARTCARE PACKAGE, THE CUST ACCEPTED. [REDACTED]

2001-11-30

CRM PROCESSED SMARTCARE FOR 12/12 .
APOLOGETIC GESTURE FOR INCONVENIENCE. RESTORE CONFIDENCE IN VEHICLE. RETAIN LOYAL GM
CUSTOMER. REGAIN CUST- DLRSHP RELATIONSHIP.
FORWARDING TO PRESTON FOR PROCESSING.

2001-11-30

GMPP Smart Care 12/12 Pre-Approved
vin search-no other files

2001-11-30

Liaison Final-approving one GMPP Smart Care for the parameters of 12/12. TM Dunford. A VIN
search was performed and no other goodwill has been offered.

2001-11-30

CUST STATES SHE IS STILL UNHAPPY WITH 12/12 SMARTCARE. CUST STATES THIS IS RIDICULOUS TO
OFFER OIL CHANGE FOR AMOUNT OF ISSUES. CUST STATES SHE WILL PROBABLY NOT PURCHASE GM AGAIN.
CRM ADVISES CUST THAT GM HAS STOOD BY VEH. CUST, BY THE END OF CONVERSATION, WAS JOKING AND
HAPPY. CUST STATES THAT SHE WILL PROBABLY PURCHASE ANOTHER CORVETTE, AS LONG AS SHE CAN FEEL
CONFIDENT WITH THE ONE SHE HAS NOW. CRM ADVISES CUST OF CALLBACK BY CRM ON TUESDAY DEC, 4
AFTER CRM RESEARCHES FILE AND SPEAKS WITH OTHER CRM TO FIND OUT IF THERE IS ANYTHING WE CAN
POSSIBLY DO OR OFFER THAT WOULD BE A LITTLE MORE SUBSTANTIAL FOR CUST. CRM SUSPENDING FILE
PENDING CONTACT WITH CRM AND CUST.

2001-12-01

GMPP ON IT'S WAY LETTER REQUESTED ON 12/01/01 REFERENCE #
based on cust acceptance

2001-12-03

GMPP on its way letter released

2001-12-12

CUST STATES THAT SHE WAS SUPPOSE TO RECEIVE A CALL BACK FROM CRM JACKSYOL AND CRM ALTHOUGH.
CUST STATES THAT SHE HAS NOT HEARD FROM EITHER CRM. CUST STATES THAT SHE HAS HAD A LOT OF
PROBLEMS WITH HER VEHICLE. CUST STATES THAT SHE PAID \$50,000 FOR IT AND SHE SHOULD NOT HAVE
HAD ALL OF THESE PROBLEMS WITH THE VEHICLE. CUST STATES THAT CRM JACKSYOL STATED THAT THE
CUST HAS HAD MINOR INCONVENIENCES. CUST STATES THAT SHE DOES NOT LIKE THAT HER CONCERNS HAVE
BEEN CONSIDERED AS MINOR. CUST STATES THAT HER STEERING COLUMN LOCKED ON HER AND SHE HAD TO
WALK IN THE DARK TO CALL ROADSIDE. CUST SEEKS FOR ALL OF HER INCONVENIENCES TO HAVE A COUPLE
OF CAR PAYMENTS MADE FOR HER. CRM ADVISED CUST THAT HE SHOWS NO CALL BACKS SCHEDULED FOR
EITHER CRM. CRM APOLOGIZED TO CUST FOR HER CONCERNS SHE HAS HAD. CRM ADVISED CUST THAT HE
FEELS THAT CRM JACKSYOL DID NOT MEAN TO SAY THAT HER HAVING TO WALK TO CONTACT ROADSIDE WAS
MINOR BUT THE REPAIRS ON THE VEHICLE WERE.; 0;

2001-12-12

*****FINISHING NOTE***** CRM ADVISED CUST THAT CRM JACKSYOL MENT THAT THE
REPAIRS WERE MINOR. CRM ADVISED CUST THAT IS WHY YOUR ARE GIVEN A WARRANTY WITH THE VEHICLE
JUST IN CASE SOMETHINGS HAPPEN TO THE VEHICLE. CUST STATES THAT IF HER VEHICLE BREAKS DOWN
ONE MORE TIME SHE WILL FILE FOR THE LEMON LAW. CRM ADVISED CUST THAT ON 11/30/2001 SHE
ACCEPTED A SMARTCARE FOR 12 MONTHS/ 12,000 MILES. CUST STATES THAT SHE NEVER DID. CUST
STATES THAT SHE WAS OFFERED A \$250 CERTIFICATE FOR OIL CHANGES. CUST STATES THAT SHE ACCEPTS
THE 12/12 SMARTCARE. CRM ADVISED CUST THAT THE SMARTCARE IS ALREADY ON THE SYSTEM SO ALL SHE
HAS TO DO IS GO TO ANY CHEVROLET DEALER AND IT WILL SHOW UP UNDER HER VIN
NUMBER.....CRM WILL CLOSE FILE
SATISFIED.....

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 7, 2001

[REDACTED]
Naples, FL [REDACTED]

Request: [REDACTED]

Dear [REDACTED]:

Thank you for your recent comments regarding your 2000 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

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

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

Sincerely,

Crystal Blair
Customer Relationship Manager

SU0003-T/pdm

December 1, 2001

[REDACTED]
Naples, FL [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Smart Care plan for your 2000 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G6Y5127327, is for the following:

- 12 months or 12,000 miles, whichever occurs first
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Donna Cave
Customer Relationship Manager

RS0011-T/dls



**** Dissatisfied Customer ****

Nashua, N.H.

1. <http://www.who.int>

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

Harte beleuchtete

Change to: ()

Please provide us with your preferred email address:

Dear Gary Wood:

Our records indicate that you had your 2008 Corvette serviced at Bob Taylor Chevrolet on September 29, 2011. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Bob Taylor Chevrolet.

Sincerely,

Daniel L. Winston

Director - Customer & Relationship Services

Intermediates:

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

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

*= PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON SEPTEMBER 28, 2011, COMPLETE THIS SURVEY. *

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

1G!4T22G6Y6127327

About Your Service Consultant/Advisor - Continued

8. How satisfied were you with the explanation you were given of all services performed?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Bob Taylor Chevrolet?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☒ Definitely ☐ Probably ☐ Might ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 2000 Corvette?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied

19. Do you have any comments/recommendations about your Dealer? Bob Taylor Chevrolet is wonderful

- Vehicle Sucks - always being repaired. Would qualify for the "Lemon Law". Love the car, it always

20. Are you... ☒ Male ☐ Female something wrong w/ it
21. Your age... ☐ Under 20 ☐ 21-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older don't have even 12,000 miles on it

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

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

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 19092, TOLEDO, OH 43660-0992

08997
02/11

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6858
Chicago, IL 60680-6858



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

Customer Name: [REDACTED]

Request Number: [REDACTED]

Personal Use: ☒ Commercial Use: ☐

Reason for offering GMPP: inconvenience, apologetic gesture

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1YY22G6Y5127327

Year: 2000 In-Service Date: 5/6/00 Mileage: 12,000

Division Dealer Code Information: (Circle one below)

Pontiac - 2-99101

GMC Truck - 5-51754

Oldsmobile - 3-99001

Buick - 4-99001

Chevrolet - 1-70511

Cadillac - 6-99000

Medium Duty Truck - 9-51755

Payment Approval and Type:

General Motors has agreed to: (Check one below)

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

Special Instructions:

☐ Transferable ☒ Non-Transferable

☐ Transfer all claims to new policy

☐ Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:
CRM (decision maker): [REDACTED]

Plan Selection: 12/12/00 SmartEdge

Team Manager/Supervisor: [REDACTED]

Date: 10/30/01

Revised 10/08/01

Contract Registration

02

GMPP ☒ MSPP ☐ GM Cert ☐ MSPP Cert ☐ 33 PT LW

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

PLAN PURCHASE DATE

1G1Y122G645127327 11/30/01

YEAR MAKE MODEL CURRENT ODOMETER 4 WHEEL DRIVE

2000 Chevrolet Corvette 12000

FIRST NAME M.I. LAST NAME FLEET GM EMPLOYEE

NAME OF BUSINESS OR INDUSTRY

AREA CODE & PHONE NUMBER

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

CITY

STATE

ZIP CODE

Naples

FL

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE

PROMOTION CODE

Chevrolet Motor Company 170011

ADDRESS

CITY

STATE

ZIP CODE

P.O. Box 33170

Detroit

MI

48232

GMAC NAME

OR Chevrolet Motor Company

ADDRESS

CITY

STATE

ZIP CODE

P.O. Box 33170

Detroit

MI

48232

LEASE RETAIL MAJOR GUARD VALUE GUARD BASIC GUARD SMART PROTECTION SMART PROTECTION PLUS

☒

MECHANICAL TERM

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE

LIMITED WARRANTY

IN-WARRANTY ☒

The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.

OUT-OF-WARRANTY

The time and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.

VEHICLE IN SERVICE DATE (in thousands of miles)

TERM-MO./MI.

OPTIONAL DEDUCTIBLE

PRICE

05/06/00

100 \$200

\$ 0.00

MAINTENANCE TERM Upon acceptance of this registration, the time and mileage term for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage term of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.

SMART CARE

SMART CARE PLUS

TERM-MO./MI.

☒

12/02,000

\$ 0.00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS

TOW TRUCK

EMERGENCY

SNOWFLOW

TIRE ROAD HAZARD

\$..

\$ 0.00

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

CUSTOMER SIGNATURE

DATE

OUTSIDE \$ 0.00

TAX \$

TOTAL \$

If not satisfied, call 1-800-4-A-PLAN, and if not satisfied, call 1-800-4-A-PLAN, and if not satisfied, call 1-800-4-A-PLAN. In Florida, the license is NAC Property and Casualty Insurance Company, FLA. 0000.

© 2001 General Motors Corporation. All Rights Reserved. Made in U.S.A. 1001 TOTAL

CUSTOMER COPY

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Port Richey

FL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G6Y5128140

MODEL YEAR:

2000

DATE OPENED: 2003-07-15

SERIES:

Corvette

DATE CLOSED: 2003-07-16

MILEAGE:

9000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Aves

DEALER NAME: Coastal Cadillac, Inc.

BRC PARENT:

DEALER ADDRESS: 9929 US Highway 19, Port Richey, FL, 34668-3850,

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering Wheel Locking; ; 2003-07-15
2003-07-15

Service Request has been Closed Satisfied.; ; 2003-07-15
2003-07-16

SR in Status of Closed has been Re-Opened by TEMPCOPP; ; 2003-07-16
2003-07-16

Sterring locking; ; 2003-07-16
2003-07-16

called back left message; ; 2003-07-16
2003-07-16

Service Request has been Closed Satisfied.; ; 2003-07-16

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

INDIO , CA

CASE NUMBER: VIN: 1G1YY22G6Y5128395
MODEL YEAR: 2000
DATE OPENED: 2001-12-13 SERIES: UNKNOWN
DATE CLOSED: 2001-12-13 MILEAGE: 5153
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: MAC MAGRUDER CHEVROLET
SRC PARENT: DEALER ADDRESS: 999 S PALM CANYON DR., PALM SPRINGS, CA, 92264, USA

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

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

A11 Sales Incentive Adjustment Other
1 REPAIR ATTEMPT(S) TRADE IN VALUE WENT DOWN

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) SURVEY

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corespo1 nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

MSX DOC 0134600698. NO ALERTS, CAMPAIGNS. CST ON FILE FOR PREV CONCERN. CRM READ SURVEY, CST STS STEERING COLUMN LOCKED UP ON ME. THEY COULD KEEP THEIR SVC BUSINESS IF THEY WOULD CHECK OTHER THINGS ON CAR IF YOU HAVE ANY CONCERNS. I HAVE HAD MY 2000 CORVETTE 18 MTHS W/5635K ON IT. CST WROTE ANOTHER SENTENCE BUT CRM IS UNABLE TO MAKE OUT HANDWRITING. CRM TO CONTACT CST.

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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



BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 3000 TOLEDO, OH

POSTAGE WILL BE PAID BY ADDRESSEE

CHEVROLET MOTOR DIVISION
PO BOX 10054
TOLEDO OH 43682-4074



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



44-06028587



Service Satisfaction Survey

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

Indio CA

Home telephone:

Change to: ()

Please provide us with your preferred Email address:

Dear Mr Ronald Mart:

Our records indicate that you had your 2000 Corvette serviced at Mac Magruder Chevrolet on October 12, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Mac Magruder Chevrolet.

Sincerely,

Dawn Wright

Dawn L. Wright

Director - Customer & Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON OCTOBER 12, 2001, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Analyst

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-----------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you offered transportation options? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

About Service Delivery

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

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

13. How satisfied are you that your vehicle was fixed right on this service visit?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

14. Were you given a copy of the completed repair order/invoice?..... ☐ Yes ☒ No

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... ☐ Yes ☒ No ☐ Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Mac McGruder Chevrolet?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

17. Would you recommend this dealership for service?..... ☐ Definitely Would ☐ Probably Would ☒ Might/Might Not ☐ Probably Not ☐ Definitely Not

18. Overall, how satisfied are you with your 2008 Corvette?..... ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your dealership? *My steering column broke, we my me, they could help this and business is better would check other things on car if you have any issues I have had my 2008 Corvette it was a class I drive 5/10 mi on it. I bought a 2008 Corvette - claimed on finance - they changed the price on the car, so I told them to keep it, mine but have been told.*

20. Are you... ☐ Male ☐ Female

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

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

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-322-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in this self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43686-0000

on The 2002 I purchased on ~~credit~~ ~~rent~~ ~~lease~~
gave me price, of 9000 Diff. I said I would give

~~The~~ 8,000 + T&L The lady said ok. after she
Went ^{out} of Room + got ok on Deal. Then they got The

Car in and The price went up aprox 2500.00

Because it Took them more than 30 Days to
get The Car, it was not That The new one went
up But Because The Blue Book on mine went Down
No one Explained This To me, Now what Kind of

Person or What would Buy a Car and pay Dep.

Without knowing what The final Cost would Be

I am not that person. is The fact That it Took
over 30 Day To get The Car may Fault or Tires
or D.M.V. I have Bought the Best 4 or 5 Countries
I trade Had from Mcbride Chev. usually I deal with
Dick Sticks, But He was not There That Day and

I have never Had any thing Happen Like This Before,
I would probably still Trade with them again, I am
not mad at them for anything But I do Believe if
you make a mistake about it Don't make up some
Story Like This To get a Better price, I am
Very Reasonable + truthfull Thank you

1. The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that proper record-keeping is essential for the integrity of the financial system and for ensuring that all parties involved are held accountable for their actions.

2. The second part of the document outlines the specific procedures that must be followed when recording transactions. It details the steps for identifying the parties involved, the nature of the transaction, and the amount of money involved. It also discusses the importance of obtaining proper authorization for all transactions and the need to maintain a clear and concise record of all activities.

3. The third part of the document discusses the role of the auditor in ensuring the accuracy of the records. It explains that the auditor is responsible for reviewing the records and verifying that they are complete and accurate. It also discusses the importance of the auditor's independence and the need for the auditor to report any discrepancies or irregularities to the appropriate authorities.

4. The fourth part of the document discusses the importance of maintaining a clear and concise record of all transactions. It emphasizes that the records should be easy to read and understand, and that they should be kept in a secure and accessible location. It also discusses the importance of regularly reviewing the records and updating them as needed.

5. The fifth part of the document discusses the importance of maintaining a clear and concise record of all transactions. It emphasizes that the records should be easy to read and understand, and that they should be kept in a secure and accessible location. It also discusses the importance of regularly reviewing the records and updating them as needed.

6. The sixth part of the document discusses the importance of maintaining a clear and concise record of all transactions. It emphasizes that the records should be easy to read and understand, and that they should be kept in a secure and accessible location. It also discusses the importance of regularly reviewing the records and updating them as needed.

7. The seventh part of the document discusses the importance of maintaining a clear and concise record of all transactions. It emphasizes that the records should be easy to read and understand, and that they should be kept in a secure and accessible location. It also discusses the importance of regularly reviewing the records and updating them as needed.

8. The eighth part of the document discusses the importance of maintaining a clear and concise record of all transactions. It emphasizes that the records should be easy to read and understand, and that they should be kept in a secure and accessible location. It also discusses the importance of regularly reviewing the records and updating them as needed.

9. The ninth part of the document discusses the importance of maintaining a clear and concise record of all transactions. It emphasizes that the records should be easy to read and understand, and that they should be kept in a secure and accessible location. It also discusses the importance of regularly reviewing the records and updating them as needed.

10. The tenth part of the document discusses the importance of maintaining a clear and concise record of all transactions. It emphasizes that the records should be easy to read and understand, and that they should be kept in a secure and accessible location. It also discusses the importance of regularly reviewing the records and updating them as needed.



Mac Magruder Chevrolet

A CALIF. CORP.
999 South Palm Canyon Drive • Telephone 325-2921
PALM SPRINGS, CALIFORNIA 92264

November 6, 2001

[REDACTED]
Indio, CA

(760) 342-4005

~~RE: Deposit on order of 2002 Chevrolet Corvette Coupe~~

Dear [REDACTED]:

I regret that after two *Blue Book* drops on the trade-in value of your 2000 *Chevrolet Corvette Coupe* since you were in on August 18th to order a 2002 *Corvette*, we were unable to honor the \$35,000 trade-in estimate established at that time. As such, we are returning your \$5,000 order deposit herewith.

All advance "estimates" for trade-in value (particularly wherein the transaction will not be completed within thirty days) are subject to *Blue Book* review at the time of the arrival of the ordered vehicle, and you should have been advised of that fact at the time of order. This was the case with your order, and unfortunately (and for the first time in many years), the Wholesale *Blue Book* drop for your 2000 *Corvette* over the eleven weeks was significant; exactly \$2,450.00. We would have honored the transaction at that revised value.

You have been a valued customer through the years, and we hope that you will favor us with an opportunity to serve you again in the future.

With Kind Regards,

Dale Magruder, Owner/Operator

DM/ds

CC: Richard Steinke

"The Best Deal Under the Sun"

NAME

NUMBER

DATE

11/07/01

REFUND - DEPOSIT 2002 CIRVETTE

DESC

REC 8/17/01

CTRL#

ORDER

ACCT#

AMOUNT

5000.00

REMITTANCE ADVICE
DETACH AND RETAINMAC MAGRUDER CHEVROLET
PALM SPRING, CALIFORNIA 92565

CHECK NO.

NET
AMOUNT

\$5,000.00

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

OC088 , FL

CASE NUMBER: VIN: 1G1YY22G6Y5129286
MODEL YEAR: 2000
DATE OPENED: 2002-01-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-01-30 MILEAGE: 17000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: COURTESY CHEVROLET OLDSMOBILE ON WBS
BRC PARENT: DEALER ADDRESS: 3707 W COLONIAL DR., ORLANDO, FL, 32808, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

Cust is 1st owner of 2000 Chevrolet Corvette. Cust states went to start Veh to drive home. Cust states steering column is locked and will not unlock. Cust states heard about campaign regarding this problem. CRM referenced campaign # 01044. Cust veh is NOT included in this campaign. CRM found additional info on if cust not involved are having this problem, CRM used appropriate UCC code as listed. Cust seeks any way to unlock column temporarily to get home and take Veh in to dlr in the morning, or if must be towed. CRM called dlr and spoke to the Corvette Specialist Andy Taylor. Dlr adv that cust must walk away from Veh for about 15 min with Key Fob. Then do not use Fob to re-enter Veh. Put key in Ignition and DO NOT turn key, try turning wheel to the left and right as hard as possible then try turning key. Dlr adv if this doesn't work must have Veh towed, and if does work, will probably re-lock when takes key out of ignition. CRM adv cust. Cust attempted and worked. ***CONT IN NEXT NOTE***;
0/ [REDACTED]
2002-01-22

CONT FROM LAST NOTE Cust will take Veh in to dlr tomorrow morning. CRM set callback for 01/24/02 between 4:00pm and 6:00pm to cust cell phn to ensure satisfaction. [REDACTED]

2002-01-24

CRM contacted Dlr and spoke to Andy Taylor, Corvette Specialist. Dlr adv they replaced Steering Column Lock Module, and this repaired Cust Veh. CRM suspending file pending time for cust call back. [REDACTED]

2002-01-24

CRM attempted call to customer, Cust not available. CRM left message with son with file # and phn # to CAC. Son adv cust may not be able to call until Monday. CRM suspending file till Monday awaiting cust call to ensure satisfaction. [REDACTED]

2002-01-28

CRM attempted 2nd call to customer to ensure satisfaction of repairs. CRM left message with son again of 800 # and file . CRM also adv cust may call anytime and leave an alternate phn # on which he may be reached to ensure satisfaction of repairs. CRM suspending file till Wed 01/30/02 between 4:00pm and 6:00pm at witch time 1 last call will be attempted before sending unable to contact letter. [REDACTED]

2002-01-29

CUST SEEKS TO SPEAK WITH CRM SIMICIJ. CRM ASKED CUST IF HE COULD ASSIST. CUST STATES THAT HE JUST WANTED TO NOTIFY CRM SIMICIJ THAT EVERYTHING WORKED OUT FINE WITH HIS VEHICLE. CRM ADVISED CUST THAT HE WILL UPDATE HIS FILE AND FORWARD TO CRM
SIMICIJ..... [REDACTED]

2002-01-30

Based on notes from last CRM, working CRM will colse file satisfied. [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:

ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

JOELTON , TN

CASE NUMBER: VIN: 1G1YY22G6Y5130924
MODEL YEAR: 2000
DATE OPENED: 2002-05-09 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-13 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: JIM REED CHEVROLET COMPANY
ERC PARENT: DEALER ADDRESS: 1512 BROADWAY, NASHVILLE, TN, 37203, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THAT VEHICLE IS REPAIRED AND SHE IS SATISFIED. CRM ADVISED CUST TO REFER TO REQUEST NUMBER IF SHE HAS ANY FUTURE CONCERNS. CUST SATISFIED. JAMES BRHATWIAVT-CARS-TAMPA, 0; 390167613
2002-05-09

CUST STATES THAT SHE IS ORIG OWNER OF A 2000 CHEVY CORVETTE WITH 40000 MILES. VEHICLE HAS GMPP MAJOR GUARD COVERAGE AND IS SERVICED AT JIM REED CHEVROLET. CUST STATES THAT IN JUL 2001 THE STEERING LOCKED UP IN VEHICLE AND SHE HAD VEHICLE REPAIRED. CUST STATES THAT NOW IN MAY 2002 VEHICLE IS IN DEALER FOR SAME CONCERN. CUST STATES THAT THE DEALER IS NOT AWARE OF HER GMPP COVERAGE AND WILL NOT ALLOW A RENTAL VEHICLE. CUST SEEKING FOR THE REPAIR OF VEHICLE AND TO BE APPROVED FOR A RENTAL VEHICLE. CRM CONTACTED DEALER, SVC MGR WAS NOT AVAILABLE. CRM TALKED TO WAYNE SVC ADV, DEALER STATES THAT HE IS RESEARCHING CUST'S GMPP AND WILL CONTACT HER WHEN HE GETS APPROVAL FOR COVERAGE. CRM ADVISED CUST OF DEALER COMMENTS.

CUST ALSO WANTED TO INCLUDE CONCERN ON POOR WORKMANSHIP BY DEALER. CUST STATES THAT WHILE REPAIRING THE SMALL POLLUTION PUMP THE DEALER DAMAGED THE VEHICLE'S HEAD LAMPS, CUST STATES THAT DEALER ADDRESSED MISTAKE. CRM SET UP C/B FOR 5-13-02@2PM-4PM EST [REDACTED]

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

MILEAGE @ BUY-BACK: 0
MSRP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

JOELTON, TN

CASE NUMBER: VIN: 1G1YY22G6Y5130924
MODEL YEAR: 2000
DATE OPENED: 2001-07-09 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-09 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TOM BANNEN CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 2340 GALLATIN PIKE N., MADISON, TN, 37115, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES: CORVETTE HAS STALLED AND A SVC LIGHT CAME ON INSTRUCTING HER TO WAIT 10 SEC AND ATTEMPT TO RESTART VEH. VEH HAS RESTARTED, BUT THE STEERING COLUMN HAS LOCKED UP.

CUST SEEKS: INSTRUCTIONS TO CORRECT STEERING COLUMN

CRM ADVISED: SPOKE W/TM WHO INSTRUCTED THAT COLUMN CAN SOMETIMES LOCK UP AND POSSIBLY CLEANING THE KEY AND RESTARTING THE VEH CAN RESOLVE ISSUE. IF THAT SHOULD NOT WORK, ROADSIDE ASST SHOULD BE CONTACTED TO ASSIST CUST. CRM INFORMED CUST OF POSSIBLE SOLUTION AND OFFERED TO TRANSFER HER TO ROADSIDE ASST. CUST REFUSED TRANSFER AND INFORMED CRM SHE WOULD ATTEMPT TO RESTART VEH FIRST AND CONTACT ROADSIDE IF NECESSARY.

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Dear Park

TX

HOME PHONE: 1-7215845

CASE NUMBER: 1-7215845 VIN: 1G1YY22G6Y5131779
MODEL YEAR: 2000
DATE OPENED: 2002-06-10 SERIES: Corvette
DATE CLOSED: 2002-06-10 MILEAGE: 44000.0000000
SOURCE: DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering Wheel locked up; ; 2002-06-10
2002-06-10
Service Request has been Closed Satisfied.; ; 2002-06-10

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0
PROPERTY DAMAGE:
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G715120215
Date Opened:	8/28/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	21788
Address:	PREAKNESS CHEVROLET WAYNE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STEERING COLUMN LOCKED AND MESSA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/28/2003 10:36:58 SBD TEMPLATE - KOPAH

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) SCOTT MORIZZO, TECHNICIAN.

CUSTOMER CONCERN - STEERING COLUMN WAS LOCKED, COLUMN LOCKED MESSAGE IN CLUSTER CAME ON.

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

DLR STS HE HAS NOT DUPLICATED THE CONCERN, FOUND NO CODES STORED, AND IS SEEKING SUGGESTIONS.

TAG RECOMMENDATION -

1)USE TECH II TO VERIFY CORRECT KEY IN AND KEY OUT OF IGN INPUTS.

2)IF OK, CONCERN WILL HAVE TO BE DUPLICATED TO DIAG. R.K.

08/28/2003 10:35:58 HISTORY - KOPAH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G715120523
Date Opened:	8/16/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	27700
Address:	SEWELL CADILLAC-CHEVNEW ORLEANS	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK INTERMITTENT NO UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/16/2002 12:26:39 SBD TEMPLATE - SLEEMAN

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)

CHRIS NESBIT, TECHNICIAN

CUSTOMER CONCERN -

STEERING DOES NOT UNLOCK INTERMITTENTLY.

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

UNABLE TO DUPLICATE.

TAC RECOMMENDATION -

ADVISED TO REPLACE THE COLUMN LOCK ACTUATOR.

08/16/2002 12:26:39 HISTORY - SLEEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G715128895
Date Opened:	4/18/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	19742
Address:	SUN AUTO GROUP	BOHEMIA	N State: NY
Dealer Phone:			

SYMPTOM ABSTRACT--- OPERATION STEERING COLUMN WILL NOT UNLOCK NO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/18/2003 13:00:04 SBD TEMPLATE - WILL
STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

WILLIE SCHNAKENBERG TECH

CUSTOMER CONCERN -

COLUMN LOCKED

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

DLR STS VEH TOWED IN. DLR STS UNABLE TO DUP CONCERN. DLR STS NO DTC'S.

DLR LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADV DLR IF THIS VEH JUST CAME OUT OF STORAGE, POSS LOW VOLTAGE LOCK
UP AND NOW THAT BATTERY IS FULLY CHARGED EVERYTHING IS WORKS. TAC ADV

DLR OF P/I A000265. J. WILL

04/18/2003 13:00:04 HISTORY - WILL

05/02/2003 09:37:19 VAN DYKE -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G725101469	
Date Opened:	9/11/2001	Model Year:	2002	
Date Closed:	9/11/2001	Series:	Corvette	
Dealer Code:		Mileage:	21	
Address:	HAWTHORNE CHEVROLET HAWTHORNE		State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT--- LOCK STEERING STEERING IS LOCKED

RESOLUTION ABSTRACT- STEER LOCK PLATE RP

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/11/2001 14:40:31 SBD TEMPLATE - WALIGROSKI

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

___ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

___ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

___ (Y/N) BULLETIN OR PI SEARCH PERFORMED

___ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

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

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

09/11/2001 14:40:31 HISTORY - WALIGROSKI

FIELD PRODUCT REPORT

N___ (Y/N) RESPONSE REQUESTED BY FIELD ENGINEER

VME # AND NODE

DATE 09/10/2001

FPR ORIGINATOR T.J.WALIGROSKI

LOCATION NEW YORK

WHO WAS CONTACTED DAVE PEACY
MATRIX GROUP Y CAR BQM

ENGINE

TRANS

AXLE

COMPLAINT: STEERING IS LOCKED, STEERING WHEEL WON'T UNLOCK.

CAUSE: STEERING LOCK ACTUATOR INTERNAL ELECTRICAL CONDITION.

CORRECTION: REPLACE STEERING LOCK RELAY.

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

☐ N (Y/N) UPFITTED VEHICLE
BUILDER

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

ADDITIONAL VINS (LIST BELOW)

PART NUMBER 12177233

PART DISPOSITION WPC

PART DATE CODES

☐ N (Y/N) PHOTO TAKEN

LABOR OPERATION E7140

☐ Y (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

☐ ENGINEERING

☐ SERVICE

☐ PLANT

XX ☐ SUPPLIER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G725101603
Date Opened:	7/5/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	17667
Address:	ROTHROCK CHEVROLET ISPRINGFIELD	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING ALLEGED STEERING WOULD N

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/05/2002 08:25:24 SBD TEMPLATE - KLIMKOWSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL ESTEP

CUSTOMER CONCERN -

CUSTOMER CLAIMS STEERING COLUMN WOULD NOT UNLOCK

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

CUSTOMER ALLEGES STEERING COLUMN WOULD NOT UNLOCK. DEALER STATED CAN NOT DUPLICATE AND HAS NO CODES. DEALER LOOKING FOR FIX.

TAC RECOMMENDATION -

ADVISED DEALER ON PREVIOUS CASES WITH LOCK RELAY REPLACEMENTS

ADVISED DEALER TO VERIFY KEY IN IGNITION INPUT

ADVISED DEALER TO CHECK G201&G202 AT A-PILLARS.

07/05/2002 08:25:24 HISTORY - KLIMKOWSKI

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

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7V5100102
 DATE OPENED: 01/26/01 MODEL YEAR: 97
 DATE CLOSED: 04/21/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 31000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: WI
 BUS. PHONE: [REDACTED]

G E N E R A L M O T O R S C O R P O R A T I O N
 C H E V R O L E T D I V I S I O N
 G M R E S T R I C T E D

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HARTLAND, WI [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: [REDACTED] VIN: 1G1YY22G7V5100102
 DATE OPENED: 2001-01-26 MODEL YEAR: 1997
 DATE CLOSED: 2001-04-21 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 31000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: ZANESVILLE CHEVROLET OLDSMOBILE CADI
 DEALER ADDRESS: 721 W MAIN ST., ZANESVILLE, OH, 43701, USA

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

813 Reimbursement Requested Other
 1 REPAIR ATTEMPT(S) CHEVROLET ROADSIDE
 M01 Steering General Inoperative
 1 REPAIR ATTEMPT(S) ACCUATOR

REIMBURSEMENT CHEVROLET ROADSIDE ASSISTANCE

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

CUST STATES VEHICLE STEERING COLUMN LOCKED OVER LABOR DAY WEEKEND. CUST AND WIFE OUT OF TOWN. CUST CALLED FOR ROADSIDE ASSISTANCE. CUST VEHICLE INOPERABLE. ROADSIDE ADVISED CUST THEY WOULD BE REIMBURSED - CHECK INTO MOTEL UNTIL VEHICLE REPAIRED - SUBMIT EXPENSES INCURRED. IT WAS NECESSARY TO WAIT (1) WEEK FOR PART ARRIVAL AND INSTALLATION. CUST SUBMITTED DOCUMENTATION AS REQUIRED. CUST CALLED CHEVROLET ROADSIDE (3) TIMES - TOLD IT COULD TAKE A FEW MONTHS - WILL BE REIMBURSED. CUST JUST RECEIVED LETTER INFORMING CUST HE WILL NOT BE REIMBURSED \$800. BECAUSE ROADSIDE DOES NOT REIMBURSE FOR TRIP INTERRUPTION. CUST SEEKS ASSISTANCE WITH PROBLEM. CRM ADVISED CUST TO CONTACT ROADSIDE MONDAY FOR CLARIFICATION - AFTER HOURS UNABLE TO CONNECT AT THIS TIME. CRM WILL CALL CUST 01/29/01 4/5PM ET. [REDACTED]
 2001-01-26

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CRM CALLED ZANESVILLE CHEVROLET AND SPOKE WITH KEVIN/SERVICE ADVISOR. HE CONFIRMED (AS REFLECTED IN VIN) VEHICLE IN FOR REPAIR DUE TO DEFECTIVE STEERING LOCK ACTUATOR. ADVISED PETE FOLTZ WAS THE SERVICE ADVISOR WHO HANDLED CUST CONCERN. CRM WILL CALL 01/29/01 10/11 AM ET. [REDACTED]
2001-02-01

CRM HAS CALLED SEVERAL TIMES REQUESTING CUST TO CALL CAC REGARDING CHEVROLET ROADSIDE REIMBURSEMENT. CRM HAS CALLED CUST AS AGREED TO FOLLOW UP. IF CUST CALLS, PLEASE NOTIFY CRM/FLYNNM.
[REDACTED]

2001-02-02

CUST STATES THAT ROADSIDE TOLD HIM THAT HE WOULD NOT BE GETTING REIMBURSED FOR THE EXPENSES THAT HE INCURRED WHEN HIS VEH NEEDED REPAIRS OUT OF TOWN. CUST SEEKS REIM. CRM TOOK CUST INFO AND CONTACTED ROADSIDE. CUST HAS ROADSIDE REQ#00485387. CRM WAS INFORMED THAT WHEN CUST FIRST CALLED IN THERE WAS NOT AUTHORIZATION TO OFFER THE CUST REIM AND CHEVY DOES NOT HAVE TRIP INTERRUPTION AND CUST CANNOT BE REIMBURSED NOW. CRM INFORMED THIS TO THE CUST. CRM APOLOGIZED FOR CUST SITUATION. CRM INFORMED CUST THAT PREV CRM WOULD NOTIFIED TO SEE IF HE IS TRYING TO FIND A WAY TO GET THE CUST ANY ASSISTANCE. CUST STATES HE WILL BE OUT OF COUNTRY UNTIL THE 10TH. CUST STATES HE IS LEAVING TOMORROW MORNING. CRM TOLD CUST FILE WOULD BE UPDATE. [REDACTED]
2001-02-12

CRM CALLED CUST AT RESIDENCE. LEFT MESSAGE FOR CUST TO CALL CAC AND ASK FOR CRM/FLYNNM. PLEASE OBTAIN PHONE NUMBER AND BEST TIME FOR CRM/FLYNNM TO CONTACT CUST. [REDACTED]
[REDACTED]

2001-02-13

CUSTR SEEKS TO RETURN CALLEK FROM PREV CRM. CUSTR STATES HE WAS DIRECTED TO CLL CRM VIA ANSWERING MACHINE. CRM ADVISED CUST OF NEED TO VERIFY TELE# AND BEST TIME TO CALL. CUSTR GV WORK(DIRECT): [REDACTED] DURING NORMAL BUSINESS HOURS. [REDACTED]
2001-02-13

CRM CALLED CUST AT WORK: [REDACTED]. CUST STATES HE WAS INFORMED THAT HE WAS MISINFORMED BY ROADSIDE DURING INITIAL CALL FOR ASSISTANCE. CUST SEEKS SOME FORM OF COMPENSATION TO OFFSET THE \$830 EXPENSES INCURRED DURING REPAIR OF VEHICLE. CRM ADVISED WILL RESEARCH CALL BACK 02/15/01 5/6 PM ET. [REDACTED]
2001-02-13

CRM CALLED CUST AT WORK: [REDACTED] REQUESTING CUST TO SEND DOCUMENTATION REGARDING VEHICLE REPAIR AND EXPENSES INCURRED. REQUESTED ORIGINAL BILLS, PROOF OF PAYMENT, PROOF OF OWNERSHIP, BRIEF COVER LETTER EXPLAINING MISINFORMATION WITH CHEVROLET ROADSIDE. CUST STATES HE WILL SEND INFO. CUST SEEKS COST ASSISTANCE. CRM ADVISED WILL SUSPEND/REVIEW FILE AND AWAIT DOCUMENTATION. [REDACTED]
2001-03-12

CRM REVIEWED ATTACHMENTS - NO DOCUMENTATION FOUND. [REDACTED]
[REDACTED]

2001-03-16

CRM REVIEWED ATTACHMENTS - NO DOCUMENTATION FOUND. [REDACTED]
[REDACTED]

2000-09-27

CRM REVIEWED ATTACHMENTS/DOCUMENTS CUST SENT TO CAC. CRM CALLED PETE FOLTZ/SVC ADV AT ZANESVILLE CHEVROLET [REDACTED]. HE INFORMED CRM CUST VEHICLE BROKE DOWN (09/03/00) SERVICE AWAITING FOR PARTS - ON (09/08/00) - NO PARTS - CUST PLACED IN RENTALVEHICLE TO

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RETURN HOME (HARTLAND, WI) (550 MILES). CUST RETURNED ON (09/16/00) PICKED UP VEHICLE, (1,100 MILES ROUND TRIP). PER PREVIOUS NOTE ROADSIDE AUTHORIZED REIMBURSEMENT INITIALLY FOR HOTEL, FOOD, RENTAL - THEN SENT DENIAL LETTER. CRM FORWARDING FILE TO TM FOR REVIEW FOR POSSIBLE REIMBURSEMENT.; 0; [REDACTED]
2001-03-28

TM noting Hotel expense \$565.50 Food expense \$144.31 Fuel expense \$14.00 totals \$723.81

The time frame of above expenses 9/3/01 - 9/7/01 and return trip on 9/16/01 includes an overnite stay since one-way trip was 500 + miles. Forwarding to TLWeaver to address this with GM on site brand processor of fair \$ reim, since Roadside agent originally told Mr. Bell that trip interruption is covered then denial was sent. TM also has paper showing break down of these expenses.
[REDACTED]

2001-03-29

CUST STATES REC'D LETTER INDICATING FOR CUST TO CONTACT CAC REGARDING REIM. CUST SEEKS TO KNOW ABOUT REIM. CRM RESUMED FILES [REDACTED] CRM WILL NEED ASSISTANCE OF GOODWILL REP TO ENSURE THAT CRM INFORMS CUST OF CORRECT INFO. CRM ADVISED CUST THAT FURTHER RESEARCH WOULD NEED TO BE DONE TO ENSURE THAT CUST REC'D CORRECT INFO REGARDING THIS MATTER. CRM WILL FOLLOWUP WIT CUST ON 3/29/01 WITH RESOLUTION. [REDACTED]
[REDACTED]

2001-03-29

CRM CONTACT CUST ON 3/29/01 TO ADVISE CUST THAT REQ FOR REIM CONSIDERATION HAD BEEN FORWARDED TO T.L. WEAVER. CRM ADVISED CUST TO WAIT FOR RESPONSE, AS REQUEST HAS BEEN FORWARDED. CUST STATES WOULD LIKE FOR WORK NUMBER TO BE DOC: CUST STATES CAN BE REACHED AT [REDACTED] CST M-F & TO ATTEMPT TO CONTACT HIM THERE FIRST. NO FURTHER ACTION IS REQUIRED AT THIS TIME. [REDACTED]

2001-03-30

PER TM AND TEAM COACH, CRM CONTACTED CUST AND OFFERED \$500 FOR REIMBURSEMENT CONSIDERATION REGARDING STEERING ACCUATOR SERVICE 09/03/00-09/16/00 COVERING HOTEL, FOOD, AND FUEL EXPENSES PRESENTED IN ATTACHMENTS. CUST VERY PLEASED WITH OFFER - ACCEPTED. CRM WILL PROCESS REIMBURSEMENT. [REDACTED]

2001-03-30

PER TM AND TEAM COACH, CRM CONTACTED CUST AND OFFERED \$500.00 REIMBURSEMENT (GOODWILL) FOR HOTEL, FOOD, FUEL PURCHASED DURING INCONVENIENCE INVOLVING OUT OF STATE REPAIR TO STEERING ACCUATOR

(09/03/00-09/16/00). CUST WAS VERY PLEASED TO ACCEPT THE \$500.00 OFFER.; 0; [REDACTED]

2001-04-02

TM forwarding to liaison MCGHEE for processing. [REDACTED]

2001-04-03

Goodwill Liaison preapproving reimbursement request for \$500.00, all required documents are attached to request. [REDACTED]

2001-04-04

GOODWILL LIAISON APPROVES REIMBURSEMENT FOR \$500.00/1ST LEVEL APPROVAL/DMEWTON-TAMPA APPROVAL GROUP; [REDACTED]

2001-04-05

FINAL APPROVAL [REDACTED] TPA GOODWILL LIAISON REIM OF \$500.00 FOR TRIP INTERRUPTION AS GOODWILL; 0; [REDACTED]

2001-04-10

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core rcvd 4-10-01, attatched to file

2001-04-21

CHECK #900478017 FOR \$500.00 MAILED ON 4-09-01

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

35719J

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

MAPLE GROVE

NN

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7V5100164

MODEL YEAR:

1997

DATE OPENED: 2000-09-07

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-09-07

MILEAGE:

12000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: FRIENDLY CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: 7501 HWY 65 NE, FRIDLEY, MN, 55432, USA

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

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

steering wheel locking up

N01 Electrical General

Other

5 REPAIR ATTEMPT(S)

numerous electrical problems

T28 Possible Lemon Law

Other

0 REPAIR ATTEMPT(S)

possible lemon law

STEERING LOCKING UP

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

cust states that she has 5 yr lease on veh & she has had numerous problems w/ veh. numerous electrical problems w/ veh, problems w/ steering wheel locking up. veh is currently in the shop cust was to pick up veh @ dealer but veh would not start. cust seeks for dealer to take back veh & cust want to be reimburse. crm contacted the dealer walser chev. where the cust has been taking veh to for a while she did not purchase veh there, crm spoke w/ svc mgr Bill Munson & he states that the cust has brought veh in for steering wheel 2 times & they where unable to diagnose the 1st time but they where able to diagnose the 2nd time. svc mgr states that the cust has had numerous electrical problems. crm contact dealer where cust purchase veh friendly chev. & was unable to contact svc mgr gene linch. crm will try again later.

2000-09-07

crm contacted svc mgr gene linch @ friendly chevrolet & he is going to look in on veh & get back w/ crm. crm was unable to contact cust try back later.

2000-09-07

crm contacted svc mgr gene linch & he states the cust needs to bring veh into dealer & that they where going to handle everything. crm contacted cust & advise cust to take veh to dealer.

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHEN:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

379280

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7V5100486
 DATE OPENED: 08/08/01 MODEL YEAR: 97
 DATE CLOSED: 08/21/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 30000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: OH
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] DAYTON, OH [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7V5100486
 MODEL YEAR: 1997
 DATE OPENED: 2001-08-08 SERIES: UNKNOWN
 DATE CLOSED: 2001-08-21 MILEAGE: 30000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: FRANK Z CHEVROLET CO
 BRC PARENT: DEALER ADDRESS: 1620 BROWN ST., DAYTON, OH, 45409, USA

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

A01 Open Campaign	Product Campaign Claim
0 REPAIR ATTEMPT(S)	# 00034
C28 Seat Belt System	Seat Belt System
0 REPAIR ATTEMPT(S)	CAMPAIGN WEBBING ISSUE
A07 Referred to Dealer	Product Campaign Claim
0 REPAIR ATTEMPT(S)	FOR CAMPAIGN REPAIR

Campaign Recalls performed at any Dealership

INFORM THE CALLER:

"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any XXX dealership in order to have the recall performed on your vehicle."
 Campaign Recalls performed at any Dealership

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

CUST STATES THAT HE VEH STEERING COLUMN IS LOCKED UP AND HIS ELECTRONIC DISPLAY IS SHOWING SER COLUMN LOCK LIGHT IS ON. CUST FEELS THIS CORV HAS CAMPAIGN # 1044 IS OUT FOR THE STEERING COLUMN LOCK ON 98-00 CORVETTES, HIS VEH SHOULD BE COVERED; CUST STATED THAT HE HAS NOT HAVE VEH DIAGNOSISED AT THIS POINT.
 CUST SEEKS TO HAVE GM/DLR COVER COST OF REPAIR.

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

379280

CRM REVIEWED CASE WITH MIKE REYNOLDS, SER MGR IS ON VACATION UNTIL THIS MONDAY (08/13); STATED THAT VEH WOULD HAVE TO BE TOWED IN AT OWNERS EXPENSE; DIAGNOSTIC AND THEN SER MGR WILL HAVE TO MAKE THE DECISION.

CRM ADVISED CUST OF CONVERSATION; SET UP CALLBACK DATE FOR 8/21, BETWEEN 2 AND 4 PM CST. CUST SATISFIED

2001-08-16

CRM CONTACTED DLR SER MGR, CHUCK WARD; STATED THAT CUST IS INELIGIBLE FOR GOODWILL PER PMP BECAUSE OF GMPP (NOT CLARIFIED, SINCE GMPP CUST HAS AN EXPIRED). CRM CONTACTED CUSTS WIFE; CUST OUT OF TOWN; ADVISED THAT AVN WOULD HAVE TO MAKE DECISION AT THIS POINT. CRM CONTACTING AVN VME TODAY. CALLBACK SCH FOR 8/21/01, BETWEEN 2 AND 4 PM CST.

2001-08-17

AVN RESPONSE: SPOKE WITH SER MGR ON CASE TODAY; OWNER IS OUT OF WARRANTY AND GMPP HAS EXPIRED; NO PREVIOUS HIST WITH STEERING COLUMN LOCK; THIS SYSTEM IS DIFFERENT THAN WHATS IN THE 90'S OR 00'S SYSTEMS; AVN SEEMS LIKE 50% IS APPROPRIATE. AVN SEEKS CRM TO CONTACT CUST AND MAKE OFFER; IF CUST REFUSES, THEN NO ASSISTANCE WILL BE OFFERED.

2001-08-21

CRM CONTACTED DLR PRICIPLE; SER MGR CHUCK WARD NOT AVAILABLE; DLR PRI MARK HILDENBRAND; CRM ADVISED THAT CUST HAD ALREADY PAID FOR WORK; AVN HAD OFFERED A 50% REIM; CRM INSTRUCTED TO ADVISE CUST TO BRING ORIG REC/PD OF PAYMENT TO SER MGR, CHUCK WARD. CUST ACCEPTED OFFER, SATISFIED, WILL GO TO DLR FOR REIM. NO FURTHER ACTION NECESSARY, FILE CLOSED.

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:

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

379280

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

379280

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7V5100696
Date Opened:	5/19/2003	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	108836
Address:	CHASE CHEVROLET CO ISTOCKTON	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING A000265 B01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/19/2003 19:01:01 SBD TEMPLATE - JASKULA

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) BOB WONG TECH

CUSTOMER CONCERN -ALLEGED STRG COLUMN LOCKED UP

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

DEALER LOOKING FOR CASES RELATED.

TAC RECOMMENDATION -A000265 AND B01-02-35-008

05/19/2003 19:01:01 HISTORY - JASKULA

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

DECATUR, GA

CASE NUMBER: VIN: 1G1YY22G7V5101055
MODEL YEAR: 1997
DATE OPENED: 2001-09-10 SERIES: UNKNOWN
DATE CLOSED: 2001-09-18 MILEAGE: 42000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: NO DEALER NAME: JIM ELLIS CHEVROLET, OLDSMOBILE
ERC PARENT: DEALER ADDRESS: 5785 PEACHTREE INDUSTRIAL
BLVD, CHAMBLEE, GA, 30341, USA

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

T19 Campaign Correction Required Customer Satisfaction
0 REPAIR ATTEMPT(S) 00034/SEAT BELT

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) CAMPAIGN REPAIR

M42 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) STEERING LOCKED

T04 General Information Other
0 REPAIR ATTEMPT(S) CHECK FOR RECALLS

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

INFORM CALLER:

"All campaigns (recalls) are vehicle identification (VIN) specific. If you provide me with a VIN, I can review it and see if your specific vehicle is involved".

CRM INSTRUCTIONS:

Review VIN PROFILE tab for open campaigns. If there is not an open campaign on the vehicle.....

INFORM THE CALLER:

"I have reviewed your vehicle identification number, and at this time there are no open campaigns. If there should be any campaigns in the future, General Motors will attempt to notify you by first class mail".

***** IMPORTANT! *****
Do not advise the caller that a pending campaign will definitely be released. Only provide campaign information as it relates to the caller's specific vehicle.

[[Campaigns RUN C:\Progra-1\Plus1\Micros-1\explore.exe

http://carsweb/webknowledge/Bulletins/Campaigns/CampaignsMain.htm]]

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

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

CUST STATES THAT HE SEEKS FOR CRM TO CHECK HIS VIN FOR ANY RECALLS. CRM DID SO. CRM ADVISED CUST THAT HE DID HAVE A CAMPAIGN ON HIS VEH FOR THE LAP PORTION OF HIS SEAT BELT. CUST STATED THAT HIS STEERING WHEEL LOCKED UP, AND HE HAD HEARD THAT THEIR HAD BEEN RECALLS ON THOSE. CRM ADVISED THE CUST THAT THEIR WERE NO RECALLS OTHER THAN THE ONE MENTIONED. CUST STATED THAT HE WOULD JUST GO TO HIS DLRS FOR SRVC. CRM ADVISED THE CUST THAT HE CAN ALSO REQUEST HIS DLRS TO CHECK FOR ANY RECALLS ALSO. CUST STATED THAT HE WOULD DO SO. CRM CLOSING FILE AS SATISFIED. [REDACTED]
2001-09-17

CUST STS THAT STEERING WHEEL HAS LOCKED UP ON HIM. CUST SEEKS THE COST OF THE REPAIRS. CRM CONTACTED DLR AND DLR STS THAT VEH HAS TO BE DIAGNOSED BEFORE A PRICE CAN BE GIVEN. CRM ADVISED CUST. NO FURTHER ACTION TAKEN... [REDACTED]
2001-09-18

CUST STATES: HAD VEH TOWED TO DLR WITH THE STEERING COLUMN LOCKED UP & THERE IS A RECALL ON THIS FOR OTHER CORVETTS. CAN THIS BE COVERED? CUST SEEKS: ASST WITH STEERING COLUMN LOCK UP CRM ADVISED: CB TO DLR SVC MGR DAVE & ADVISED WILL GW THIS PART(COLUMN LOCK MOTOR) ADVISED CUST ALSO OF OPEN CAMPAIGN 0034. [REDACTED]
2001-09-18

CLOSING SATISFIED. [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME :
COMPANY :

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS :

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SARASOTA , FL

CASE NUMBER: VIN: 1G1YY22G7V5101931
MODEL YEAR: 1997
DATE OPENED: 2001-09-04 SERIES: UNKNOWN
DATE CLOSED: 2001-09-04 MILEAGE: 63000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: SUNSET CHEVROLET INC
ERC PARTENT: DEALER ADDRESS: 910 TRAFFIC AVE, SUMNER, WA, 98390, USA

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

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

Final Repair Attempt

CRM INSTRUCTIONS:

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

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[State Lemon Laws and Other Statutes RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://careweb/webknowledge/Manuals/SOGandPrP/PP/PP3_1.pdf]

Final Repair Attempt

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

CUST STATE VEH WAS TOWED INTO DLR FOR THE STEERING LOCKING UP FOR THE SECOND TIME THE FIRST TIME WAS 04/04/2000. CUST SEEKING FOR GM TO PAY FOR THIS EXPENSE B/C THIS IS A ONGOING PROBLEM AND IT SHOULD HAVE BEEN REPAIRED THE FIRST TIME. CRM ADVISESPOKE TO SVC MGR LARRY MACK AND NO GOODWILL CAN BE PROVIDE BASED ON MILEAGE. CRM ADVISE CUST TO SEND DOCUMENTS FOR FURTHER CONSIDERATION.
2001-09-04

CUST STATE HAD VEH TOWED INTO DLR THIS WEEKEND BECAUSE THE STEERING COLUMN LOCKED UP. CUST STATE THIS IS THE SECOND TIME, THE FIRST WAS 4/4/00 AND IT SEEMS LIKE IT WAS NEVER CORRECTLY REPAIRED THE FIRST TIME AROUND. CUST SEEKS FOR GM TO PAY FOR REPAIR. CRM ADVISE CALL DLR AND SPOKE TO LARRY MACK AND HE STATED THAT NO GOODWILL WILL BE PROVIDED BASED ON MILEAGE. CRM ADVISE CUST TO SEND IN DOCUMENTS FOR FURTHER CONSIDERATIONS.

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ORLANDO , FL

CASE NUMBER: VIN: 1G1YY22G7VS102240
MODEL YEAR: 1997
DATE OPENED: 2001-09-05 SERIES: UNKNOWN
DATE CLOSED: 2001-09-05 MILEAGE: 80000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DON MEALY CHEVROLET OLDSMOBILE
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	LOCKED WOULD NOT RUN
T19 Campaign Correction Required	Customer Satisfaction
0 REPAIR ATTEMPT(S)	98-2000 CAMPAIGN

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

STEERING LOCK PROBLEM

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

CUST STATES HIS VEH STEERING LOCK MALFUNCTIONED AND IS AT THE DEALER NOW BEING REPAIRED. CUST SEEKS TO HAVE REPAIR COVERED UNDER THE CAMPAIGN FOR 98-2000 CORVETTES. CRM ADVISED OF OTHER CAMPAIGN AND ESCALATED TO TIER2.

2001-09-05

Customer states that the steering column in his 97 Corvette locked up on him and is now at the dealership. Customer states that his vehicle has been repaired at a cost of \$316. Customer states that his advisor, Andy, informed him that there was a recall on this part, however, his was not involved.

Customer seeks cost assistance with the repair of his vehicle.

CRM advised of follow up. CRM called Sandy Ewing, service manager at Don Mealy Chevrolet to discuss this situation. CRM inquired if she had handled any of these in the past. Basically, she stated that until GM expands the parameters of the Campaign, she cannot provide any assistance.

CRM advised the customer of this information. CRM informed the customer that at this time,

his vehicle is not involved in this specific recall. However, if the recall is expanded to include his VIN, he could seek reimbursement through GM.

Customer satisfied.

Request closed.

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7V5102772
MODEL YEAR: 1997
DATE OPENED: 2000-11-28 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-11-28 MILEAGE: 38000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME:
SRC PARENT: DEALER ADDRESS:

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

M01 Steering General Interference
0 REPAIR ATTEMPT(S) STEERING LOCKS UP

S55 Warranty Clarification Other
0 REPAIR ATTEMPT(S) WILL THE REPAIR BE COVERED

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) FOR DIAGNOSIS

WILL A REPAIR BE COVERED

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

CUST STATES THAT THE STEERING ON HIS VEH IS LOCKED UP. CUST STATES THAT HE CAN'T DRIVE IT TO THE DLR IT WILL HAVE TO BE TOWED. CUST STATES THAT HE HAS HAD SOME FRIENDS HAVE THE SAME THING HAPPEN TO THEM. CUST SEEKS TO KNOW IF THE REPAIR WILL BE COVERED BECAUSE HE IS ONLY 2000 MILES OUTSIDE OF WARRANTY. CRM ADVISED THE CUST THAT WITH OUT A DIAGNOSIS FROM THE DLR THAT GM COULD NOT MAKE ANY DECISIONS ON GOODWILL AND THAT HE WOULD NEED TO TAKE IT TO THE DLR FIRST.

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

KATY TX

CASE NUMBER: VIN: 1G1YY22G7V5102836
MODEL YEAR: 1997
DATE OPENED: 2001-04-04 SERIES: UNKNOWN
DATE CLOSED: 2001-04-26 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAC HAIR CHEVROLET
BRC PARENT: DEALER ADDRESS: 11711 KATY FWY, HOUSTON, TX, 77079, USA

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

T22 CSI Reply	Customer Satisfaction
0 REPAIR ATTEMPT(S)	SURVEY
L01 Fuel System	Wear
0 REPAIR ATTEMPT(S)	GAS TANK WEAR
C14 Seat Lumbar	Other
0 REPAIR ATTEMPT(S)	POOR LEATHER
M01 Steering General	Wear
0 REPAIR ATTEMPT(S)	LOCKED STEERING
B14 Door (Including Sliding	Other
0 REPAIR ATTEMPT(S)	DOOR MOTOR

SURVEY SCANNED. CSI REPLY.

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

SURVEY SCANNED. CSI REPLY. MSX-VIN FILE. IN THE CSI, THE CUST. STATED THAT FOLLOWING VEH. SYSTEMS NEEDED WORK: 1) FUEL SYSTEM; 2) LEATHER SEATS; 3) STEERING LOCKED; AND 4) DOOR MOTOR. VIN PROFILE DISPLAYED 00034 CAMPAIGN. SINCE IT IS EARLY MORNING, WE'LL CALL THE CUST. ON 4/4/1.
2001-04-04

CRM ADVISED/LEFT THE REQUEST FILE NUMBER AND CAC 800 NUMBER ON THE CUST.'S ANSWERING MACHINE. WE'LL
CB THE CUST. ON 4/26/1 BTWN 4PM AND 6PM.
2001-04-05

CRM ADVISED/LEFT THE REQUEST FILE NUMBER AND CAC 800 NUMBER ON THE CUST.'S ANSWERING MACHINE FOR THE SECOND TIME. THUS, WE'LL SEND THE CUST. A FOLLOW-UP LETTER.
2001-04-10

LETTER APPROVED

2001-04-26

CUST CALLS BACK IN RESPONSE TO A SURVEY AND CRM ADVISES CUST TO TAKE VEHIC TO DLR FOR A RECALL ON LAP BELTS.

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

April 10, 2001

[REDACTED]
Katy, TX [REDACTED]

Request: C03711009

Dear [REDACTED]:

Thank you for your response to our customer satisfaction survey regarding your 1997 Chevrolet. Feedback from customers, such as you, as to your impressions and experiences, allows us to improve our products and increase customer satisfaction.

Unfortunately, we have been unable to reach you at the telephone number listed in our records.

Please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Central Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. The telephone conversation should only take a few minutes and would be greatly appreciated. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Daryl West
Customer Relationship Manager

SU0003-A/snw



Service Satisfaction Survey

**** Dissatisfied Customer ****

Kelly TX

(the last four digits of the vehicle's VIN)

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

Home telephone: _____

Change to: () _____

Dear Eric M Dutton:

Our records indicate that you had your 1987 Corvette serviced at Mac Hall Chevrolet on February 2, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Mac Hall Chevrolet.

Sincerely,

Dawn L. Wright

Dawn L. Wright
Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 1987 Corvette, and return the questionnaire.

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

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------|------------------------------------------------------|---------------------------------------------|-----------------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

1Q1Y2207V5102836

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
 - The ease of getting your vehicle?.....
 - The condition in which it was returned?.....
12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No

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

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

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?.....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Mac Hall Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1987 Corvette?.....
19. Do you have any comments/recommendations about your Dealership? MAC HALL is a Great Dealership with Great Service personnel.

Vehicle: THIS CAR HAS Operational Wagonway Problems - you think/and you can't
Get Another/Used dealer/used steering/done on the phone/you drive with steering!
Both doors slightly have loose weather on the door rest - give your way!

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

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-223-1620

Please return this questionnaire in the self-addressed, postage-paid envelope
 CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43600-0000

10/17/2007 09:10:23

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7V5102903
DATE 10/07/02 MODEL 1997
DATE 10/07/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 81000.
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: STATE: MO
BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cadet , MO [REDACTED]
HOME PHONE:
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7V5102903
MODEL YEAR: 1997
DATE OPENED: 2002-10-07 SERIES: Corvette
DATE CLOSED: 2002-10-07 MILEAGE: 81000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Ayes DEALER NAME: Sapaugh Motors, Inc.
BRC PARENT: DEALER ADDRESS: 1507 McNutt Road, Herculaneum, MO, 63048-1566,

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

M01 General
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Locked steering wheel, ; 2002-10-07
2002-10-07

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

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

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

HRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

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

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****HRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

DIV: CHEVROLET CASE [REDACTED] TYPE: G-GENERAL
NAME: LOU BACHRODT CHEVROLET, INC.
YR/MDL: 1997/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: POMPANO BEACH STATE: FL ZIP: 33071-0000
VIN: 1G1YY22G7V5102965 DELIVERY DATE: 04/23/1997
RESP DEALER: 00000
MILEAGE: 21000 CORPORATE CASE #:
YEAR/MODEL: 1997/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 10/20/1999 ORIG OPEN DATE: 10/20/1999
REOPENED: N
LAST ACTIVITY DATE: 10/22/1999 BY: [REDACTED]
CLOSE DATE: 10/22/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-05, SEATING SYSTEM & SEAT COMPONENT

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

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 10/20/1999
DEALER CLOSED : 10/20/1999

DEALER NUMBER: 26039
NAME: LOU BACHRODT CHEVROLET, INC.
CITY: POMPANO BEACH ST: FL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
C23	0		DRIVER'S SEAT LOOSE, UNSTABLE
D01	0		REPLACED BUT BLOWING HOT AIR
M01	0		STEERING COLUMN LOCKS, WON'T UNLOCK
N15	0		HEADLAMP STICKS IN UP POSITION
R43	0		RATTLE IN SPEAKER HOUSING

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/20/1999 19:03:37
CUST STATES HAS HAD VEHICLE TO DLR 6 TIMES, IS GETTING TIRED OF ALL
THE PROBLEMS. STATES THAT HE THINKS EACH DEALER VISIT GENERATES ADDI-
TIONAL PROBLEMS, BUT STATES HE IS NOT ACCUSING ANYONE OF ANYTHING. THE
PROBLEMS ARE: A/C REPAIRED BUT STILL BLOWING HOT AIR; HEADLAMP WAS
STUCK IN "UP" POSITION, HAS BEEN FIXED; DRIVER'S SEAT LOOSE, WAS TOLD
DLR HAD NOT PART TO FIX IT; RATTLE IN SPEAKER HOUSING, WAS FIXED; THE
STEERING COLUMN LOCK SUDDENLY CAME ON TWICE, ONCE MOMENTARILY, ANOTHER
TIME HAD TO BE TOWED TO DLR. CUST STATES PRIMARY CONCERN AT THIS TIME
IS THE A/C. CUST SEEKS COMPLETE REPAIR. CRM ADVISED CUST I WILL SPEAK
WITH RICK OR JUDAH AT DLR FOR FEEDBACK AND EITHER I OR DLR WILL CON-
TACT CUST BACK TOMORROW 10/21/99.

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/22/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: POMPAHO BEACH

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL

HOME PHONE:

EXTENTION:

DATE:

DATE:

ZIP: [REDACTED]

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:

North Olmsted
OH

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7V5103145
MODEL YEAR: 1997
DATE OPENED: 2003-08-08 SERIES: Corvette
DATE CLOSED: 2003-08-08 MILEAGE: 28000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

re ; 2003-08-08
2003-08-08

Service Request has been Closed Dissatisfied.; ; 2003-08-08

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

ELKBRIDGE, MD

CASE NUMBER: VIN: 1G1YY22G7V5103663
MODEL YEAR: 1997
DATE OPENED: 2002-04-24 SERIES: Corvette
DATE CLOSED: 2002-07-12 MILEAGE: 21000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FITZGERALD CHEVROLET-CADILLAC GEO
BRC PARENT: DEALER ADDRESS: 114 BAUGHMAN S LN, FREDERICK, MD, 21702, USA

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

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

S85 Dealer Resolved With Goodwill Dealer Resolved With Good
0 REPAIR ATTEMPT(S) REIMBURSEMENT

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) STATUS OF REIMBURSEMENT

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

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

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

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

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

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

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

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

My vehicle is not involved in a Recall Campaign--CAMPAIGN OR SPECIAL POLICY ON IGN SWITCH

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

CRM CALLED DLR AND SPOKE W/GARY LEWIS. GARY STATED HE SUBMITTED FOR 100% REIMBURSEMENT.
CRM THANKED GARY FOR ASSISTANCE. CRM CALLED BRIAN KROEGAR AND INFORM HIM OF REIMBURSEMENT
BEING SUBMITTED. CRM ADVISED THAT AVM HAS FINAL SAY AND GARY SAID IT SHOULD BE FINE. CUST
IS HAPPY AND THANKED US FOR ASSISTANCE. CRM CLOSING FILE SATISFIED.

2002-04-24

CUST STATES:

CALLER IS OWNERS BOYFRIEND STATES THAT CUST PURCHASED VEH W/15,000
MILES FROM USED CORVETTE DLR. CALLER STATES THAT OWNER PURCHASED EXTENDED APTMKT WARRANTY
AND VEH NOW HAS 21,000 MILES. CALLER STATES THAT VEH IS AT FITZGERALD CHEVY IN FREDERICK MD
FOR IGN SWITCH/LOCK CYL CONCERN. CALLER STATES THAT DLR INFORMED HIM THERE WERE NO OPEN
CAMPAIGNS OR SPECIAL POLICIES ON VEH. CALLER STATES THAT EXT WARRANTY WILL NOT COVER REPAIR

EITHER.

CUST SHYKS:

ASSISTANCE W/REPAIRS.

CRM ADVISED:

SEARCHED SPECIAL POLICIES AND CAMPAIGNS. [REDACTED] CAMPAIGN IS FOR '98-2000 FOR LIKE CONCERN- NO SPECIAL POLICIES. CRM CALLED DLR FITZGERALD CHEVY AT (301) 696-9200 AND SPOKE W/GARY LEWIS. GARY STATED HE DOES NOT HAVE AVM AT THIS MOMENT. GARY STATED HE WILL SEE WHAT CAN BE DONE TO ASSIST CUST. CRM GAVE GARY BOYFRIENDS NUMBER [REDACTED] SINCE HE REQUESTED CALL BACK. CRM SET CALL BACK FOR DLR 04/24/02 BETWEEN 1-3:00PM ET AND CUST LATER. CRM INFORMED CALLER OF THIS AND CALLER THANKED...CONT; 0; [REDACTED]
2002-04-24

...CONT...US FOR ALL THE ASSISTANCE. [REDACTED]
2002-04-25

CRM CALLED DLR AND GARY WAS AT LUNCH AND SVC WRITER STATED NOONE ELSE COULD ASSIST W/INFO. CRM WILL ATTEMPT CALL BACK LATER. [REDACTED]
2002-04-25

CRM CALLED DLR AND SPOKE W/SVC MGR GARY LEWIS. GARY STATED HE WILL HAVE A NEW AVM ON MON. GARY STATED HE SPOKE W/CUST BOYFRIEND YESTERDAY AND CUST IS PAYING FOR REPAIR THEN GARY WILL SUBMIT FOR POSS REIMBURSEMENT. CRM SET CALL BACK FOR DLR BETWEEN 2-4:00PM ET 04/29/02. CRM CALLED BOYFRIEND [REDACTED] AT [REDACTED] AND LEFT DETAILED VM. [REDACTED]
0; [REDACTED]
2002-04-29

CRM CALLED DLR AND SPOKE W/SVC MGR GARY LEWIS. GARY STATED THAT HE HAS NOT HEARD FROM AVM FOR POSS REIMB. GARY STATED HE SHOULD KNOW BY WEDS AFTNOON. CRM CALLED BRIAN KROEGER AND INFORMED OF CALL BACK. CRM SET CALL BACK FOR 05/01/02 BETWEEN 4-6:00PM ET. [REDACTED] THANKED US FOR CALL BACK.
[REDACTED]

2002-05-01

CRM CALLED DLR AND SPOKE W/GARY LEWIS. GARY STATED HE HAS NEW AVM AND HAS NOT HEARD FROM HIM YET. CRM SET CALL BACK FOR 05/03/02. [REDACTED]
2002-05-01

CRM CALLED [REDACTED] AND LEFT DETAILED VM. CRM SET CALL ABCK BETWEEN 4-6:00PM ET.
[REDACTED]
2002-05-03

CRM CALLED DLR AND GARY HAS LEFT FOR THE DAY. CRM SET CALL BACK FOR 05/06/02 BETWEEN 12-4:00PM ET.
[REDACTED]
2002-05-07

CRM CALLED DLR AND SPOKE W/GARY LEWIS. GARY STATED AVM WILL ASSIST W/REPAIRS BUT HE IS NOT SURE HOW MUCH. GARY ASKED FOR CALL BACK ON THURS 05/09/02 BETWEEN 12-2:00PM ET.
[REDACTED]
2002-05-07

CRM CALLED [REDACTED] AND LEFT VM. CRM SET CALL BACK 05/09/02 BETWEEN 4-6:00PM ET.
[REDACTED]
2002-05-09

CRM CALLED DLR AND GARY WAS NOT AVAIL. CRM WILL ATTEMPT CALL BACK LATER.
[REDACTED]
2002-05-09

CRM CALLED DLR AND SPOKE W/GARY. GARY STATED DLR IS TRYING TO GET 100% REIMBURSEMENT FOR CUST. GARY STATED HE WILL BE CONTACTING CUST 05/10/02 AND ASKED FOR CAC TO CALL BACK 05/15/02 AND HE SHOULD HAVE ANSWER BY THEN. CRM THAT GARY FOR HIS TIME.
[REDACTED]

2002-06-07

CUST STATES CUST HAD CONCERN WITH STEERING COLUM AND HAD TO PAY FOR REPAIRS. CUST LATER FOUND OUT REPAIR SHOULD HAVE BEEN COVERED UNDER WARRANTY. CUST STATES REIMBURSEMENT WAS SUBMITTED AND CUST WOULD LIKE TO KNOW WHEN CUST SHOULD BE RECEIVING CHECK. CUST SEEMS TO KNOW THE STATUS OF REIMBURSEMENT. CRM ADVISED CUST AN APOLOGY FOR INCONVINENCE. CRM ADVISED CUST 100% REIMBURSEMENT WAS PROCESSED ON 5-13-02. CRM ADVISED CUST REIMBURSEMENT TAKES ABOUT 4-6 WEEKS BEFORE CUST RECEIVES CHECK. CRM ADVISED CUST IF HAS NOT BEEN FOUR WEEKS AT THIS TIME. CUST STATES THAT IS NOT PROBLEM. CUST STATES THERE ARE NO ADDITIONAL CONCERNS. CUST SATISFIED. CRM NOW CLOSING FILE. REQUEST CLOSED SATISFIED. [REDACTED]

2002-07-12

CUST CALLED AND STATES THAT HE WAS TOLD HE WOULD RECEIVE A REIM CHECK WITH 2 TO 4 WKS FROM (CAC). CRM ADVISED CUST OF CALLING DLRSHP B/C PREVIOUS NOTES STATES THAT SVC MGR GARY LEWIS AUTHORIZED THE REIMBURSEMENT. CRM TALKED TO SVC MGR GARY LEWIS WHO STATES TO HAVE CUST CONTACT HIM ON MONDAY (07/15/02) B/C HE HAS TO GET WITH HIS WARRANTY ADMINISTRATOR ABOUT REIM CHECK, HE STATES THAT THE HAVE NOT RECEIVED THE CHECK BACK FROM (GM) AS OF YET. CRM ADVISED CUST TO CONTACT SVC MGR GARY LEWIS ON MON 07/15/02. CUST STATES SATISFIED. CRM CLOSING FILE SATISFIED. [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

INSPECTORS NAME: INSPECTION DATE:

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

PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

FT MYERS , FL

CASE NUMBER: VIN: 1G1YY22G7V5104425
MODEL YEAR: 1997
DATE OPENED: 2000-06-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-06-08 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL BRANCH CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 3980 FOWLER ST., FORT MYERS, FL, 33901, USA

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

M41 Steering Column/Lock/Attaching Parts Broken
2 REPAIR ATTEMPT(S) FOR THE 3RD TIME.

STEERING COLUMN LOCKED.

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

CUST STS: 2ND OWNER/BOUGHT AT 14,000 MILES ON A LEASE. CUST STS: THIS IS THE 3RD TIME
THAT THE STEERING COLUMN HAS BROKEN. CUST SEEK: REPAIRS TO THE VEH. CRM ADV: CUST THAT VEH
HAS TO BE DIAGNOSED BEFORE A DECISION CAN BE MADE AND NOTHING CAN BE FINALIZED UNTIL
DIAGNOSIS IS MADE. CRM REVIEWED CUST FILE, AND SEE THAT GMPP IS FOR 48 MONTHS/50,000 MILES.
CRM WILL CALL TO GMPP TO SEE IF WARRANTY IS EXTENDED TO 2ND OWNER UNDER A LEASE.

*****FAIR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADE INFORMATION*****

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

HUNTINGDON VALLEY
PA

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7V5104442
MODEL YEAR: 1997
DATE OPENED: 2001-06-04 SERIES: UNKNOWN
DATE CLOSED: 2001-06-04 MILEAGE: 23000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JOHN KENNEDY CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 365 STREET RD, SOUTHAMPTON, PA, 18966, USA

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

M01 Steering General Inoperative
1 REPAIR ATTEMPT(S) LOCKED UP
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) CUST SEEKS COST ASSIST ON REPAIR

Request for Reimbursement

CRM INSTRUCTIONS:

- * Please check to see if vehicle is covered under a; warranty, recall campaign, or special policy.
- * Encourage caller to see their dealer for reimbursement.
- * If caller is not satisfied document the problem.
- * If it is decided that a reimbursement is necessary:
- * Select the Additional Information tab
- * Document Complaint information
- * Select REIMBURSEMENT and follow the reimbursement process.

Request for Reimbursement

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

CUST STATES VEH HAD STEERING LOCK UP AND WOULD START. TOWED TO JOHN KENNEDY CHEV. THEY REPAIRED AND REPLACED STEERING PART. CUST SEEKS COST ASSIST. CUST STATES HE HAS MAINTAINED HIS VEH VERY WELL AND STATES HE SHOULD HAVE SOME ASSIST ON THIS REPAIR. CRM CLL SM AT JOHN KENNEDY CHEV, HE STATES HE SEEKS NO REASON TO OFFER CUST ASSIST, HE'S NEVER SEEN CUST BEFORE AND THE VEH IS FIXED. GOODWILL DENIED. CRM CLLD CUST'S REGULAR DLR BRYNER CHEV, SM ON PH, CRM ADV CUST WILL CLL HIM BACK ON CELL # [REDACTED] WITHIN ABOUT 30 MIN. [REDACTED]

2001-06-04

CRM CLLD SM AT LUNCH, CLL IN 1 HOUR. CRM CLLD CUST AND ADV SAME. [REDACTED]

2001-06-04

CRM CLLD JOHN KENNEDY CHEV SM DECLINED GOODWILL. CRM CLLD BRYNER CHEV, SM ED STATES YES, HE WOULD BE WILLING TO LOOK AT CUST'S VEH AND MAKE SOME KIND OF GOODWILL FOR REPAIR. STATES IT DOESN'T HAVE TO BE CONTINGENT ON CUST BUYING ANYTHING ELSE. CRM ADV HIM AND CUST OF CAMPAIGN ON WEBBING LAP BELT OPEN. CRM CLLD CUST AND ADV OF BRYNER'S OFFER. THEY WOULD HAVE TO SEE THE CAR AND COULDN'T SAY HOW MUCH TO OFFER YET. CUST WAS NOT OKAY W/THAT AT FIRST, CUST DIDN'T TELL CRM THAT HE HAD A BAD EXPERIENCE AT BRYNER, HOWEVER, TM ADV CUST CAN ACCEPT THE GOODWILL AT BRYNER OR NOT. CUST STATES HE WILL CLL BRYNER CHEV. [REDACTED]

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

MCDONOUGH

GA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7V5104571

MODEL YEAR:

1997

DATE OPENED: 2001-08-21

SERIES:

UNKNOWN

DATE CLOSED: 2001-12-13

MILEAGE:

22000

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: No

DEALER NAME: TERRY CULLEN SOUTHLAKE CHEVROLET

SRC PARTENT:

DEALER ADDRESS: 1250 BATTLE CREEK RD., JONESBORO, GA, 30236, USA

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

M01 Steering General

Inoperative

1 REPAIR ATTEMPT(S)

steering colum locked

A01 Open Campaign

Customer Satisfaction

0 REPAIR ATTEMPT(S)

LAP BELT WEBBING-00034

C28 Seat Belt System

Other

0 REPAIR ATTEMPT(S)

CAMPAIGN FOR LAP BELT WEBBING 00034

B13 Reimbursement Requested

Customer Satisfaction

0 REPAIR ATTEMPT(S)

300.66

T04 General Information

Customer Satisfaction

0 REPAIR ATTEMPT(S)

REIMBURSEMENT

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\Plus1\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

cust states that he went to take vehicle for a drive steering column was locked , their is a special campaign on some of the corvettes for this concern cust cust vehicle does not fall under campaign. but has smiliar or same concern as those that have opencampaign. cust is seeking assit with repairs. spoke with lisa svr/adv states she will speak with svr/director about cust and haveh him give me a call. [REDACTED]

2001-08-21

CUST STATES HIS VEH IS IN DLR FOR REPAIRS TO BE DONE TO HIS STEERING COLUMN. CUST SEEKS COST ASSISTANCE OF \$459. CRM CONTACTED SVC MGR RICHARD BROOKS WHO STATED THAT HE WILL CONSIDER

GOODWILL TO CUST B/C CUST VEH IS NOT INCLUDED IN THE CAMPAIGN 1998-2000 AND HE DOESN'T THINK HE SHOULD HAVE TO PAY. CRM ADVISED CUST TO SETUP A CALL BACK ON 8-24-01 BETWEEN 10-12 CENTRAL. CRM WILL CONTACT AVM.

2001-08-24

CRM CONTACTED CUST AND ASKED TO RESCHEDULE CALLBACK ON 8-29-01 BETWEEN 2-4. CUST AGREED.

2001-08-29

CRM STILL RESEARCHING AND TRYING TO CONTACT AVM.

2001-08-29

CRM CONTACTED CUST AND STATED THAT I AM STILL RESEARCHING AND SET UP A CALL BACK ON 8-31-01 BETWEEN 2-4 CENTRAL.

2001-09-01

CRM REC'D AVM MSG FROM [REDACTED] WHO STATES THAT HE WILL SUPPORT DLR DECISION ON NO ASSIST FOR THIS CONCERN AS VEH DOES NOT FALL WITHIN CAMPAIGN. CRM NOTE: CONSULT W/ TM FOR POSSIBLE GOODWILL REIM.

2001-09-04

CRM SPOKE TO TM BILL WHO STATED THAT GM WILL REIMBURSE CUST. CRM CONTACTED DLR TO SEE IF REPAIR WAS DONE THE SAME AS THE CAMPAIGN. DLR STATED IT WAS THE SAME WORK DONE. CRM ADVISED CUST TO SEND IN PROOF OF PAYMENT, PROOF OF OWNERSHIP AND ORIGINAL COPY OF RO. CUST AGREED.

2001-10-09

CUST STATES HE HAS BEEN WAITING FOR PREV CRM TO CONTACT. CRM REASSIGNED DOCS TO THIS FILE AS THEY WERE ATTACHED TO A DIFFERENT FILE. CRM REVIEWING DOCS FOR REIMBURSEMENT.

2001-10-09

CUST SEEKING REIMBURSEMENT FOR STEERING WHEEL LOCKING UP. CUST FEELS HE SHOULD HAVE BEEN INCLUDED IN THE CAMPAIGN 01044. REIMBURSEMENT REQUESTED IS 459.00. DEALER WILL NOT REIMBURSE B/C HE DOES NOT FALL W/IN THE BREAKPOINTS OF CAMPAIGN. PREV CRM AND TM AGREE THAT REIMBURSEMENT IS APPROPRIATE. BUSINESS REASONS FOR REIMBURSEMENT ARE:

1-CUST SHOULD HAVE BEEN PART OF THE CAMPAIGN. CUST EXPERIENCED THE SAME PROBLEMS THAT THE CAMPAIGN INDICATES.

2-CUST HAS HAD OUT OF POCKET EXPENSE BEFORE.

3-CUST IS A LOYAL CUST. HE STATES THAT HE WILL BE BUYING MORE GM VEHICLES, BUT FEELS GM SHOULD STAND BEHIND THEM. THE BODY STYLE CHANGED IN '97, BUT THEY DID NOT CHANGE THE STEERING WHEEL COLUM. CUST QUESTIONS WHY GM IS ONLY STANDING BEHIND THE NEWER YEAR.

4-CUST SATISFACTION, RETAIN GOOD CUST.

CRM WILL GET W/ TM FOR REIMBURSEMENT. CRM CALLED [REDACTED] CHEV FOR BREAKDOWN AND RO NUMBER. BREAKDOWN OF RO LABOR AND FORWARD TO GL.

2001-10-10

CRM WILL GET W/ TM FOR APPROVAL ON REIMBURSEMENT. WHEN CRM CONTACTS CUST, CRM WILL NOTIFY CUST OF CAMPAIGN ON LAB BELT WEBBING.

2001-10-10

CRM REC'V TM APPROVAL FROM TM LEAD MIKE HABS TO OFFER CUST REIMBURSEMENT FOR 459.00. CRM WILL CALL CUST AND OFFER AND VERIFY ADDRESS.

2001-10-10

CRM CONTACTED CUST AND OFFERED REIMBURSEMENT FOR 459.00. CUST ACCEPTED REIMBURSEMENT. CRM VERIFIED CUST ADDRESS. CUST STATES THAT GM NEEDS TO DO SOMETHING ABOUT THE OLDER MODEL CORVETTES. CUSTOMERS CANNOT PREVENT THIS CONCERN. CUST CRM ASKED CUST TO SEND IN ORIGINAL RO. CUST STATES HE THOUGHT HE DID, HE SENT IN THE ONLY COPY THAT HE HAD. CRM CONTACTED SERV ADVSR LISA, SHE VERIFIED THE WORK WAS DONE AND APOLOGIZED THAT CUST HAS A COPY OF RO B/C

THEIR WAS SOMETHING WRONG W/THEIR SYSTEM THAT ONLY ALLOWED THEM TO GIVE CUST A COPY OF RO.
CRM FORWARDING REIMBURSEMENT TO GL FOR APPROVAL. [REDACTED]
2001-10-10

BREAKDOWN OF RO [REDACTED] IS AS FOLLOW---LABOR WAS 190.46, PARTS WERE 182.00, SHOP SUPPLIES
WERE 75.00 AND TAXES WERE 11.54. CRM FORWARDING TO GL. [REDACTED]
2001-10-12

Reviewed file and returned to crm pending further attention. Please see feedback form.
[REDACTED]
2001-10-15

CRM REC'V FILE BACK AND WILL REVIEW FOR FURTHER ACTION. [REDACTED]
[REDACTED]
2001-10-18

CRM CONTACTING CUST FOR PROOF OF OWNERSHIP. CRM WILL GET TM APPROVAL FOR REIMBURSEMENT.
[REDACTED]
2001-10-18

CRM CONTACTED CUST AND ADVISED THAT PROOF OF OWNERSHIP NEEDED TO BE SENT TO PO BOX. CRM LEFT
MESSAGE W/ MRS. PARK TO SEND THAT IN. CUST STATES THAT THE TITLE IS IN THEIR SAFETY DEPOSIT
BOX AND THEY CAN SEND IT THE FIRST OF NEXT WEEK. AS SOON AS THAT IS ATTACHED TO FILE, CRM
WILL CONTINUE W/ REIMBURSEMENT. [REDACTED]
2001-10-26

CRM ATTACHING TO REQUEST AND FORWARDING FILE BACK TO SCHULTZB FOR FURTHER REVIEW. [REDACTED]
[REDACTED]
2001-10-26

CRM REC'V PROOF OF OWNERSHIP AND WILL GET W/ TM FOR APPROVAL. [REDACTED]
[REDACTED]
2001-10-26

CRM REC'V TM APPROVAL FROM TM [REDACTED]. BREAKDOWN AND BUSINESS REASONS LISTED BELOW:
BREAKDOWN OF RO [REDACTED] IS AS FOLLOW---LABOR WAS 190.46, PARTS WERE 182.00, SHOP SUPPLIES
WERE 75.00 AND TAXES WERE 11.54. CRM FORWARDING TO GL.
BUSINESS REASONS FOR REIMBURSEMENT ARE:
1-CUST SHOULD HAVE BEEN PART OF THE CAMPAIGN. CUST EXPERIENCED THE SAME PROBLEMS THAT THE
CAMPAIGN INDICATES.
2-CUST HAS HAD OUT OF POCKET EXPENSE BEFORE.
3-CUST IS A LOYAL CUST. HE STATES THAT HE WILL BE BUYING MORE GM VEHICLES, BUT FEELS GM
SHOULD STAND BEHIND THEM. THE BODY STYLE CHANGED IN '97, BUT THEY DID NOT CHANGE THE STEERING
WHEEL COLUM. CUST QUESTIONS WHY GM IS ONLY STANDING BEHIND THE NEWER YEAR.
4-CUST SATISFACTION, RETAIN GOOD CUST.
CRM FORWARDING BACK TO GL FOR APPROVAL. [REDACTED]
2001-10-27

BUSINESS REASON:
-CUST SATISFACTION
-VEHICLE HAD REPAIR THAT WAS THE SAME AS IN CAMPAIGN 01044, HOWEVER VEHICLE NOT INVOLVED
-CUST WAS OFFERED GOODWILL REIMBURSEMENT AND TOLD TO SEND IN DOCS ON 9/4/01
-LOYAL TO GM WITH PURCHASING VEHICLE NEW
[REDACTED]
2001-10-27

GL IS RETURNING TO CRM FOR FURTHER ACTION. PLEASE SEE FEEDBACK FORM. [REDACTED]
[REDACTED]
2001-10-29

CRM CONTACTED TERRY CULLEN'S CHEVROLET AND SPOKE W/ DAVID ABLE, HE STATES THAT THE RO IS
STILL OPEN. CRM ASKED DAVID TO FAX RO TO CRM WHEN IT WAS CLOSED TO DETERMINE WHAT

REIMBURSEMENT WAS GOING TO BE FOR. DAVID IS GOING TO RESEARCH RO AND FAX TO CRM WHENCLOSED.
DAVID WILL CALL CRM WHEN FAX IS COMPLETE. [REDACTED]
2001-10-30

CRM REC'V FAX FROM DAVID ABLE THAT STATES WHAT CUST PAID. BREAKDOWN OF INVOICE IS:
LABOR 101.50
[REDACTED]
2001-10-30

CONT' CRM REC'V FAX FROM DAVID ABLE THAT STATES WHAT CUST PAID. BREAKDOWN OF INVOICE IS:
LABOR 101.50
PARTS 117.13
TOWING 75.00
TAX 7.03
TOTAL ON INVOICE IS 300.66.; 0; [REDACTED]
2001-10-30

CRM FORWARDING TO GL FOR APPROVAL AND WILL MAIL A COPY OF INVOICE TO MEX TO ATTATCH TO
DEALER. [REDACTED]
2001-10-31

CRM CONTACTED CUST AND RE OFFERED INVOICE AMOUNT OF 300.66. BREAKDOWN IS
LABOR-101.50
PARTS-117.13
TOWING-75.00
TAX-7.03
CUST ACCEPTED OFFER. CRM VERIFIED INFORMATION. CRM FORWARDING BACK TO GL FOR APPROVAL.
[REDACTED]
2001-11-02

CRM DID BUILD GHOST FILE W/ CORRECT CUST INFO UNDER: [REDACTED]
[REDACTED]
2001-11-02

Team GL reviewed request and submitted for first approval. * [REDACTED]
[REDACTED]
2001-11-02

CORRECT BREAKDOWN: LABOR-101.50
PARTS-117.13
TOWING-75.00
TAX-7.03 MINUS 0.66 DISCOUNT TOTAL:
\$300.00 [REDACTED]
2001-11-02

PAYEE WILL BE [REDACTED] PER SHE IS REGISTERED OWNER AND THE ONE ON THE RO. [REDACTED]
[REDACTED]
2001-11-06

REVIEWED AND RETURNED; 0; [REDACTED]
2001-11-19

CUST CALLED SEEKING AN UPDATE ON HIS REIMBURSEMENT. CRM ADVISED CUST IT WILL BE 4-6 WEEKS
FOR HIS REIMBURSEMENT,. [REDACTED]
2001-11-19

CRM AS PER TM [REDACTED] REQUEST CALLED THE CUST TO ADVISE HIM HE WILL NEED TO SEND IN
THE ORIGINAL RO. STATING THE REPAIR HAS BEEN DONE AND CUST ALSO NEEDS TO SEND IN PROOF OF
PAYMENT FOR THIS REPAIR. [REDACTED]
2001-11-19

CRM WITH TM [REDACTED] APPROVAL FORWARDING FILE BACK TO WORKING CRM [REDACTED]
[REDACTED]

2001-11-19

PROOF OF OWNERSHIP IS ATTACHED TO THE FILE. CRM CONTACTED [REDACTED] ABLE AGAIN TO VERIFY PROOF OF PAYMENT. [REDACTED] VERIFIED THAT THE CUST PAID CASH FOR THE REPAIR. TOTAL PAID WAS 300.66. CRM FORWARDING FILE AGAIN TO GL FOR APPROVAL. [REDACTED]
2001-11-23

GL REVIEWED FILE AND WILL SUBMIT FOR 1ST AND FINAL APPROVAL.. [REDACTED]
[REDACTED]
2001-11-23

CUST WAS OFFERED REIM IN THE AMOUNT OF \$300.66.. [REDACTED]
2001-11-27

CRM CONTACTED CUST AND ADVISED OF CAMPAIGN ON THE LAP WEBBING BELT. CUST STATES AWARE AND WILL GET FIXED. [REDACTED]
2001-11-28

gl reviewed file with tm [REDACTED] and gl will return to crm pending original ro from the cust.. [REDACTED]
2001-11-28

CRM REC'V FILE BACK AND WILL GET W/ GL FOR FURTHER ATTENTION. [REDACTED]
[REDACTED]
2001-11-28

CRM SPOKE W/ GL TM [REDACTED] AND WILL CONTACT CUST TO REQUEST ORIGINAL RO. CUSTS REQUEST FOR REIMBURSEMENT IS STILL BEING PROCESSED, BUT CUST NEEDS TO SEND IN ORIGINALS. CRM CONTACTED CUST AND LEFT MESSAGE ADVISING OF NEEDING THE RO. CUST NEVER HAD ORIGINAL RO, CRM SENT A COPY OF RO TO CUST AFTER RECEIVING FAX FROM DEALERSHIP. CRM REQUESTED THAT THE CUST GO TO DEALERSHIP TO GET THE ORIGINAL RO AND MAIL TO PO BOX. CRM FORWARDING FILE BACK TO GL FOR PROCESS OF REIMBURSEMENT. [REDACTED]
2001-11-29

GL SPOKE TO [REDACTED] AND SUBMITTED.....OVER 60 DAYS SO CANNOT CHECK RO SENT BY CUST AS AN ORIGINAL..... [REDACTED]
2001-11-29

gl tried contact with cust but both home and cell number were out of service..... [REDACTED]
2001-11-29

Returned..... [REDACTED]
2001-11-30

CUST HAS BEEN ADVISED TO SEND IN THE ORIGINAL RO...GL WILL RETURN FILE TO CRM UNTIL DOCS ARRIVE... [REDACTED]
[REDACTED]
2001-11-30

CRM REC'V FILE BACK AND WILL WAIT FOR DOCS. [REDACTED]
2001-12-03

CUST. CONTACTED US CONCERNING HIS REQUEST FOR A REFUND. CRM ADVISED THE CUST THAT WE DO NOT HAVE THE ORIGINAL INVOICES FOR HIS REQUEST FOR REIMBURSEMENT. CRM CONTACTED DAVID ABELS, SVC. ADV., WHO STATED THAT HE WOULD RESEARCH THE CUST'S COMPLAINT THAT HE DID NOT GET AN INVOICE. CRM ADVISED THE CUST. THAT SHE WOULD CONTACT HIM BACK AFTER HIS RESPONSE. CUST. 'S WORK PHONE NO. IS [REDACTED]. CRM ADVISED THE CUST. OF RECALL FOR SEATBELT 00034. CUST. STATED THAT HE WAS AWARE OF THE RECALL, BUT THE RECALL HAD NOT BEEN DONE. CUST. SATISFIED. [REDACTED]
[REDACTED]
2001-12-03

CRM SPOKE WITH DAVID ABELS, SVC. ADV., WHO STATED THAT THE CUST. WAS GIVEN AN ORIGINAL INVOICE AND THE CUST. SAYS THAT HE WAS NOT. CRM FORWARD THE FILE TO PREVIOUS CRM.OPEN SATISFIED. [REDACTED]
2001-12-03

CRM REC'V FILE BACK. CRM SPOKE W/ SVC MGR RICHARD BROOKS, HE SAID THAT HE HAS NEVER SEEN THE ORIGINAL RO OR THE CUST BACK AFTER THE WORK WAS DONE. RICHARD STATES THAT THE ORIGINAL RO MUST HAVE BEEN MISPLACED AT THE DEALERSHIP, HOWEVER, HE DID STATES THAT THE CUST DID NOT HAVE THE ORIGINAL RO, BUT CRM DID VERIFY THAT THE WORK WAS DONE BY SPEAKING W/ SERV MGR AND THE FAX OF THE RO. RICHARD DID SAY THAT THE RO WAS FAXED AND MISPLACED AFTERWARDS. NO DUPLICATE COPY CAN BE GIVEN TO CAC OR CUST FOR REIMBURSEMENT B/C THERE IS NO WAY TO DUPLICATE THE ORIGINAL.

BOTTOM LINE---NO ORIGINAL RO IS AVAILABLE FOR PROOF OF WORK BEING DONE. CRM DOES HAVE COPY AS DOES CUST. CRM FORWARDING BACK TO GL FOR APPROVAL OF REIMBURSEMENT W/ TM APPROVAL FROM MARY BECKETTE. [REDACTED]
2001-12-04

GL REVIEWED FILE AND THIS CUST WAS OFFERED REIM IN THE AMOUNT OF \$300.66. THE SVM STATED THAT THE DLR MUST HAVE MISPLACED THE ORIGINAL RO...GL WILL SUBMIT THIS FILE FOR 1ST AND FINAL APPROVAL... [REDACTED]
2001-12-04

Final approval..... [REDACTED]
2001-12-13

CHECK [REDACTED] IN THE AMOUNT OF \$300.66 WAS MAILED ON 12/6/01 TO [REDACTED]
MCDONOUGH GA [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:

DATE:

BUSINESS: 0

ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

December 4, 2001

[REDACTED]
McDonough, GA [REDACTED]

Request: [REDACTED]

Dear [REDACTED]:

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$300.66. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Bethany Schultz
Customer Relationship Manager
[REDACTED]

North American Operations
General Motors Corporation
Reimbursements (2813)
PO Box 82530
Phoenix, AZ



CHECK No. [REDACTED]

DATE
12/06/01

*****300 DOLLARS

AMOUNT
*****300.66

North American Operations
General Motors Corporation
Reimbursement Account

PAY
TO THE
ORDER
OF

[REDACTED]

[REDACTED]

SIGNATURE

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

AUTH

DEC 10 2001

[REDACTED]

ENDOR
NAME NO.

NO [REDACTED]

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

[REDACTED]

ENDOR NAME

PAYMENT
DATE

12/06/01

REGISTER NO. DISBURSEMENTS	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101Y72207V8104571	12/06/01	VM [REDACTED]	00.0000	300.66	.00	300.66
TOTAL				300.66	.00	300.66

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. FOR QUESTIONS CALL 800-462-8782

NS

McDonough, La



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

48232/5170



STATE OF GEORGIA

Certificate of Title

STATE OF GEORGIA

THIS TITLE MUST BE TRANSFERRED IMMEDIATELY UPON CHANGE OF VEHICLE OWNERSHIP

MANUFACTURER'S ID NO. 1G1YY22G7Y5104571	MAKE CHEVROLET	YR. MODEL 97	TYPE OF BODY COUPE	MODEL CORVETTE	CYL. 8	DATE ISSUED 01-11-99
DATE VEHICLE PLAC. 12-01-98	FUEL GASOLINE USED	NEW OR USED USED	ODOMETER 20000	STATE OF ISSUE GA	NO. OF LIENS 01	COLOR [REDACTED]
CURRENT TITLE NO. [REDACTED]						

*ODOMETER READING IS ACTUAL MILEAGE OF THE VEHICLE UNLESS OTHERWISE INDICATED BELOW

MCDONOUGH

GA

1ST LIEN OR SECURITY INTEREST

MCDONOUGH

GA

2ND LIEN OR SECURITY INTEREST

3RD LIEN OR SECURITY INTEREST



DATE OF RELEASE

SECURITY INTEREST HOLDER

AUTHORIZED AGENT

1ST LIEN		BY
2ND LIEN		BY
3RD LIEN		BY

The Georgia Department of Revenue hereby certifies that on Application duly made the above named vehicle is registered by this Department as the lawful owner of the vehicle described subject to the laws of security interests upon said title and such laws of security interests as may subsequently be filed with the Commissioner. This Certificate of Title is issued pursuant to the Motor Vehicle Certificate of Title Act and is subject to the provisions of the Motor Vehicle Certificate of Title Act and is subject to the provisions of the Motor Vehicle Certificate of Title Act.

STATE OF GEORGIA

Reference file # [REDACTED]

MSX Request Form

Step

1

If a Corepoint Request file exists, print out attachments that relate to this request only
-- including the index page.

Step

2

October 30, 2001
Today's Date

WORKING PLEASE PRINT

Step

3

Customer Information - (F index Page)

MSXDocNo.

Tr

* Timestamp date must not be old

Step

4

Action to be taken by MSX

A) SEND ORIGINAL DOCUMENTS TO:

☐ Portland ☐ Customer ☐ Other

Address:

City/ST/Zip:

B) ☒ PLEASE NOTE: Original / Faxed docs are attached to this request form.

☒ Scan 2 pages (# of docs). Attach to Request Number

☐ Scan _____ pages (# of docs). Put in _____ worksheet.

☐ EMAIL REQUEST: Verify that customer docs are or are not original.

☐ Return attached documents to storage at MSX.

Comments:

Step

5

I have reviewed the information being submitted by the CRM. I verify that this is a
necessary request and that all pertinent steps (1-4) above have been completed.

TM Name (PRINT)

Regular TM name if different than one signing request

Step

6

TM turns in the request form and all attachments to the designated location for MSX
Requests

[REDACTED]
Mc Donough, Ed



09-10-01P01:56 RCVD

Chevrolet Motors
P.O. Box 33170
Detroit, Michigan

48232-5170

48232-5170



SEPTEMBER 05, 2001

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

DEAR SIR:

I HAVE BEEN APPROVED BY CUSTOMER ASSISTANCE FOR
REIMBURSEMENT FOR REPAIRS MADE TO THE STEERING
COLUMN, THAT LOCKED UP ON MY '97 CORVETTE. WITH
ONLY 23,069 MILES.

THERE WAS NOTHING THAT I COULD HAVE DONE TO CAUSE
THIS PROBLEM OR TO PREVENT THIS FROM HAPPENING.

I BELIEVE THIS TO BE A GM PROBLEM CAMPAIGN # [REDACTED]
FOR '98 AND UP CORVETTES.
MY FILE # IS [REDACTED]
MY VIN# IS 1G1YY2G7V5104571

SINCERELY,

[REDACTED]
MCDONOUGH, GA [REDACTED]

TERMS		VEHICLE NO.		YEAR/MAKE/MODEL		SERVICE		PREPARED DATE		BOOK NO.		LICENSE NO.		R.O. NO.	
CASH <input type="checkbox"/>	CREDIT CARD <input type="checkbox"/>	1014Y22G7VH104371		97/CHEVROLET		BLACK/		65/21/97		65/21/97		65/21/97		65/21/97	
CHECK <input type="checkbox"/>	SPACER <input type="checkbox"/>														
OTHER <input type="checkbox"/>	CALL WHEN READY <input type="checkbox"/>														
YES <input type="checkbox"/> NO <input type="checkbox"/>		KNOXBOUGH, GA				Terry Cullen Southlake		1250 BATTLE CREEK ROAD		JONESBORO, GEORGIA 30236					
APPOINTMENT <input type="checkbox"/>		05/21/96		08/20/01		07:00PM									
YES <input type="checkbox"/> NO <input type="checkbox"/>															

LABOR INSTRUCTIONS

COMMENTS : MILES INACCURATE COULD NOT GET MILES PLEASE NOTE CORREC

1 C 102CVZ

GLASS & TRIM DEPT
C/S STEERING LOCKED PLEASE ADVISE TOWED IN NOTE MILES ARE
NOT ACCURATE PLEASE NOTE CORRECT MILES VIS ATTACHED

Recall 00034 Per V/S

PAINT
AUG 8 2001

CASH 2009

Request #

- Chevrolet Customer Assistance

RB- TO call cher c/s

OK on Steering

23069 miles

TO PHU Monday

Please read carefully the statements below, and sign.

72 Hours after completion of work on the vehicle, I will incur a storage fee of \$10.00 a day. I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

Customer Signature

Date

PAINTING

ORIGINAL RETIRED PARTS & LABOR

REWORKED

TOTAL REWORKED

459.00

AUTHORIZED BY

per Mr. Park

W/PHONE ☐ TIME

RECEIVED BY

08-21

DEFERRED ☐ DATE

READY CONTROL

ATTACHED BODY DAMAGE



NOTE

INSTRUMENT CODE



QUALITY CHECKED

BY:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7V5104943
Date Opened:	3/8/2002	Model Year:	1997
Date Closed:	8/27/2002	Series:	Corvette
Dealer Code:		Mileage:	44134
Address:	CHEVROLET OF TURNERSTURNERSVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING COLUMN LOCK WONT RELEASE. B-01-
RESOLUTION ABSTRACT- STEERING WHL & COLUMN LOCK SPRING A/O BALL PIN - RPL
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

03/08/2002 11:08:45 SBD TEMPLATE - BURKETT
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/N) ARE THERE ANY DTC'S
Y (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
03/08/2002 11:08:45 HISTORY - BURKETT 97 CORVETTE.

CALLER'S NAME - TECH-KEVIN

CUSTOMER CONCERN - STEERING COLUMN WONT UNLOCK AT TIMES.

DEALER COMMENTS/DIAGNOSIS - NO DIAG DONE / DID NOT CHECK FOR DTCS /
CALLING TO FIND OUT IF BULLETIN WOULD APPLY TO THIS CAR.

TAC RECOMMENDATION - ADV DLR BULLETIN 01-02-35-008 STATES 97 MODEL YEAR
CORVETTES ARE COVERED. PERFORM BULLETIN.

08/27/2002 12:43:53 WARNER

- CASE CLOSED BY VME

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

APOLLO BEACH

FL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7V5105610

MODEL YEAR:

1997

DATE OPENED: 2001-09-10

SERIES:

UNKNOWN

DATE CLOSED: 2001-09-10

MILEAGE:

40000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: AUTOWAY CHEVROLET

BRC PARENT:

DEALER ADDRESS: 1700 E HILLSBOROUGH AVE, , TAMPA, FL, 33610, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

LOCKED

S13 Reimbursement Requested

Other

1 REPAIR ATTEMPT(S)

ROADSIDE

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

*Probe to identify failed item/component

* Determine Customers Expectation

* Using delivery date, establish if vehicle is within any warranty coverage

* Listen carefully to evaluate cause of failure - defect or damage

(If damage, consider explaining the consumers responsibility)

* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

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

<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]

* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

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

<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]

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

(Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request

* Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link

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

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

Vehicle repair request - Repair not done

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

CUST STATES STEERING COLUMN LOCKED UP AND HAD TOWING SERVICE AND HAD TO HAVE SPECIAL TOWING,

CUST STATES OTHER VEH HAD SIMILAR PROBLEM

CUST SEEKS REIMBURSEMENT FOR TOWING FOR SPECIAL EQUIPMENT AND TOWING

CRM ADVISED ROADSIDE ASSISTANCE FOR TOWING AND HER CAR IS UNDER RECALL AND RECALLS ARE VIN

SPECIFIC AND UNFORTUNATELY NO ASSISTANCE WOULD BE AVAILABLE, CUST UNDERSTOOD, CUST SATISFIED

CLOSING SATISFIED

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED: INSPECTOR'S NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

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

DEPRECIATION:
UPGRADE:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

MONTGOMERY

NY

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7V5106837

MODEL YEAR: 1997

DATE OPENED: 2001-06-06

SERIES: UNKNOWN

DATE CLOSED: 2001-06-06

MILEAGE: 27000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JIM SMITH CHEVROLET SALES INC

BRC PARENT:

DEALER ADDRESS: RTE 208, WALDEN, NY, 12586, USA

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

M01 Steering General
1 REPAIR ATTEMPT(S)Other
LOCKING UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATE THE STEERING WHEEL IS LOCKING UP AND HE'S SEEKING ASSISTANCE WITH THE REPAIRS. CUST STATES THE VEH IS BEING TOWED TO THE DEALER RIGHT NOW. CRM ADVISED CUST BEFORE CAC CAN OFFER ASSISTANCE THE VEH HAS BE DIAGNOSED AND CUST WILL BE RESPONSIBLE FOR THE DIAGNOSIS FEE AND THERE IS NO GUARANTEE FOR ASSISTANCE. CRM ADVISED CUST CRM WILL CONTACT DEALER LATER THIS AFTERNOON TO CHECK ON THE STATUS OF DIAGNOSIS AND DISCUSSED WITH SVC MGR IF ASSISTANCE IS WARRANTED. CRM WILL CONTACT CUST ONCE SVC MGR HAS BEEN REACHED.

2001-06-06

CRM CONTACTED THE DEALER AND SPOKE WITH SVC MGR MIKE AND HE STATE HE OFFERED TO REPAIR THE VEH AND HAVE CUST PAY \$100 DEDUCTIBLE, HE STATE THEY ALSO PAID FOR THE TOWING AND CUST WAS VERY HAPPY. CRM CONTACTED CUST TO CONFIRM AND HE WAS SATISFIED WITH THE OFFER FROM THE DEALER. CRM CLOSING SATISFIED.

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

FRANKLIN SQUARE
NY

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7V5107146

MODEL YEAR:

1997

DATE OPENED: 2001-08-15

SERIES:

UNKNOWN

DATE CLOSED: 2001-08-15

MILEAGE:

31000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: Yes

DEALER NAME: HUSTEDT CHEVROLET WEST, INC.

BRC PARENT:

DEALER ADDRESS: 383 JERICHO TPKE., FLORAL PARK, NY, 11001, USA

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

M02 Steering Linkage/Component Parts
0 REPAIR ATTEMPT(S)Other
STEERING HAS LOCKED UP ON VEHICLE

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CUST STATES THAT HIS STEERING LOCKI COLUMN HAS LOCKED UP ON HIS VEHICLE. CUST STATES THAT THEY CALLED THE DEALER AND THERE IS A RECALL ON THE VEHICLE AND TO HAVE THEM BRING THE VEHICLE IN AND THEY WILL REPAIR THE VEHICLE. CUST WAS CALLING TO SEE IF THEYHAD TO PAY FOR THE TOWING OR WHO HAD TO PAY FOR THE TOWING. CRM ADVISED CUST HTEY ARE NTO A PART OF THE RECALL AND THAT THIS WOULD BE COST TO CUST. CUST GOT MAD AND DISCONNECTED CALL/

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

SCOTTSDALE

AZ

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7V5107437

MODEL YEAR:

1997

DATE OPENED: 2001-08-10

SERIES:

UNKNOWN

DATE CLOSED: 2001-11-09

MILEAGE:

41544

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: COURTESY CHEVROLET

BRC PARENT:

DEALER ADDRESS: 3640 STEVENS CREEK BLVD., SAN JOSE, CA, 95117, USA

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

S13 Reimbursement Requested

0 REPAIR ATTEMPT(S)

Customer Satisfaction

IN THE AMOUNT OF \$374.65

S86 CAC Resolved With Goodwill

0 REPAIR ATTEMPT(S)

CAC Resolved With Goodwill

REIM

M01 Steering General

1 REPAIR ATTEMPT(S)

Inoperative

COLUMN LOCKED

A01 Open Campaign

0 REPAIR ATTEMPT(S)

Customer Satisfaction

CUST NOT INCLUDED IN 01044

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

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

- * If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]

- * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]

Vehicle reimbursement or Goodwill decision - Repair already done

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

CUST STATES THAT HE HAS RECENTLY HAD STEERING WHEEL COLUMN LOCK REPLACED. CUST STATES THAT
HE PAID FOR REPAIR BUT FEELS THAT HE SHOULD BE REIMBURSED BECAUSE HE HAS BEEN HAVING THIS

PROBLEM FOR AS LONG AS HE HAS OWNED VEH. CRM ADVED CUST TO SUBMIT PROPER DOCS FOR POSSIBLE REIMBURSEMENT.....
2001-09-06

CRM ATTACHED DOCUMENTS....
2001-09-28

CRM RECEIVED OWNERSHIP OF THIS REQUEST AND WILL REVIEW WITH TM FOR POSSIBLE REIM.
2001-10-03

THE BUSINESS CASE FOR CONSIDERING REIM IS THE LOW AGE AND MILEAGE OF THE VEH, CUST HAD A CONCERN THAT IS A CAMPAIGN FOR THIS MODEL VEH, BUT THE CUST'S VEH WAS NOT INCLUDED, CUST TOOK HIS VEH TO THE DLRSHF FOR THE REPAIR AND TO MAINTAIN FAITH IN GM AND GM PRODUCTS. THE REIM BREAKDOWN IS AS FOLLOWS: 70% OF THE PARTS IS \$113.87, 70% OF TOWING IS \$43.40, 70% OF SUPPLIES IS \$10.47, 70% OF THE LABOR IS \$196.84 AND 70% OF THE TAX IS \$10.07. CRM TO REVIEW WITH TM FOR REIM.
2001-10-08

TM REVIEWED AND APPROVED REIMBURSEMENT OF \$374.65 AS GOODWILL.
2001-10-08

CRM ATTEMPTED TO CONTACT CUST, NO ANSWER, CRM TO TRY AGAIN LATER.
2001-10-16

CRM ATTEMPTED TO CONTACT CUST, NO ANSWER CRM SUBMIT LTR FOR CUST TO CONTACT CAC.
2001-10-16

LETTER APPROVED/ /LTR APPROVER/ATX; 0;
2001-11-01

CUST CALLING IN RESPONSE TO LETTER ...ENTERED NEW ADDRESS AND CUST NEW PHONE NUMBER IS ..CUST REQUESTS CALLBACK FROM CRM VIRTUEK....SENT NOTIFICATION... CAC
ATX; 0;
2001-11-01

CRM CONTACTED CUST AND OFFERED 70% REIM FOR A TOTAL OF \$ 374.65. CUST ACCEPTED OFFER AND WAS SATISFIED WITH OFFER. CRM ALSO VERIFIED ADDRESS. CRM TO REVIEW WITH LIASON.
0;
2001-11-01

CRM DID A CASE SCAN AND FOUND NOT OTHER REQUESTS FOR THIS CUST.
2001-11-05

CRM CONTACTED SV MNG JACK WHO STATES THAT THE CUST COULD NOT HAVE CAUSED OR PREVENTED THE FAILURE, THESE ARE INTERNAL PARTS AND THERE IS NOTHING THE CUST COULD HAVE DONE TO PREVENT OR CAUSE THIS KIND OF FAILURE. CRM FORWARDING TO LIASON.
2001-11-05

Liaison has reviewed request for reimbursement in the amount of \$374.65 and will submit to queue for approval. /Goodwill Liaison/ATX; 0;
2001-11-09

LIAISON HAS REVIEWED FILE AND HAS PROCESSED REQUEST FOR FINAL APPROVAL
/LIAISON/ATX; 0;
2001-11-09

Request has been final approved, closing file satisfied. /Goodwill Liaison/ATX;
0;
2001-11-15

CHECK [REDACTED] IN THE AMOUNT OF \$274.65 WAS MAILED OUT ON 11-13-01. [REDACTED]
[REDACTED]/AUSTIN/LIAISON.; 0; [REDACTED]

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MSRP:

NADA: 0
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAME:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

October 16, 2001

[REDACTED]
[REDACTED]
Scottsdale, AZ [REDACTED]

Request: [REDACTED]

Dear Mr. [REDACTED]

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

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

Sincerely,

Katherine Virtue
Customer Relationship Manager

RS0006-A/bmw

November 9, 2001

Arrowhead Group Incorporated
Attn: Ms. Sharon A. Granquist
5431 East Ludlow Drive
Scottsdale, AZ 85254

Request: [REDACTED]

Dear Ms. [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$374.65. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

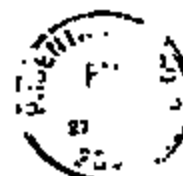
We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our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

Sincerely,

Katherine Virtue
Customer Relationship Manager

RS0005-A/njp

SCOTTSDALE, AZ.



CHEVROLET

CE-30-01 PC2:48 OUT

P.O. Box 33170

DETROIT, MI.

48232-5170

*CUSTOMER SERVICE

" " [Barcode]

DEAR GENERAL MOTORS, CHEVROLET,

NAME: [REDACTED]
ADDRESS: [REDACTED]
SCOTTSDALE, AZ, [REDACTED]

I SPOKE TO A CUSTOMER SERVICE ASSISTANT LAST WEEK REGARDING SERVICE WORK THAT WAS DONE ON ~~ON~~ MY CORVETTE. HE TOLD ME TO SEND THE ATTACHED WITH A LETTER TO CHEVROLET FOR A POSSIBLE REFUND.

THE SERVICE THAT WAS JUST COMPLETED WAS TO REPAIR THE SERVICE COLUMN LOCK, THAT HAS GIVEN ME PROBLEMS IN THE PAST WHILE UNDER WARRANTY BUT WAS NEVER TOTALLY FIXED BECAUSE I CALLED THE 1-800 *FOR ROADSIDE ASSISTANCE, THEY TOLD ME TO DISCONNECT THE BATTERY SO IT WOULD RESET ITS SELF, BUT THIS TIME IT DIDNT RESET SO I HAD TO HAVE IT TOWED IN FOR SERVICE. ALSO I AM STILL HAVING A PROBLEM WITH REDUCE ENGINE POWER / SERVICE TRACTION CONTROL. BUT I CAN PULL OVER TO SIDE OF ROAD TURN CAR OFF ~~FOR~~ FOR ABOUT 10 SEC. AND IT RUNS FINE THEN THIS HAPPENS ABOUT ~~ONCE~~ A MONTH. PLEASE REVIEW THIS AND IF ANYWAY POSSIBLE YOU COULD HELP OUT WITH A REFUND. SINCERELY
[REDACTED] [REDACTED]
LL PREVIOUS SERVICE [REDACTED]

SERVICE INVOICE

SEE WHAT
COURTESY
CAN DO

COURTESY CHEVROLET

1233 EAST CAMELBACK ROAD

P.O. BOX 7709

PHOENIX, ARIZONA 85011

PHONE (602) 279-3232

24 HR DIRECT SERVICE LINE 274-8000

Goodwrench
ServiceREPAIR
ORDER NUMBER

In the event where there is a dispute over the amount of parts or labor charges, the customer may request a written explanation of the charges. The explanation will be provided within 10 business days of the date of the invoice.

Customer
Signature

INVOICE TO

VEHICLE/OWNER INFORMATION -- INVOICE# C18394

SCOTTSMILE

ONE

TAG# ADVI 926 HOWELL, R INVOICE# PRELIN CJS C

FL VIN H11722073107437

LICENSE NUMBER AZ

ODOMETER IN: 41544 OUT: 41544

DIST# 181

DATE# 08/03/01 INVO# 08/03/01

CONCERN IN CUSTOMER STATES THE SERVICE COLUMN LOCK L1802-10

CAME COLUMN LOCK TROUBLE

CONNECTION REFLC COLUMN LOCK, CLAR CAME, RESET BOX OPEN PER

PART NUMBER

FOR

NOTE

DESCRIPTION

QTY

BILL

800 00000000

LOCK

100.00

100.00

FACTORY TECH# 230 - SONGER, JEFF

TYPE# C

CONCERN S2 TONING, WALLEY

CAME TON

CONNECTION TON

PART NUMBER

FOR

NOTE

DESCRIPTION

QTY

BILL

000 TONING

102140

ID

62.00

62.00

FACTORY TECH# 901 - WALLEY, JACK

TYPE# C

ORIGINAL

TOTAL CHARGE FOR CONCERN

PAGE 1

SERVICE INVOICE

SEE WHAT
COURTESY
CAN DO

COURTESY CHEVROLET

1233 EAST CAMELBACK ROAD

P.O. BOX 7709

PHOENIX, ARIZONA 85011

PHONE (602) 279-3232

24 HR DIRECT SERVICE LINE 274-8000

Goodwrench
ServiceREPAIR
ORDER NUMBER

In the event other than Courtesy General Motors Parts are used they will be identified on this invoice by the prefix GAZ, and a brief description. Request license shop to all customers and facilities in connection with the sale of these parts.

Customer

Signature

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE

FOR OFFICE USE

FROM: RANDY W. NOMELL, INVOICED: 08/03/2001 16:22:15 FL

GRAND TOTAL

97 CORVETTE RED

LICENSE NUMBER AZ

SUMMARY OF CHARGES FOR INVOICE C10004

PAINT	162.48
REPAIRS	62.00
SUPPLIES	14.97
LABOR	2.00
MECHANICAL LABOR	281.20
TOTAL	522.65
STATE TAX	11.19
EST. TAX	3.20
TOTAL CHARGE	537.24

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RANDY W. NOMELL
WE APPRECIATE YOUR BUSINESS. ALL REPAIRS ARE
WARRANTED FOR 3 MONTHS OR 3000 MILES.

ORIGINAL

LAST PAGE

Do Not Detach - Submit Both Parts of This Application

2002 REGISTRATION IDENTIFICATION CARD

Vehicle Year 1997	Vehicle Make CHEVROLET		Vehicle Identification Number 1G1TY2387V8107437		License Plate No. [REDACTED]
Body Style COUPE	Weight or CC's	Axles	Unit Number	File Number	License Expires JUNE 30, 2002

BANK ONE WISCONSIN LESSON

ST CHARLES IL [REDACTED]

NEW ADDRESS

SCOTTSDALE AZ

LADN

78

8.11

6-18-01

JESSE WHITE

Secretary of State, State of Illinois



North American Operations

General Motors Corporation
Disbursements (2013)
PO Box 82530
Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

DATE
11/13/01

*****\$374 DOLLARS

AMOUNT
*****\$374.65

PAY
TO THE
ORDER
OF

SCOTTSDALE AZ [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

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

ADDITIONAL

North American Operations

General Motors Corporation
Disbursements (2013)
PO Box 82530
Phoenix, AZ 85082-2530

DETACH AND MAIL DEPOSITING CHECK

VERIFICATION

RD [REDACTED]

ENDORSE HERE

REMITTANCE
DATE 11/13/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101VY207V5167417	11/13/01	[REDACTED]	0.0000	374.65	.00	374.65
TOTAL				374.65	.00	374.65

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

WS

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

LAGRANGE PARK

IL

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7V5107650

MODEL YEAR: 1997

DATE OPENED: 2001-07-02 SERIES: UNKNOWN

DATE CLOSED: 2001-08-21 MILEAGE: 10000

SOURCE: Phone DELIVERY DATE:

BRC TYPE: No DEALER NAME: TRAM CHEV INC

BRC PART#: DEALER ADDRESS: 720 KINGERY EXP (RTE 83), WESTMONT, IL, 60559, USA

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

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) Any Open?

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

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) Diag & needed repairs

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

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

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

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

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

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

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

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

My vehicle is not involved in a Recall Campaign

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

Cust states having problems w/steering locking up...Cust seeks any open campaigns...CRM spoke to John SRV ADVSR, to obtain info due to VIN Profile being down...John states no open campaigns...CRM advcd cust & referred to DLRSHP for Diag & needed repairs...

2001-08-21

CUST STATES DOOR PANELS ON VEH ARE COMING LOOSE, STATES THERE IS TSB ON THESE. CRM ADV WILL CALL DLR AND CHECK INTO THIS. CRM ADV WILL CALL BACK AS SOON AS HAS RESOLUTION. CRM CALLED DLR, TALKED TO JASON, SVC ADV, STATES WILL CHECK FOR TSB ON 97 VETTE DOOR PANELS. JASON STATES NO TSB TO BE FOUND ON THIS. CRM THANKED. CRM CALLED CUST, ADV THAT GM IS UNABLE TO ASSIT. CUST STATES THANKS ANYWAY.

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Brigantine

NJ

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7V5107972

MODEL YEAR:

1997

DATE OPENED: 2003-07-02

SERIES:

Corvette

DATE CLOSED: 2003-07-17

MILEAGE:

47000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Kerbeck Cadillac Pontiac Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 430 N Albany Ave, Atlantic City, NJ, 08401-1315, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering column is locked; ; 2003-07-02

2003-07-03

1-115586879 f/u on corvette column concern; ; 2003-07-03

2003-07-03

f/u; ; 2003-07-03

2003-07-10

1-115586879 f/u w/cust on steering wheel if no cb; ; 2003-07-16

2003-07-07

update; ; 2003-07-07

2003-07-07

Ernest Bio; ; 2003-07-07

2003-07-07

Cust asked to speak to owning crm; ; 2003-07-07

2003-07-07

cust called in; ; 2003-07-07

2003-07-07

Svc mgr; ; 2003-07-07

2003-07-07

Returned call; ; 2003-07-07

2003-07-09

1-115586879 f/u w/svc mgr on steering column; ; 2003-07-09

2003-07-08

Cust left vm; ; 2003-07-08

2003-07-08

Svc mgr fdbk; ; 2003-07-08
2003-07-09

Cust left vm; ; 2003-07-09
2003-07-09

Left msg; ; 2003-07-09
2003-07-11

1-115586879 E/u w/svc mgr on steering column; ; 2003-07-16
2003-07-11

Complaint Vehicle; ; 2003-07-16
2003-07-11

Repair update; ; 2003-07-11
2003-07-11

Service Request Ownership has changed FROM: SAMANTHE TO: GRAYRW; ; 2003-07-11
2003-07-16

AVM Followup 1-115586879; ; 2003-07-16
2003-07-11

William Crocker Node 914055 Mailbox 8010; ; 2003-07-16
2003-07-14

AVM's update; ; 2003-07-14
2003-07-14

AVM's update; ; 2003-07-16
2003-07-16

Complaint Vehicle; ; 2003-07-16
2003-07-16

Customer update on AVM decison; ; 2003-07-16
2003-07-17

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
 CURRENT LOCATION OF VEHICLE:
 NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
 REQUEST TYPE:
 REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADP INFORMATION*****

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

FRANKLIN, MA

CASE NUMBER: VIN: 1G1YY22G7V5108023
MODEL YEAR: 1997
DATE OPENED: 2001-09-06 SERIES: UNKNOWN
DATE CLOSED: 2001-09-06 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: IMPERIAL CHEVROLET GHO
BRC PARENT: DEALER ADDRESS: 154 E MAIN ST., MILFORD, MA, 01757, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) VEH HAD TO BE TOWED

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

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

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

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

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

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

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

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

My vehicle is not involved in a Recall Campaign

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

CUST STATES HER STEERING COLUMN LOCKED UP AND VEHICLE HAD TO BE TOWED INTO THE DLR. CUST STATES SHE HAS HEARD THAT OTHER CORVETTES HAVE BEEN RECALLED FOR THIS EXACT REASON. CUST SEEKS TO KNOW IF HER VEH HAS AN OPEN RECALL, AND IF NOT, WHY? CRM RESEARCHED AND ADVISED THE CUST THAT THERE ARE NO OPEN CAMPAIGNS, AND THE CAMPAIGN ON CORVETTES IS FOR 98-2000 VEHs. CUST STATES HERs IS DEFECTIVE AS WELL. CRM CALLED DLR, SPOKE WITH FRANK WHO ADVISED THAT IT IS THE SAME CONCERN, BUT NO ASST CAN BE GIVEN DUE TO AGE, MILEAGE, AND THE FACT THAT HER VEH IS A 97 AND NOT COVERED. CRM ADVISED CUST OF THIS AND ALSO ADVISED THAT CONCERN WOULD BE DOCD. CRM TOLD CUST TO KEEP PAPER WORK IN CASE WE DO RECALL THIS IN THE FUTURE. CUST THANKED.

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

BEAUFORT , NC

CASE NUMBER:		VIN:	1G1YY22G7V5108216
		MODEL YEAR:	1997
DATE OPENED:	2001-08-28	SERIES:	UNKNOWN
DATE CLOSED:	2001-08-28	MILEAGE:	48000
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:	No	DEALER NAME:	PARKS CHEVROLET-PONTIAC-BUICK-GMC
ERC PARENT:		DEALER ADDRESS:	2811 BOUNDARY ST., BEAUFORT, SC, 29906, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CERN:

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

Vehicle operation or design

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

71111111111111111111111111111111 DON'T USE THIS ONE, USE CASE 03646980
71111111111111111111111111111111

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

INCIDENT DATE: _____ INCIDENT TIME: _____
INCIDENT LOCATION: _____

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

BEAUFORT, SC

CASE NUMBER: VIN: 1G1YY22G7V5108216
MODEL YEAR: 1997
DATE OPENED: 2001-03-29 SERIES: UNKNOWN
DATE CLOSED: 2001-08-28 MILEAGE: 47000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: PARKS CHEVROLET-OLDSMOBILE
BRC PARENT: DEALER ADDRESS:

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

J34 Fan/Belt/Pulley Squeak
2 REPAIR ATTEMPT(S) CAN'T SEEM TO FIX

N03 Ignition System Wiring/Switches Other
0 REPAIR ATTEMPT(S) IGNITION PROBLEMS

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) REF TO PARKS CHEV

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

SQUEAKING BELTS/PULLEY

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

cust states that when he starts his veh there is a squeaking in the engine (mostly when it is damp or during the winter) and after the engine warms up or the weather is dryer the squeak goes away....cust states has had the idle pulley assembly (part #12564401) replaced, has the tension and the belts addressed but nothing seems to make it go away completely cust seeks to find out how and why crm advised that he might check with a corvette club or group but in the meantime would try and research and call cust back by 03/30

2001-03-29

*****next crm can relay info below please if cust calls in.....thank you***** crm attempted to call cust but got no answer crm was unable to find out much expect that dlrsrv said to bring veh back in and they would be happy to work with cust also there are two numbers cust might be able to call and get info
1. corvette museum 270-781-7973
2. national corvette restorer ass.

2001-08-14

CUST CALLED IN STATING HIS STEERING COLUMN LOCKED UP AND WAS TOLD THERE MIGHT BE RECALL. CRM CHECKED AND SAW HIS VEH DID NOT QUALIFY UNDER THE CAMPAIGN. CRM CALLED DLR PARKS 843-525-4100 COULD NOT GET THRU. CRM ADVISED CUST WOULD CONTINUE TO GET THRU TO DLR, AND WOULD CALL HIM BACK. CRM WILL SEE IF ANY ASSISTANCE AVAILABLE AND TIME PERIOD OF WORK. CUST ALSO INTERESTED IN THE 987. CRM CALLED LEAD MGMT, SPOKE TO PETER, WHO SAID THEY HAD SOME SPECS, ENGINE, DIMENSIONS, ETC., BUT NO COST INFO, FIRST ONES OUT 2002, TO PUBLIC 2003.

CUST HUNG UP BEFORE COULD CONNECT HIM, HAD GIVEN HIM THE NUMBER, HOWEVER, AND WILL BE CALLING HIM BACK AFTER REACHING DLR. [REDACTED] 7
2001-08-14

CUST SEEKS TO TALK TO CRM [REDACTED]...CUST DID NOT HAVE REQ NUMBER...CRM ASK CUST IF STILL NEEDED TO TALK TO NEW PRODUCT MANAGEMENT...CUST STATES NO ALREADY TALKED TO THEM...CUST STATES DLR PARKS CHEV...CLD CUST A FEW MINUTES AGO DLR WILL HAVE TO REPLACE SOME PINS, RELAY & HARNESS FOR \$500. SOMETHING...CUST STATES DIDN'T TAKE EXT WARR..DID NOT THINK WOULD NEED ONE..CUST IS CONCERNED VEH WILL CONTINUE TO HAVE PROBLEMS...CRM REVIEWED HISTORY...CUST ACKNOWLEDGED NO MAJOR PROBLEMS EXCEPT THE IGNITION CONCERN...CUST IS IN MILITARY SO MOVES AROUND QUITE A BIT...CRM ADVISED CUST UNDERSTAND THAT CUST DOES NOT EXPECT TO HAVE PROBLEMS W/NEW VEH....CANNOT SAY WHY CUST HAS HAD ANOTHER PROBLEM W/VEH...CRM ADVISED CUST REPAIR WILL CARRY A WARR OF 12/12...CRM ADVISED CUST NO CAMPAIGN FOR CUST CONCERN...IF ONE DOES COME OUT CUST CAN GET REIMBURSEMENT...CUST THANKED CRM...CRM GAVE CUST REQ NUMBER...CRM DOES NOT WANT CRM TO CALL DLR SINCE THEY HAVE CALLED HIM...continued; 0;
[REDACTED]

2001-08-14

CRM THANKED CUST ...WOULD ADVISED PREVIOUS CRM TO THIS...CRM CLOSING FILE NO FURTHER ACTION...CRM/[REDACTED]/PDX; 0; [REDACTED]
2001-08-28

VEH IS CORVETTE DLR # IS 843-525-4100; 0; [REDACTED]
2001-08-28

CUST STATES THAT SERVICE ENGINE SOON LIGHT CAME ON AGAIN BUT IT ALWAYS CLEARS OUT. CUST IS NERVOUS ABOUT THIS, THINKS SOMETHING MIGHT BE ABOUT TO GO WRONG, BUT DLRSHF HAS BEEN UNABLE TO DIAGNOSE BECAUSE NO CODES ARE READ. CUST SEEKS TO KNOW IF THIS IS COMMON PROBLEM. CRM CALLED DLRSHF BUT SRV MGR, ADVISOR NOT AVAILABLE. CRM ADVISED CUST TO HAVE ENGINE DIAGNOSED WHEN GOES IN FOR CAMPAIGN, COULD BE COMPUTER READING TEMPORARY GLITCH BECAUSE VEH ISN'T DRIVEN MUCH, THEN CLEARING ITSELF.--[REDACTED]/ATX/CAC; 0; [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GM RESTRICTED

CASE NUMBER: 05077579 VIN: 1G1YY22G7V5108345
 DATE OPENED: 07/26/01 MODEL YEAR: 97
 DATE CLOSED: 07/26/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 33000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7V5108345
 MODEL YEAR: 1997
 DATE OPENED: 2001-07-26 SERIES: UNKNOWN
 DATE CLOSED: 2001-07-26 MILEAGE: 33000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: JOHN JOCHEM CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 2650 S FEDERAL HWY, STUART, FL, 34994, USA

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

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

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
 The dealership should reimburse the customer.

AGENT INSTRUCTIONS:
 Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[[Campaign and Special Policy Reimbursement RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/quickref/html/training/qhcampaignspecialpolicyreimbursement.h
 tm
]]

Reimbursement for repairs already done that are on a campaign.

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

CUST STATES IN FLORIDA WHEN STEERING COLUMN LOCKED UP. CUST STATES HAD REPAIR COMPLETED.
 CUST SEEKS REIM FOR REPAIR. CRM ADVISED CUST OF CAMPAIGN # [REDACTED]. CRM WARM TRANS CUST
 TO LAURA IN SRV DEPT FOR FURTHER INSTRUCTIONS. [REDACTED]

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

359370

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:
 DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:
 OWNER DESCRIPTION:
 ALLEGED DEFECTIVE COMPONENT:
 INCIDENT RESULT:
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
 NUMBER OF PEOPLE: 0 BODY INJURY:
 INJURIES:
 WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0
 PROPERTY DAMAGE:
 WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
 INSURANCE COMPANY ADDRESS:
 AGENT NAME:
 AGENT PHONE NUMBER:

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

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

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

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:

DEALER BAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER: FAX NUMBER:
 PRODUCT CODE: BODY TYPE:
 TRIM:
 ENGINE TYPE: TRANSMISSION:

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

359370

MILEAGE @ BUY-BACK: 0
MSRP:

VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

359370

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

CAMARILLO

CA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7V5108680

MODEL YEAR:

1997

DATE OPENED: 2001-07-16

SERIES:

UNKNOWN

DATE CLOSED: 2001-07-31

MILEAGE:

57027

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: CHAMPION CHEVROLET-OLDSMOBILE

BRC PARENT:

DEALER ADDRESS:

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

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

Other
STEERING COLUMN LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

***** EXEC RECEIVED DIRECTIVE TO ADDRESS CUST CONCERNS. CUST STATES IN LETTER THAT SHE HAD TO SPEND \$450.00 ON REPAIRING THE STEERING COLUMN THAT HAD LOCKED AND LEFT HER STRANDED. CUST SEEKS GM TO IMPLEMENT A RECALL ON THE VEH. EXEC WILL RESEARCH CUST CONCERNS AND ATTEMPT TO CONTACT CUST. CUST LEFT NO PHONE NUMBER OR ADDRESS -- ONLY AN EMAIL ADDRESS: kristen.stevens@impath.com. EXEC WILL ATTEMPT TO CONTACT CUST.

2001-07-16

NOTE: CUST E-MAIL ADDRESS:

2001-07-16

EXEC SENT CUST E-MAIL: July 16, 2001

Request:

Dear Mrs.

Thank you for contacting General Motors regarding your 1997 Chevrolet Corvette. Unfortunately, we have been unable to reach you by telephone to assist you with this situation.

In order to resolve your concern quickly, please provide us with the information listed below. You may either mail the form to our address listed below or call me at 1-313-667-7153 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time.

At General Motors, our commitment to customer satisfaction is a top priority. Again, thank you for contacting us. We look forward to serving you.

Sincerely,

Jonathan Wade Kirkland
Executive Assistant

PO BOX 33170
Detroit, MI, 48232-5170
1-800-222-1020

Vehicle Identification Number _____

Delivery Date _____

Current Mileage _____; 0; _____
2001-07-19

EXEC CLOSING FILE PENDING FURTHER CONTACT FROM CUST. ++++++ _____

2001-07-24

CRM ATTACHING DOCS- FORWARDING TO WORKING CRM. SABRA KENT/CARS/TAMPA; 0; 364870699
2001-07-31

EXEC CALLED DLR310-316-1234 FOR MORE INFORMATION REGARDING THE REPAIR. EXEC SPOKE WITH SERVICE MANAGER ROCKY RANDELL. ROCKY CONFIRMED THAT THE CUST DID HAVE THE REPAIR DONE AT THE DLR. ROCKY ALSO STATED THAT THE CUST MAY HAVE PURCHASED THE USED. EXEC ADVISED ROCKY THAT EXEC WILL CONTACT CUST FOR MORE INFO AND CALL ROCKY BACK IF NEEDED. ++++++ _____

2001-07-31

EXEC CALLED CUST AT WORK 310-482-5205. CUST STATES THAT SHE PURCHASED THE VEH USED AT APPROX. 52,000 MILES. CUST STATES THAT SHE HAS HEARD OF A LOT OF PEOPLE HAVING PROBLEMS WITH THE STEERING LOCK. EXEC ADVISED CUST THAT THERE ARE NO RECALLS ON THE VEH AT THIS TIME. EXEC ADVISED CUST TO KEEP HER INVOICE FOR FUTURE REFERENCE. EXEC ADVISED CUST THAT THERE WAS NOTHING THAT EXEC CAN DO AT THIS TIME TO ASSIST CUST. CUST UNDERSTOOD. ++++++ _____

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

Att

on 06/26/2001 09:07:23 PM

To: Jim Campbell/US/GM/GMC@GM
cc:
Subject: Steering Column Lock

Mr. Campbell:

Please implement a recall on the column lock problem in the c5 Corvette. I am a graduate student who attends the University of Southern California in the evenings-which is certainly NOT in the best neighborhood of Los Angeles.

Last night my column locked and I was stranded alone at 10pm in a dark parking lot waiting for a tow-truck to take it to the dealer, and subsequently was charged \$450 to repair it as my 1997 Coupe is out of warranty.

I love the car, but this is an unacceptable problem for such a fine automobile. It would be great if we could get the problem rectified permanently.

Thank you,

06 RCVD



IMPACT

The Cancer
Information Company



07-23-01 2:12 RCVD



[REDACTED]
Sent: Monday, July 16, 2001 11:10 AM
To: [REDACTED]
Subject: Steering Column Lock

July 18, 2001

Request [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting General Motors regarding your 1997 Chevrolet Corvette. Unfortunately, we have been unable to reach you by telephone to assist you with this situation.

In order to resolve your concern quickly, please provide us with the information listed below. You may either mail the form to our address listed below or call me at 1-313-867-7163 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time.

At General Motors, our commitment to customer satisfaction is a top priority.

Again, thank you for contacting us. We look forward to serving you.

Sincerely,

Jonathan Wade Kirkland
Executive Assistant

PO BOX 33170
Detroit, MI, 48232-5170
1-800-222-1020

Vehicle Identification

Number 1G1YY22G7V5108880

Delivery Date n/a

Current Mileage 60,000

Telephone Numbers:

Bus. [REDACTED]

Selling and/or Servicing Dealer(s) Name Champion Chevrolet

City Northridge, Bechtel CA

INVOICE

PAGE 1

CAMARILLO CA
HOME: [REDACTED]

SERVICE ADVISOR: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/REG	ROUT	FAIR
SILVER	1997	CHEVROLET CORVETTE	1G1YY22G7V5108880	[REDACTED]	57027/57027	[REDACTED]	[REDACTED]
DELV DATE	WARRANTY	ESTIMATED COMPLETION TIME	PO NO	PAYMENT	INVOICE DATE		
26AUG1997	WAIT			CASH	20APR2001		
WORK OPENED	READY	OPTIONS: STK:C114A DLR:20-076 1) QUALITY CERTIFIED					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A/CUST STATES VEH TOWED IN OTHERING LOCKED ADVISE							
700 15A ELECTRICAL & A/C DEPARTMENT "MINOR"							
COMPLAINTS							
1025	CPC	3.00			218.95	218.95	
14:00	20APR01	15:07	20APR01				
REPLACE FAULTY COLUMN LOCK ACTUATOR							

COPY

At Champion Chevrolet/Oldsobile our mission is to be recognized in the community as a quality business, employing quality people, selling quality products. We will accomplish our goal by fulfilling our customers automotive needs with competitive pricing, quality service and an honest attempt to achieve 100% customer satisfaction.

NOTICE TO CONSUMER:
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, CUSTOMER AGREES TO HOLD CHAMPION CHEVROLET/Oldsobile INC. OF A CITY OF CALIFORNIA, NOTICE TO CONSUMER FROM READ REPORTANT INFORMATION ON BACK.

Original Estimate

70

Authorized Revised Estimate

470

I understand the nature and cost of repair and I agree to pay.

DESCRIPTION	TOTAL
LABOR AMOUNT	218.95
PARTS AMOUNT	152.68
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	381.63
LESS INSURANCE	0.00
SALES TAX	13.01
PLEASE PAY THIS AMOUNT	394.64



AutoNationDirect.com

CUSTOMER COPY

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

CASE NUMBER:

1G1YY22G7V5109219

DATE OPENED: 2001-09-19
DATE CLOSED: 2001-09-21MODEL YEAR: 1997
SERIES: UNKNOWN
MILEAGE: 90400

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: DAVIS CHEVROLET

BRC PARENT:

DEALER ADDRESS: 301 N MAIN ST., SAINT ELMO, IL, 62458, USA

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)
PARTS WARRANTY 12/12Other
REPLACED 30,000 MILES AGO SO NOT COVERED BYT19 Campaign Correction Required
0 REPAIR ATTEMPT(S)Other
2000034 LAP BELT WEBBING TWISTED

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

*Probe to identify failed item/component

* Determine Customers Expectation

* Using delivery date, establish if vehicle is within any warranty coverage

* Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)

* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

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

<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]

* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

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

<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]

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

(Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request

* Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link

RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe

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

Vehicle repair request - Repair not done

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

CHEV - 1997 CORVETTE, STEERING WHEEL LOCKED UP, CUST STATES HAPPENED JUST OVER A YEAR AGO AND WAS FIXED. CUST NOW OUT OF WARRANTY AND ISSUE HAS HAPPENED AGAIN. CUST HAS NOT TAKEN VEH TO DLR FOR DIAG. CRM ADVISED CUST THAT WOULD NEED TO BE DIAGNOSED. CUST AGREED. CUST WILL TAKE VEH TO DAVIS CHEVROLET AND CALLBACK AFTER DIAGNOSIS IF FURTHER ASSIST IS REQUIRED. CUST DID NOT KNOW WHEN HE WOULD BE MAKING APT SO NO CALLBACK SETUP WITH CUST.

2001-09-21

CUST STATES HE PURCHASED VEH USED WITH 2000 MILES ON VEH FROM PARKWAY CHEV & VEH WAS DIAGNOSED AT SVC DLR DAVIS & STEERING COLUMN NEEDS TO BE REPLACED & CUST STATES STEERING COLUMN WAS REPLACED 14 MOS AGO BEFORE CAMPAIGN 01044A CORVETTE ELECTRONIC COLUMN LOCK & SO STEERING COLUMN REPLACED 14 MOS AGO WAS WITH A DEFECTIVE PART SINCE UNDER CAMPAIGN 01044A DIFFERENT PART IS INSTALLED & CUST HAS BEEN OFFERED ASSISTANCE BY SVC DLR DAVIS BUT CUST IS SEEKING FOR GM/CHEV TO REPLACE STEERING COLUMN WITH NEW PART. CRM ADV CUST CRM CALLED DLR DAVIS [REDACTED] SVC MGR JIM ADV STEERING COLUMN WAS REPLACED ALMOST 30,000 MILES AGO SO STEERING PART IS NOT COVERED BY PARTS WARRANTY & AT 90,000 MILES VEH IS OUT OF ORIGINAL WARRANTY, PAST SVC CONTRACT, CAMPAIGN 01044A CORVETTE ELECTRONIC COLUMN LOCK IS ONLY FOR 1998-2000 VEHs & WITH CUST'S VEH 1997 IT DOES NOT QUALIFY FOR CAMPAIGN 01044A REPAIR, & VEH PAST DLR ASSIST PERIOD SO NO ASSISTANCE TO CUST. CUST IS NOT SATISFIED & FEELS HE SHOULD RECEIVE SOME ASSISTANCE *** CONT; 0; [REDACTED]
2001-09-21

*** TONT *** CRM ADV CUST TO SAVE RECEIPTS FOR REPAIR IN CASE FUTURE RECALL/CAMPAIGN MIGHT COVER REPAIR & CUST COULD BE REIMBURSED. CRM ADV CUST OF OPEN CAMPAIGN 2000034 LAP BELT WEBBING TWISTED & CUST IS AWARE OF CAMPAIGN TO BE CORRECTED ASAP & DLR ISTO CORRECT SOON WITH OTHER REPAIR. CUST STATES HE WISHES TO DISCUSS ISSUE WITH SUPERVISOR & CRM ADV CUST SUPERVISOR WILL ADV CUST OF SAME & CUST STATES HE DOES NOT WANT SUPERVISOR WHO WILL TELL HIM THE SAME. CRM CLOSING REQUEST DISSATISFIED. [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

MILEAGE @ BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:NAME:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

190271
OT68300 PAGE #: 1
N41-015

CASE NO: [REDACTED]
DATE OPENED: 08/23/1999
DATE CLOSED: 08/23/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1YY22G7V5L09477
MODEL YR: 97
SERIES: FB CORVETTE
MILEAGE: 024489
STATE: FL
CLERMONT FL [REDACTED]
BUS. PHONE: [REDACTED] EXT: [REDACTED]

***** GENERAL COMMENTS *****

CUSTOMER STATES HIS STEERING COLUMN HAS LOCKUP ON HIS VEH AND
ROADSIDE ASSISTANCE TOWED VEH TO DEALER ON FILE. DEALER STATED THEY CO
ULD NOT LOOK AT VEH UNTIL FRIDAY.

CUSTOMER WANTS THE REPAIR DONE WITHIN A COUPLE OF DAYS AND DOES NOT WA
NT TO WAIT UNTIL FRIDAY FOR THE CAR TO BE LOOKED AT.

CRM ADVISED TRIRI TRANSFER FOR FURTHER ASSIST.

TODD MCWILLIAMS/AUSTIN, TX

08-23-99*****

BUMP FROM AUSTIN.....

OWNER CALL REQUESTING ASSISTANCE FROM CHEVROLET TO REPAIR A STEERING
COLUMN ON A 1997 CORVETTE...OWNER VERY ARGUMENTATIVE STATES VEHICLE
WAS TOWED TO DON SEIDEL CHEVROLET...OWNER HAS LOT OF COMPLAINTS WITH
DON SEIDEL ACCORDING TO SERVICE...OWNER STATES DEALERSHIP IS GIVING
HIM THE RUN AROUND...OWNER STATES DEALER WONT INSPECT VEHICLE UNTIL
FRIDAY...CRM APOLOGIZED FOR CONCERNS...OWNER WAS HOSTILE TO CRM AND
VERY RUDE...CRM CONTINUED TO ASSIST...CRM OFFERED TO CALL ANOTHER
DEALERSHIP TO GET HIM IN EARLIER...CRM CALLED DON SEIDEL AND DON
HEADLEY CHEVROLET...SERVICE MANAGER JACK AT DON SEIDEL CHEVY STATED
WAS BACKED UP TIL FRIDAY...SERVICE MANAGER A DON HEADLEY CHEVY ADVISED
CAN INSPECT VEHICLE TOMORROW...CRM THANKED BOTH DEALERSHIPS...CRM
ADVISED OWNER THAT DON HEADLEY COULD ASSIST HIM....OWNER WAS VERY
SATISFIED AND ASKED TO HAVE HIS COMPLAINT AGAINST

DON SEIDEL CHEVY DOCUMENTED...CRM ACKNOWLEDGED
AND THANKED OWNER FOR CALLING...OWNER THANKED CRM.....

EBONY WEAVER-BOLT

TROY SITE

***** REVIEWED WITH MAURICE RICE *****

8-24-99*****OWNER CALLED BACK REQUESTING UPDATE ON FILE...CUST
STATES WAS ADVISED HER VEHICLE WOULD BE TOWED TO ANOTHER DLR TODAY...
CRM REVIEWED TO ASSIST...CRM ADVISED CUSTOMER THAT CHEV DOES NOT

TOW A VEHICLE A 2K'S...CRM ADVISED CUST IF PRESENT DLR CANNOT GET TO
HER VEHICLE UNTIL FRIDAY,CUST WOULD BE RESPONSIBLE TO HAVE IT TOWED
TO ANOTHER DLR...CRM ADVISED CUST TO CALL ROADSIDE DIVISION...CUST
ACKNOWLEDGED & THANKED...CRM APOLOGIZED & THANKED CUST FOR CALL...
PATRICK AKANDU
CRM TROY SITE

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

CDE #	DESC	CDE COMMENTS
M41	3	CUSTOMER SEATES COLUM IS LOCKED UP

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

OT88300 PAGE #: 2

OWNER REQUESTED ANOTHER DEALER, RULING CAN NOT BE MADE
UNTIL VEHICLE IS INSPECTED.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Hampton , VA

CASE NUMBER: VIN: 1G1YY22G7V5109561
MODEL YEAR: 1997
DATE OPENED: 2002-09-11 SERIES: Corvette
DATE CLOSED: 2002-09-11 MILEAGE: 18000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering column lock; ; 2002-09-11
2002-09-11

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE • BUY-BACK: 0
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

FOWLER , IN

CASE NUMBER: VIN: 1G1YY22G7V5109639
MODEL YEAR: 1997
DATE OPENED: 2001-07-23 SERIES: UNKNOWN
DATE CLOSED: 2001-07-23 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: ROBERT L MCCREARY CHEV-OLDS INC
ERC PARENT: DEALER ADDRESS: 406 S JACKSON AVE., FOWLER, IN, 47944, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THAT STEERING COLUMN HAS LOCKED UP. CUST STATES VEH IN UNDRIVABLE. CUST SEEKS ASSIST. CRM ADVISE DTHAT CRM WOULD CONTACT DLR. CUST SEEKS TO HAVE DIFFERENT DLR. CRM ADVISED OF DEPOW CHEVY. CRM WARM TRANSFERRED CUST TO DLR. NO FURTHER ACTION NEEDED AT THIS TIME.

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5100537
 DATE OPENED: 09/12/01 MODEL YEAR: 98
 DATE CLOSED: 09/12/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 64904
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] SPRING, TX [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5100537
 DATE OPENED: 2001-09-12 MODEL YEAR: 1998
 DATE CLOSED: 2001-09-12 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 64904
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: LANDMARK CHEVROLET CORP
 DEALER ADDRESS: 9111 N FWY, HOUSTON, TX, 77037, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
 2 REPAIR ATTEMPT(S) REPEAT REPAIRS
 A01 Open Campaign Product Campaign Claim
 0 REPAIR ATTEMPT(S) 01044-CUST DOES NOT QUALIFY

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 - (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [(SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.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/chronic_repair.htm]]
 - (1st attempt - offer to coordinate repair at a dealership)
 - (Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab

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- 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\Plus1\Micros-1\Iexplora.exe

http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle_repurchase.htm]

Vehicle repair request - Repair not done

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

CUST STATES THAT HE HAS TAKEN HIS VEH TO DLR FOR STEERING COLUMN LOCK PROB TWICE, & HE JUST PICKED UP VEH YESTERDAY, & HE DIDN'T EVEN MAKE IT HOME, & HE HAD TO LEAVE VEH WHERE IT WAS B/C HE COULD NOT DRIVE IT. CUST STATES THAT HE DOESN'T THINK DLR IS ABLE TO REPAIR PROB, & HE HAS HEARD THINGS ABOUT BUY-BACKS, & HE WANTED TO KNOW IF THERE WAS A PROGRAM THAT HE COULD LOOK INTO. CUST SEEKS BUY-BACK INFO. CRM ADV CUST THAT THERE'S NOT A BUY-BACK PROGRAM. CRM INQUIRED IF DLR HAS ADV CUST THAT HIS VEH IS INVOLVED W/CAMP. CUST STATES NO, & THAT HE NEVER RECEIVED A NOTICE. CRM ADV CUST THAT CRM DOES NOT SHOW THAT CUST VEH IS INVOLVED IN CAMP [REDACTED]. CRM INQUIRED IF CUST HAS CALLED DLR TO ADV THAT HE'S STILL HAVING PROBS. CUST STATES THAT HE'S TRIED TO CALL BUT NOBODY ANSWERS. CUST STATES THAT HE HAS HEARD OF PEOPLE'S VEH'S GETTING BOUGHT BACK, & HE DIDN'T KNOW HOW TO LOOK INTO THIS, OR IF THIS IS DONE BY WENTY, OR BY GM. CRM ADV CUST THAT CUST'S VEH'S HAVE BEEN TAKEN BACK BEFORE BY GM, BUT THAT THIS IS A CASE BY CASE; 0; [REDACTED]
2001-09-12

CONTINUED>>> BASIS, & USUALLY CUST WILL ADDRESS THIS REQ TO SVM AT DLR. CUST STATES THAT SVM CAN DETERMINE WHETHER VEH QUALIFIES. CRM ADV CUST THAT SVM CAN LOOK INTO THIS & MAKE PROPER CONTACTS, BUT THAT W/AGE & MILEAGE OF CUST VEH, & VEH BEING USED, THIS IS NOT SOMETHING THAT WOULD BE AN OPTION FOR CUST. CRM ADV CUST THAT CRM CAN CONTACT DLR TO ADV THAT CUST VEH DID NOT MAKE IT HOME, & SEE WHAT WE CAN DO TO TRY TO GET CUST VEH REPAIRED. CUST STATES THAT HE'S FIXING TO GO TO HIS VEH & TRY TO GET IT TO DLR, & IF NOT HE'LL HAVE VEH TOWED, & THAT GMPP ONLY PAYS SO MUCH OF TOWING, & HE'S HAD TO HAVE IT TOWED A LOT. CRM ADV CUST THAT IF CUST IS UNDER GMPP, ANY ASSIST WOULD HAVE TO GO THROUGH GMPP. CUST STATES THAT HE HAS TALKED TO GMPP ALSO. CRM ADV CUST THAT AFTER CUST TAKES VEH TO DLR, IF ANYTHING ELSE IS NEEDED AFTER, CUST CAN FEEL FREE TO CALL BACK & REFER TO REQ#. CUST THANKED CRM & VICE VERSA. [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

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

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NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

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

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REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Gulfport, MS

CASE NUMBER: VIN: 1G1YY22G7W5100571
MODEL YEAR: 1998
DATE OPENED: 2002-10-01 SERIES: Corvette
DATE CLOSED: 2002-10-08 MILEAGE: 50000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Turan-Foley Motors, Inc.
BRC PARENT: DEALER ADDRESS: 2120 15TH St., Gulfport, MS, 39501-2013,

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

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

Inoperative

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

Steering wheel locked; ; 2002-10-01
2002-10-01

Svc; ; 2002-10-01
2002-10-08

Svc Adv Wayne Karl; ; 2002-10-08
2002-10-08

Crm is closing request dissatisfied; ; 2002-10-08
2002-10-08

Service Request has been Closed Dissatisfied; ; 2002-10-08

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

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

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

Greenwood

SC

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7W5100781

MODEL YEAR: 1998

DATE OPENED: 2002-08-21

SERIES: Corvette

DATE CLOSED: 2002-08-21

MILEAGE: 46000.0000000

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: N/A No

DEALER NAME: Gary Russ Chevrolet-Oldsmobile-Cadillac, Inc.

SRC PARENT:

DEALER ADDRESS: 1205 By-Pass NE, Greenwood, SC, 29646, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering column lock; ; 2002-08-21

2002-08-21

Skip Mathis-svc mgr; ; 2002-08-21

2002-08-21

SVC mgr; ; 2002-08-21

2002-08-21

Advised cust of update; ; 2002-08-21

2002-08-21

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2002-08-21

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BEC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

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

*****HRC CONTACT INFORMATION*****

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

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

Temecula, CA

CASE NUMBER: VIN: 1G1YY22G7W5101316
MODEL YEAR: 1998
DATE OPENED: 2003-08-13 SERIES: Corvette
DATE CLOSED: 2003-08-15 MILEAGE: 29000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Paradise Chevrolet Cadillac
BRC PARENT: DEALER ADDRESS: 27360 Ynez Rd, Temecula, CA, 92591, USA

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

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

Sticks

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

steering column; ; 2003-08-13
2003-08-13regarding steering column; ; 2003-08-13
2003-08-15SR 1-129814341 FRI 7-BEST 08/15/03 follow up on repair; ; 2003-08-15
2003-08-15SR 1-129814341 follow up on repair; ; 2003-08-15
2003-08-15

Service Request has been Closed Satisfied.; ; 2003-08-15

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

RESTRAINT;
IF SO, WHERE:

*****TRADE INFORMATION*****

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	4 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Inwood , WV

CASE NUMBER: VIN: 1G1YY22G7W5101350
MODEL YEAR: 1998
DATE OPENED: 2003-07-26 SERIES: Corvette
DATE CLOSED: 2003-07-26 MILEAGE: 37800.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AWO DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering column locked after battery replaced; ; 2003-07-26
2003-07-26

Research steer column being locked; ; 2003-07-26
2003-07-26

Service Request has been Closed Satisfied.; ; 2003-07-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
 REQUEST TYPE:
 REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Clarksville VA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5101428
MODEL YEAR: 1998
DATE OPENED: 2002-08-23 SERIES: Corvette
DATE CLOSED: 2002-08-23 MILEAGE: 55000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

steering column; ; 2002-08-23
2002-08-23
Service Request has been Closed Satisfied.; ; 2002-08-23

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0
PROPERTY DAMAGE:
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

RESOLUTION SOUGHT:

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

CONTACT PHONE:

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

190494
OT88523 PAGE #: 1
M40-015 N41-015

CASE NO: [REDACTED]
DATE OPENED: 08/25/1999
DATE CLOSED: 08/27/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1YY22G7WE101476
MODEL YR: 98
SERIES: YB CORVETTE
MILEAGE: 036000
STATE: CA
IRVIN
BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

CUSTOMER STATES THAT HE HAD A PROBLEM WITH SERPENTINE BELT
BELT TENSIONER ABOUT A MONTH AGO. THEN STEERING WHEEL STARTED TO
LOCK UP, AND ELECTRONICS SHUTDOWN ALL POWER TO CAR WHILE GOING
70 MPH ON HIGHWAY. ACCORDING TO DEALER AND TOW TRUCK DRIVER
CORVETTES HAVE THIS AS A REOCCURRING PROBLEM. THE CAR HAS BEEN IN
TWICE NOW FOR THESE PROBLEMS, AND FIXED ONCE.

DO TO INCONVENIENCE HE MISSED AN APPOINTMENT, HE HAD TO PAY LATE
FEE \$500 ON TAXES. HAD BEEN INCONVENIENCED, AND IS VERY UPSET WITH
PROBLEMS HE HAS HAD. HE BOUGHT THIS CAR INSTEAD OF PORSCHE 911.

CUSTOMER IS SEEKING TO FIND OUT IF CHEVROLET HAS KNOW PROBLEMS WITH
COMPUTER/ELECTRONICS SHUTDOWNS, STEERING WHEEL LOCKUPS OR FAN BELT
PROBLEMS...IF THERE IS A POTENTION CAMPAIGN, AND WHAT CHEVROLET
IS GOING TO DO TO MAKE SURE HIS CAR NO LONGER HAS THESE PROBLEMS,
TO AVOID AN AUTO ACCIDENT OR FURTHER INCONVENIENCE.

CUSTOMER IS ALSO SEEKING PARTIAL REIMBURSEMENT ON \$500 LATE FEE
HE HAD TO PAY, BECAUSE CAR BROKE DOWN CAUSING A MISSED APPOINTMENT.

CRM ADVISED THAT I WOULD DOCUMENT CONCERN, AND HAVE A TIER 11 CRM
RETURN CALL PER CUSTOMER REQUEST AT BUSINESS PHONE ASAP. GAVE
CUSTOMER FILE #.

/ABSTIN, TX

8/30/99...CRM REC'D FILE ON CALENDAR...CRM C/O/AT WORK\$ TO OBTAIN
INFO ON VEH...CRM ASKS IF THE STEERING COLUMN HAD BEEN RPR'D?...O/
STS YES, LAST WED 8/25/99...O/STS THE DLR REPL THE ENTIRE STEERING
COLUMN...O/STS PREV THE DLR JUST REPL PARTS OF THE STEERING COLUMN
A LITTLE OVER 2 WEEKS AGO...CRM ASKS IF THERE WERE ANY PROB'S SINCE
RPR?...O/STS NOT W/THE STEERING COLUMN...O/STS THE A/C STILL ISN'T
WORKING PROPERLY...O/STS THE DLR LAST RPR'D A VACUUM HOSE THAT HAD
BECOME DISCONNECTED AND THAT WAS SUPPOSED TO FIX THE PROB...O/STS

WHEN HE PRESSES THE BUTTON FOR THE A/C THE LIGHT STAYS ON FOR A MINUTE AND THEN IT GOES OUT....O/STS THE DLR CAN'T DUP THE PROB, SO THEY CAN'T RPR....O/STS WHEN THE TOW TRUCK CAME TO TOW THE VEH TO THE DLR THEY HAD TO DRAG IT ON THE FLAT BED, BECAUSE WHEN THE STEERING LOCKED, THE FRONT WHEELS LOCKED ALSO...CRM ACK...O/STS THE DLR WAS SUPPOSED TO RE-ALIGN AND RE-BALANCE THE FRONT TIRES....O/STS AT 50 MPH HE NOTICES A VIBRATION IN THE STEERING

CON'T....WHEEL THAT WASN'T THERE B/4....O/STS IS TAKING THE VEH BACK TO INDEF WHO DID THE FIRST WHEEL ALIGNMENT, BECAUSE WHEN IT WAS DONE THERE HE DIDN'T HAVE A PROB W/ANY VIBRATION...CRM ACK AND ADV O/INFO WILL BE DOC'D IN THE FILE...CRM ADV O/IF

ANY ?'S OR CONCERNS TO C/S AND REFERENCE FILE # FOR ASST...O/ACK
& THANKED CRM...CRM THANKED O/.....
DION SPIVEY TROY SITE/CORR

***** REQUEST CODES AND COMMENTS *****

CDE # DESC	CDE COMMENTS
A04 0	IS AFRAID OF LOOSING CONTROL OF CAR CASE CLOSED BY SYSTEM
J34 2	TENSIONER WENT OUT CASE CLOSED BY SYSTEM
M41 2	KEEPS LOCKING UP CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Daly City

CA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5101994

MODEL YEAR:

1998

DATE OPENED: 2002-07-10

SERIES:

Corvette

DATE CLOSED: 2002-08-07

MILEAGE:

41000.0000500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: Montalbano, Inc.

BRC PARENT:

DEALER ADDRESS: 780 Serramonte Blvd, Colma, CA, 94014-3284, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Broken

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

Steering wheel locked; ; 2002-07-10

2002-07-10

EMPP; ; 2002-07-10

2002-07-10

Dlr contact; ; 2002-07-10

2002-07-10

AVM contact; ; 2002-07-10

Follow up; ; 2002-08-07

2002-08-07

Service Request has been Closed Dissatisfied.; ; 2002-08-07

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5102207
MODEL YEAR: 1998
DATE OPENED: 2003-06-18 SERIES: Corvette
DATE CLOSED: 2003-06-19 MILEAGE: 75000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Van Chevrolet II, LP
BRC PARENT: DEALER ADDRESS: 1700 South I-35E, Carrollton, TX, 75006, USA

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

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

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

Initial call to cac; ; 2003-06-18
2003-06-18

Corvette steering column; ; 2003-06-18
2003-06-18

Corvette steering column; ; 2003-06-18
2003-06-19

1-110494189 corvette steering column.; ; 2003-06-19
2003-06-19

Corvette steering column; ; 2003-06-19
2003-06-19

Service Request has been Closed Dissatisfied.; ; 2003-06-19

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

DIV: CHEVROLET CASH [REDACTED] TYPE: G-GENERAL
NAME: THOMAS CHEVROLET, INC.
YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: SENECA
VIN: 1G1YY22G7W5103714
RESP DEALER: 00000
MILEAGE: 33668
YEAR/MODEL: 1998/CORVETTE

STATE: SC ZIP: [REDACTED]
DELIVERY DATE: 09/10/1997

CORPORATE CASE #:

CASE TYPE : G-GENERAL

STATUS: C

OPEN DATE : 05/20/1999

ORIG OPEN DATE: 05/03/1999

REOPENED: N

LAST ACTIVITY DATE: 09/16/1999

BY: [REDACTED]

CLOSE DATE: 09/16/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: REIM

OWNER DEMAND AMT: \$0.00

WARRANTY: I (IN/OUT)

REPAIR ORDER:

NO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER : (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: I

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 13825

CONTACTED DATE: 05/03/1999

NAME: THOMAS CHEVROLET, INC.

DEALER CLOSED : 09/16/1999

CITY: BEDFORD

ST: PA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		FOR S13, T06 STEERING COLUMN LOCKED UP
S13	0		FOR M41,
T06	0		CMD TO REIM RENTAL VEH FOR CUSTOMER SATISFACT

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/20/1999 14:04:42

05/20/99*****

O/C/STS FILE#...O/STS HAS C/SEVERAL TIMES & NO ONE HAS RETURN HIS
C/...O/STS HE VERY UPSET...CO ACK & APOLOGIZED FOR SITUATION...CO REV'
D FILE...CO OFFERED TO ASST...O/STS WOULD RATHER SPEAK AN MGR...CO
ACK...CO REV'D W/DANIELLE TWYMON...CO ADV O/OF REQUIRED DOCUMENTS
FOR REV OF REIM: ORIG RECEIPT, PROOF OF PAYMENT, PROOF OWNERSHIP
(TITLE OR REGISTRATION)...O/STS PAIDED W/FOR RENTAL & HOTEL W/A
CREDIT CARD...CO ACK & ADV CMD WILL NEED COPY OF CREDIT CARD RECEIPT..
.O/ACK...CO BUMPED C/TO SMC DANIELLE TWYMON...CO THANKED O/FOR C/...
RACHELLE WILLIAMS/3628

05-20-99

MGR REC BUMP REQ...O/ VENTS STS WILL NOT BE MAKING ANOTHER CHEV
PURCHASE...O/ STS DISAT W/ CACC & ROADSIDE...O/ STS FEELS
HAS BEEN PATIENT ENOUGH FOR REIM...MGR ADV O/ 3/36 FOR DEFECT
MGR ADV O/ RENTAL NOT THE PROVISION OF WARR BUT A COURTESY....
MGR ADV O/ TO SEND IN DOC FOR PROPER REV FOR REIM...O/ STS
VERY DISAT WAS NOT ADV OF INFO PREV...MGR ACK...MGR ADV
O/ F P.O BOX ADDRESS...O/ THANKED MGR...MGR THANKED O/....
DANIELLE TWYMON 1626, SMC

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/03/1999 08:01:40

6/3/99*****

CO REC'D LETTER DATED 5/20/99 ADDRESSED TO CMD..
O/STS STERRING HAS LOCKED ON VEH 3X'S...O/STS \$450 IN INCIDENTALS
O/COST DUE TO CONCERN...O/STS DISSAT W/CCAC...O/STS WANTS TO GO
OUT AND BUY FORD...O/STS NO MGR C/B WHEN O/REQ MGR...O/STS WILL
PROBABLY TAKE A COUPLE OF MONTHS TO REV REQ...O/ENCLOSED..

**CC REGISTRATION EXPIRATION DATE 9/99

**ORIG R LOVE CHEV \$0 5/19/99 W/35,708 MILES

**ORIG ENTERPRISE SALES AGREEMENT ILLEGIBLE SCAN

**ORIG RECEIPT ILLEGIBLE

**ORIG GOLD CROWN CLUB TRACKING FORM BEST WESTERN

**ORIG GUEST FOLIO 5/19/99 \$60.40 RIVERSIDE INN

**ORIG RO THOMAS CHEV 4/27/99 \$0 W/33,668 MILES

**ORIG CREDIT RECEIPT CAR RENTAL 4/27/99 \$265.17

**ORIG HERTZ SALES AGREEMENT ILLEGIBLE SCAN>>>>>>>>

<<<<<

**ORIG HERTZ SALES AGREEMENT ILLEGIBLE SCAN

**ORIG CREDIT RECEIPT \$49.22 4/26/99 ???

**ORIG MOTEL RECEIPT \$49.22 4/27/99

**ORIG CREDIT RECEIPT MOTEL B \$48.54 77/77

**ORIG CREDIT RECEIPT ILLEGIBLE SCAN

**ORIG RO#45380 KEVIN WHITAKER CHEV 5/17/99 \$0 W/34,596 MILES

**ORIG BUDGET RENTAL AGREEMENT \$90.03 5/7/99

CO ATTACHED & FORWARDED ICOR TO REIM QUEUE

PAMELA LINDMAN, 3259

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/16/1999 14:17:10

06/16/99*****

O/C/B REQ UPDATE ON FILE...O/STS FILE#...CO REV'D FILE...CO NOTES
NO UPDATES...CO ADV'D O/DOCS WERE REC'D & INFO WAS SENT TO THE
REIM DEPT ON 6/3/99...CO ADV'D O/REIM NORMALLY WILL NEED AT LEAST
6 WEEKS IN ORDER TO REV REQ...O/STS IT HAS ALREADY BEEN 8 WEEKS...
CO ACK & APOLOGIZED...O/THANKED CO...CO THANKED O/...

TONYA JOHNSON, 7195

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/20/1999 11:30:56

7/20/99*****

O/C/B STS FILE REQ UPDATE ON FILE...CO INFORMED O/THAT CASE HAS NO UP
DATES AS OF YET...O/VENTS & REQ A MGR BECAUSE HE STS THAT ALL PAPER-
WORK WAS SENT IN TWO MONTHS AGO & O/STILL WAITING TO HEAR SOMETHING

09-15-99***

CO REC UNSIGNED ACCEPTANCE LTR FROM O/...O/ STS ON BACK OF LTR HE
DECLINES THE OFFER...CO WILL CLOSE FILE DUE TO O/ NOT ACCEPTING OFFER.

..

CLAYTON STREETER, 1751

CCAC REIM

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/16/1999 00:00:01
FOR CAC INFO O/ DECLINED OFFER
FOR CAC INFO O/ DECLINED OFFER
FOR CAC INFO O/ DECLINED OFFER

GM 1241

No GM 1241 Data available for this case.
GM 1241 A

No GM 1241A Data available for this case.
GM 1241 D

No GM 1241D Data available for this case.
GM 1241 X

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.
Related Documents

[REDACTED]

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: SENECA

STATE: SC

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION: [REDACTED]

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

STAFFORD, VA

CASE NUMBER: VIN: 1G1YY22G7W5104264
MODEL YEAR: 1998
DATE OPENED: 2002-04-17 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-17 MILEAGE: 30000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: RADLEY CHEVROLET
ERC PARENT: DEALER ADDRESS: 3670 JEFFERSON DAVIS
HWY, FREDERICKSBURG, VA, 22408, USA

*****GENERAL CASE INFORMATION*****

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
COLUMN LOCKED

A01 Open Campaign
0 REPAIR ATTEMPT(S)
ON HIS VEHICLE.

Other
CUSTOMER SEEKS INFORMATION ON ANY CAMPAIGNS

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

"Recalls are vehicle identification (VIN) specific. If you provide me with a VIN, I can check and see if your specific vehicle is involved."

AGENT INSTRUCTIONS: CHECK VIN PROFILE TAB FOR OPEN CAMPAIGNS. IF THERE IS NOT AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"I have checked your vehicle identification number and at this time there are no open recalls on your vehicle. If there should ever be a recall, XXX division will attempt to notify you by first class mail.

IF THE CALLER IS A FIRST OWNER, VERIFY THE ADDRESS.

IF THERE IS AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"Yes, there is/are X recall(s) on your vehicle, the campaign number(s) is/are _____. We recommend that you contact your XXX dealership in order to schedule an appointment to have the recall performed on your vehicle."

**Use the Dealer Locator Process if caller would like their nearest dealer.

My vehicle is not involved in a Recall Campaign

*****WORK HISTORY*****

CUST PURCHASED VEH USED FROM BY CHOICE (INDEPENDENT) IN APRIL OF 2000 W/ 11,800 MILES.
CUST STATES STEERING COLUMN LOCKED UP ON VEH AND IT WAS TOWED TO DLR. HE SAW ON THE WEB WHERE THERE WAS A CAMPAIGN ON THIS. CUST SEEKS TO KNOW IF HIS VEH IS INVOLVED. CRM ADVISED CUST THAT HIS VIN IS NEEDED. CUST STATES HE WILL CALL BACK AND GIVE IT. CRM COMPLETING FILE, CUST SATISFIED.
2002-04-17

CUSTOMER CALLED BACK WITH VIN #.

CUSTOMER SEEKS ASSISTANCE IN FINDING OUT IF THERE ARE ANY CAMPAIGNS ON THE VEHICLE. CRM ADVISED CUSTOMER AFTER LOOKING ON VIN PROFILES THAT THERE ARE NO CAMPAIGNS ON HIS VEHICLE.

CUSTOMER STATES THAT IS FINE AND THANKS CRM FOR ASSISTANCE.

CRM CLOSING FILE CUSTOMER SATISFIED.

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAME:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

+ BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5104765
 DATE OPENED: 03/21/02 MODEL YEAR: 1998
 DATE CLOSED: 03/22/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 34000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] BONITA SPRINGS FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5104765
 DATE OPENED: 2002-03-21 MODEL YEAR: 1998
 DATE CLOSED: 2002-03-22 SERIES: CORVETTE COUPE
 SOURCE: Phone MILEAGE: 34000
 DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: BOB TAYLOR CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 5665 N AIRPORT PULLING
 RD., NAPLES, FL, 34109, USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Other
 1 REPAIR ATTEMPT(S) steering locked

Notification of open campaigns or special policies.

INFORM THE CALLER:
 Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request
 ([Campaign Status Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
 http://carsweb/webknowledge/CARSCP/SBS/html/CampaignStatusRequestSBS.htm])
 Notification of open campaigns or special policies.

*****WORK HISTORY*****

crm followed up with dlr and left msg for tony, svc advar. crm contacted cust, who
 states they are covering under recall, as cust only has 34,000 miles. cust thanked crm.
 crm verified mailing address for cust and advsd him to contact crm should he have any
 further concerns. crm closing file satisfied. [REDACTED]

2002-03-21

G M R E S T R I C T E D

cust states he is original owner, purchased veh at nash chevy, in lawrenceville, ga. Cust states he takes veh to bob taylor in naples for repairs and maintenance. Cust states his steering column is locked and he is in the process of having towed to dlr. cust seeks to know if veh has any open recalls. Crm advsd cust of seat belt recall, but that he does not qualify under steering lock recall. cust seeks assistance as this is same condition. crm advsd cust everything is case by case, as he is not under the recall, and that veh had to be diagnosed by gm dlr first. Crm advsd cust she would follow up with dlr and cust tomorrow, to determine what diagnosis was and if we can assist cust with repair. crm gave file number and suspending file. [REDACTED]

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:

TRANSACTION:

GM RESTRICTED

REPURCHASE REASON:

DEALER HAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:

FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE:
 BRC WARRANTY DATE:
 NADA: 0
 SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MSRP:

DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:

BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

ACCOUNT BALANCE:
 LEGAL:

DEALER ADMINISTRATION:
 RELEASE:

NAME:

INTEREST PAID:
 DEALER BUYOUT:

LEGAL TYPE:
 LEMON LAW:
 VEHICLE DESTINATION:
 LIEN PAYOFF:
 TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:
 ADDRESS: ,
 CITY/STATE: ,
 PHONE NUMBER:
 SEATING POSITION:
 TYPE OF INJURY:
 TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

G M R E S T R I C T E D

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

PAGE

FL

CASE NUMBER: VIN: 1G1YY22G7W5105298
MODEL YEAR: 1998
DATE OPENED: 2001-08-20 SERIES: UNKNOWN
DATE CLOSED: 2001-08-20 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME:
SRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Broken
0 REPAIR ATTEMPT(S) LOCKED

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls
2. Refer to [[Campaigns RUN C:\Progra-1\Plus\Microsoft\Iexplore.exe
http://carsweb/webknowledge/]] for recall details, Go under the Bulletins tab.
3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.

Vehicles involved in product recall campaigns

*****WORK HISTORY*****

CUST STATES SHE WENT OUT TO HER VEH AND HER STEERING WHEEL WAS LOCKED. CUST SEEKS TO KNOW IF HER VEH IS COVERED UNDER A RECALL. CRM ADVISED NO.
367178550

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE: 0
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

*****ADE INFORMATION*****

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	% BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

*****BRC CONTACT INFORMATION*****

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7W5108001
Date Opened:	6/29/2001	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	35859
Address:	SOUTHINGTON CHEVROLESOUTHINGTON	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN INTERMITTENT LOCK STEERING STEERING CO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/29/2001 08:58:38 SBD TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

N (Y/N) CAN COMPLAINT BE DUPLICATED

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) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

NA (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

06/29/2001 08:58:38 HISTORY - ERMAN

CONCERN:

THE CUSTOMER SAID 2 TIMES THE STEERING COLUMN WOULD NOT UNLOCK.

DIAGNOSIS:

HERB SAID HE CAN NOT DUPLICATE THIS CONCERN. HERB WAS CALLING FOR INFORMATION FROM PI A000285.

ADVISED I GAVE INFORMATION FROM PI A000285 STEERING COLUMN LOCK ACTUATOR
CHECKS

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Columbia, SC

CASE NUMBER: VIN: 1G1YY22G7W5106628
MODEL YEAR: 1998
DATE OPENED: 2002-11-26 SERIES: Corvette
DATE CLOSED: 2002-12-17 MILEAGE: 21444.0000000
SOURCE: White Mail DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Lou Bachrodt Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 5500 North State Road 7, Coconut Creek, FL, 33073-3703,

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) Sticks

*****WORK HISTORY*****

Inbound White Mail; ; 2002-11-26
2002-11-26

Crm called dlr for info; ; 2002-11-26
2002-11-26

1st Call attempt; ; 2002-11-26
2002-11-29

1-52068636 2nd call attempt; ; 2002-11-27
2002-11-26

REQUEST FOR ASSISTANCE Scanned: 2002-11-25-20.28.37.000000, MEXDocNum: ; ; 2002-11-26
2002-11-29

Crm reviewing file; ; 2002-11-29
2002-12-05

Crm reviewing file; ; 2002-12-05
2002-12-09

Original RO and Proof of ownership have arrived! Have a nice day! =); ; 2002-12-10
2002-12-09

SR in Status of Pending Documentation has been Re-Opened by ADMIN; ; 2002-12-09
2002-12-09

REQUESTED DOCUMENTS Scanned: 2002-12-09-17.03.02.000000, MEXDocNum: ; ; 2002-12-10
2002-12-10

Crm called dlr; ; 2002-12-10
2002-12-10

Reimbursement - 470.68; ; 2002-12-10
2002-12-10

Reimbursement - 470.68; ; 2002-12-10
2002-12-10

Created: CAC_RS0005. SR# [REDACTED] ; 2002-12-10
2002-12-10

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-12-10
2002-12-10

Reimbursement \$470.68 final approved; ; 2002-12-11
2002-12-10

Goodwill Status has been changed from: PreApv - Check to Approved; ; 2002-12-10
2002-12-11

Service Request has been Closed Satisfied.; ; 2002-12-11
2002-12-17

SR in Status of Closed has been Re-Opened by HENDERST; ; 2002-12-17
2002-12-17

CHECK MAILED; ; 2002-12-17
2002-12-17

Service Request has been Closed Satisfied.; ; 2002-12-17

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BOY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:

DATE:

% BUSINESS: 0

ACCIDENT: _____ DATE OF ACCIDENT: _____
 DESCRIPTION OF DAMAGE: _____
 PURCHASE/LEASE: 0 _____ DATE OF PURCHASE/LEASE: _____
 MILEAGE AT PURCHASE: 0 _____ PURCHASE/LEASE AS: _____
 DOES OWNER HAVE POSSESSION OF VEHICLE: _____
 RESOLUTION SOUGHT: _____

*****BRC CONTACT INFORMATION*****

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		

October 22, 2003

[REDACTED]
Columbia, SC [REDACTED]

Service Request: [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$470.68. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Mark Ellis
Customer Relationship Manager

RS0005-T/jt

North American Operations

General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85062-2530



CHECK No. [REDACTED] 25-55

DATE
12/13/02

*****478 DOLLARS

*****CENTS

AMOUNT
*****478.68

PAY
TO THE
ORDER
OF



North American Operations
General Motors Corporation
Disbursement Account



The Chase Manhattan Bank, N.A.
Syracuse, New York

AMT

DEC 13 2002



North American Operations

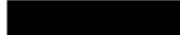
General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR



CHECK NO.



VENDOR NAME JOSEPH FORT

PAYMENT

DATE 12/13/02

REGISTER NO. DESCRIPTION	INVOICE #/DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
38117728748158628	12/11/02	[REDACTED]	00.0000	478.68	.00	478.68
TOTAL				478.68	.00	478.68

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. IN QUESTIONS CALL 800-442-8782



DEC-8 2002

Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170





December 04, 02

Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170

Ref.: 

Dear Sir:

Thank you very much for the decision to reimburse me for my recent expense to repair the locked steering column on my Corvette.

To complete the transaction I was asked to forward the original invoice from Lou Bachrodt Chevrolet along with proof of ownership. These documents are enclosed.

Once again thank you very much for your decision.

Sincerely,



Encl. 2

LOU BACHRODT



1801 West Atlantic Blvd.
POMPANO BEACH, FLORIDA 33069
Telephone (954) 971-3000
FL REG. # MV-10869

6500 N. State Road 7
COCONUT CREEK, FLORIDA 33073
Telephone (954) 247-3000
FL REG. # MV-30118



COLUMBIA, SC		SALES NO.	10/24/02	DATE
LAND RATE	SEQUENCE NO.	21444	COLOR	BLACK
YEAR / MAKE / MODEL		11/10/97		
RECEIVED AT CORP/ET/2 DOOR HATCHBACK		DELIVERY DATE		
VEHICLE ID NO.		BILLING ACCOUNT NO.		
181YY22B7W5108628		PRODUCTION DATE		
P.T.O. NO.		K & DATE		
		10/24/02		
COMMENTS		MD: 21444		

LABOR & PARTS
JOB # 1 63472 BODY ELECTRICAL TECH(S): 721 330.00
C/S THE STEERING COLUMN WILL NOT RELEASE - ADVISE
STEERING COLUMN LOCK ACTUATOR INTERNALLY BINDING AND
STICKING IN THE LOCKED POSITION.
STEERING LOCK CIRCUIT DIAG / TEST. REPLACED STEERING LOCK
PLATE WITH NEW DESIGN. INSTALLED UPDATED HARNESS & RELAY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		HARNESS K 2.195	114.04	114.04
JOB # 1 TOTAL PARTS					114.04
JOB # 1 TOTAL LABOR & PARTS					444.04

JOB # 2 LDF-SYN ES TECH(S): 721 19.50
CUSTOMER STATES DO SYNTHETIC OIL CHANGE
SYNTHETIC OIL CHANGE AND LUBE COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	22010633	OIL FLTR 1.836	5.00	5.00
JOB # 2	7	12345885	OIL 5W30S 6.800	42.00	42.00
JOB # 2 TOTAL PARTS					47.00
JOB # 2 TOTAL LABOR & PARTS					66.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		4SS SUPPLIES/ENVIRONMENT		20.00
TOTAL - MISC				20.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$508.00 (+TAX)

TOTALS		
CASH	CHECK	MC/VISA
CHARGE	GNP	DISCOVER
TOTAL LABOR		349.50
TOTAL PARTS		161.04
TOTAL SUBLET		0.00
TOTAL S.O.G.		0.00
TOTAL MISC DISC		20.00
TOTAL MISC DISC		0.00
TOTAL TAX		31.83
TOTAL INVOICE \$		562.37

LOU BACHRODT CHEVROLET THANKS YOU FOR YOUR BUSINESS!!!
YOU MAY RECEIVE A WRITTEN SURVEY IN THE MAIL
FROM CHEVROLET MOTOR DIVISION. THIS IS
MY REPORT CARD AND BECOMES PART OF MY FILE.
MY PERFORMANCE IS EVALUATED FROM QUESTION 15
"OVERALL DEALERSHIP SERVICE VISIT" PLEASE COMPLETE YOUR
SURVEY AND RETURN IT. IF YOU CANNOT SCORE
"COMPLETELY SATISFIED" PLEASE CALL ME. YOUR SERVICE ADVISOR
AT (954) 247-3000. ANYTHING LESS THAN COMPLETELY SATISFIED
IS A FAILING GRADE FOR ME.

CUSTOMER SIGNATURE

LOU ORIGINAL



CALL 247-3000 NEW
UNLESS OTHERWISE
INDICATED

CUSTOMER COPY

[END OF INVOICE]

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION.

16:55:59

SOUTH CAROLINA VEHICLE REGISTRATION

DATE OF ISSUE 03/27/2000
EXPIRATION 03/2004
VEH. IDENT. NO: 2267H5108628
MAKE: CHEV YEAR: 1990 BODY: 2DRV MODEL: CVT
EMPTY WGT: 032 GROSS VEH WGT: 2400
CLASS: RP REG. FEE: 24.00 COUNTY: 23
MUNICIPALITY: SCHOOL DISTRICT: 15
DEPT: 155
24.00 6230028

RESIDENT ADDRESS

[REDACTED ADDRESS]

910-1155 OR 1-800-845-1155



Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-3170

NOV 25 2002

48232-3170 



November 6, 2002

Chevrolet
P. O. Box 33170
Detroit, Michigan 48232-5170

Dear Chevrolet:

Enclosed please find a copy of a recent repair bill from Lou Bachrodt Chevrolet for repairs made to the steering column on my 1998 Corvette.

It is my understanding that 1998 Corvettes were recalled to repair this problem. Although I did not receive a recall notice, the repair done on my Corvette's steering column was identical to the repairs done on recalled Corvettes. According to Judah Hutcher, the service advisor at Lou Bachrodt Chevrolet, the problem with my steering column locking was identical to recalled Corvettes that were brought to him for repairs. He also stated that the repair done on my Corvette was the repair recommended by Chevrolet for locked steering column recalls.

The cost for the repair came to \$444.04. Your consideration to reimburse me for this repair will be greatly appreciated.

Thank you for your assistance.

Sincerely,





ND: 2144

COPY

16:56:59

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Tacoma, WA

CASE NUMBER: VIN: 1G1YY22G7W5106757
MODEL YEAR: 1998
DATE OPENED: 2003-07-23 SERIES: Corvette
DATE CLOSED: 2003-07-24 MILEAGE: 36000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANo DEALER NAME: Gilchrist Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 6030 S Tacoma Way, Tacoma, WA, 98409-4124, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) Sticks

*****WORK HISTORY*****

SR1 Bear, Don; ; 2003-07-23
2003-07-24

SR1 Bear, Don; ; 2003-07-24
2003-07-23

Svc Mgr, Bob Cornett; ; 2003-07-23
2003-07-23

Svc Mgr, Bob Cornett; ; 2003-07-23
2003-07-24

Svc Mgr, Bob Cornett; ; 2003-07-24
2003-07-24

SR1 Bear, Don; ; 2003-07-24
2003-07-24

Service Request has been Closed Satisfied.; ; 2003-07-24

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****ERC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:UPPER MARLBORO
MD

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7W5107066
MODEL YEAR: 1998
DATE OPENED: 2001-08-20 SERIES: UNKNOWN
DATE CLOSED: 2001-10-18 MILEAGE: 45000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SHEEHY CHEVROLET
BRC PARENT: DEALER ADDRESS: 5300 CRAIN HWY., UPPER MARLBORO, MD, 20772, USA

*****GENERAL CASE INFORMATION*****

M01 Steering General Inoperative
0 REPAIR ATTEMPT(S) LOCKED UP
A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) OUT OF CAMP 01044;DLR DIAG

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase Link
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES THAT HIS STEERING COLUMN LOCKED UP THIS WEEKEND. CUST SEEKS REPAIR, AS HE HAS CALLED DLR AND THEY STATED THAT IT MAY BE COVERED. CRM CB DLR AND GOT VIN AND IT WAS OUTSIDE OF VIN RANGE. CRM SPO W/ SVC MGR, MARK RICHARDSON, AND HE CHECKED CUST DLR RECORDS, AND HE HAS HAD VEH IN DLR FOR MAINT AND WRTY WORK. SVC MGR STATED THAT IF CUST'S VEH PROVES TO HAVE SAME ISSUE AS COVERED VIN RANGE, HE WOULD SEEK AVM APPROVAL TO HAVE CUST COVERED. CRM ADVSD CUST THAT HE WOULD HAVE TO PAY FOR TOW AND APPROVE DIAGNOSTIC CHG AND THEN, IF SAME ISSUE AS CAMP 01044, DLR WOULD SEEK \$ASSIT, TO INCLUDE TOW REIMBURSEMENT. NO FURTHER CONTACT NEEDED.

2001-10-10

WHITE MAIL CORR RECEIVED.
CRM REVIEWED PREVIOUS CRM REMARKS.
CUSTOMER STATES, THE STEERING COLUMN LOCKED UP AND THE COST OF THE REPAIR WAS \$413.22.
CUSTOMER SEEKS, REIMBURSEMENT.
CRM DOC FILE AND FORWARDING TO PREVIOUS CRM FOR RESOLUTION.
REASON: THIS IS THE SAME CONCERN. CUSTOMER CONCERN WAS NOT RESOLVED.
CRM [REDACTED]
2001-10-10

NOTE CRM UNABLE TO FORWARD TO PREVIOUS CRM.
PREVIOUS CRM NO LONGER LISTED IN DATABASE.
CRM [REDACTED]
2001-10-12

ALTERNATE PHONE NUMBER (WORK) [REDACTED]
COMMITTED TO CONTACTING CUSTOMER ON TUESDAY 10-16-01
1ST PHONE ATTEMPT
CRM ESTABLISHED COMMUNICATION WITH THE CUSTOMER.
CUSTOMER STATES, WHY WAS THE YEAR 1999 RECALLED AND THE YEARS 1997 AND 1998 'NOT' RECALLED FOR THE SAME CONCERN.
CUSTOMER STATES, THE DEALERSHIP TOLD HIM THAT THE 1997, 1998 AND 1999 ALL HAVE THE SAME STEERING COLUMN.
CUSTOMER STATES, THE DEALERSHIP WAS UNABLE TO PROVIDE A SATISFACTORY ANSWER TO HIS QUESTION REGARDING GM RECALL/CAMPAIGN POLICY.
CRM ADV CUSTOMER THAT CRM WILL CONTACT THE DEALERSHIP ON HIS BEHALF AND WILL FOLLOW UP ON 10-16-01.; 0; [REDACTED]
2001-10-12

SERVICE MANAGER STATES, THE CUSTOMER IS REFERENCING RECALL [REDACTED]
SUBJECT: 01044A - CORVETTE ELECTRONIC COLUMN LOCK
MODELS: 1998-2000 CORVETTE

*****THIS BULLETIN SUPERCEDES AND REPLACES CAMPAIGN BULLETIN 01044 ISSUED JULY, 2001. THE SERVICE PROCEDURES HAVE BEEN REVISED ALONG WITH THE SCHEMATIC FOR ALL MANUAL TRANSMISSION VEHICLES AND EXPORT ONLY AUTOMATIC TRANSMISSION VEHICLES. THE STEERING WHEEL NUT PART NUMBER HAS BEEN ADDED TO THE PART INFORMATION TABLE AND THE PART COUNT IN THE CLAIM TABLE HAS BEEN ADJUSTED ACCORDINGLY.; 0; [REDACTED]
2001-10-12

HOWEVER, THE CUSTOMER OWNS A 1998 CORVETTE.
CRM PREVIOUSLY EXPLAINED TO THE CUSTOMER THAT RECALL/CAMPAIGNS ARE GENERATED BASED ON THE VIN#. YOU MAY HAVE TWO LIKE VEHICLES SAME YEAR HOWEVER, ONE MAY HAVE A OPEN RECALL AND THE OTHER NOT.
CRM LEFT AVM VOICE MESSAGE REGARDING THE CUSTOMER'S CONCERN.
CRM WAITING FOR AVM'S RESPONSE.
CRM [REDACTED]/TAMPA/CORR/IRC; 0; [REDACTED]
2001-10-12

DOCUMENTS ATTACHED.. [REDACTED]//TPA//CORR; 0; [REDACTED]
2001-10-12

AVM BOB CAMPBELL STATES THAT HE HAS LEFT A MESSAGE WITH SVC MGR. AVM STATES THAT AVM WILL CALLBACK ON MONDAY TO UPDATE FILE. AVM SEEKS FOR PREVIOUS CRM TO ADVISE CUST THAT AVM IS REVIEWING FILE FOR CUST. CRM ADVISED UPDATING FILE AND FORWARDING TO PREVIOUS CRM. [REDACTED]
2001-10-12

AVM BOB CAMPBELL AND CRM CONTACTED CUST ON 3 WAY PHONE CALL. AVM ADVISED CUST THAT AVM IS REVIEWING FILE, AND UNLESS THERE IS MORE INFO THAT AVM IS NOT AWARE OF, AVM WILL DO A POLICY ADJUSTMENT AND TAKE CARE OF CUST CONCERNS. CRM UPDATING FILE. [REDACTED]
[REDACTED]

2001-10-15

AVM BOB CAMPBELL CALLED BACK TO UPDATE CASE. AVM STATES THAT HE HAS DISCUSSED ISSUE WITH SVC MGR AND CUST, AND HAS ADVISED THAT DEALER IS GOING TO REIMBURSE CUST FOR THE REPAIR TO CUST VEH. AVM SEEKS FILE UPDATED. CRM ADVISED UPDATING AND FORWARDING TO PREVIOUS CRM.

2001-10-17

CRM MADE PHONE ATTEMPT TO SVC MGR MARK RICHARDSON TO ESTABLISH IF THE CUSTOMER IS AWARE OF THE DEALERSHIP REIMBURSEMENT FOR THE REPAIRS-- PER AVM BOB CAMPBELL DOCUMENTED PHONE RESPONSE WITH CRM/RAYT.

UNFORTUNATELY, THE SVC MGR UNAVAILABLE CRM CONSULTED WITH LASHAWN/SVC ADV.

CRM MADE ATTEMPT TO CONTACT THE CUSTOMER AT THE ALTERNATE TELEPHONE NUMBER GIVEN BY THE CUSTOMER. UNFORTUNATELY, THE ADULT ANSWERING THE PHONE LINE STATED, NO ONE BY THAT NAME IS EMPLOYED AT THAT PHONE NUMBER. CRM THEN MADE PHONE ATTEMPT TO CONTACT THE CUSTOMER AT PRIMARY PHONE NUMBER. NO ANSWER NO PHONE MESSAGE LEFT.

CRM COMPLETING FILE -- REASON AVM REQUESTED TO DOCUMENT ONLY.

CRM CONSULTED WITH T.L. RECEIVED OVER THE SHOULDER APPROVAL.

CRM

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****BAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

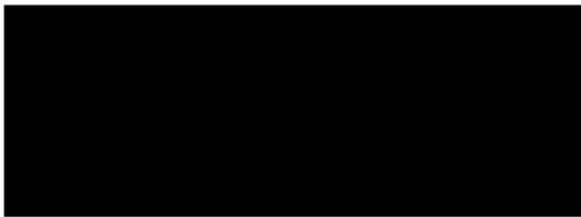
*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

10-09-C1201:30 RCVD

48007+7047

Attachment 05360505

[REDACTED]

October 2, 2001

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

To Whom It May Concern:

I am writing to you concerning my 1998 Chevrolet corvette. Several weeks ago when I pulled out of my driveway, the steering column locked and the car had to be towed to the dealership. The odometer read 42,000 miles so the car is no longer covered by warranty. The cost of the repair was \$413.22. I was informed by the dealership that there was a recall on the 1999 and later models for the exact same problem "steering column locking up". If this is the case, why was the recall limited to 1999 and later models, even though the my 1998 has the same problem.

As I stated, my car has low mileage. Therefore, I believe that this is a defect and should have been covered under the recall. Please have someone contact me as soon as possible.

Sincerely,

[REDACTED]

Cc: BBB Auto Line
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-5100

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48265-1000

SHEEHY

SHEEHY
CHEVROLET DODGE ISUZU
 5800 Chain Hwy.
 UPPER MARLBORO, MD 20772
 301-627-5700

CUSTOMER		ADDRESS		CITY/STATE		INVOICE DATE		INVOICE NO.	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
VEHICLE MAKE		VEHICLE NO.		VEHICLE YEAR		VEHICLE COLOR		VEHICLE TYPE	
CHEVROLET		[REDACTED]		1990		[REDACTED]		[REDACTED]	
VEHICLE MODEL		VEHICLE DESCRIPTION		VEHICLE VIN		VEHICLE LICENSE		VEHICLE TITLE	
[REDACTED]		DOOR HATCHBACK		1G1VY2287W5107068		[REDACTED]		[REDACTED]	
VEHICLE REG. NO.		VEHICLE REG. STATE		VEHICLE REG. EXPIRATION		VEHICLE REG. FEE		VEHICLE REG. TAX	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	

LABOR & PARTS
 JOB # 1 4507201 STEERING CONCERN TECHS:1343 207.00

STEERING COLUMN LOCKED UP
 PERFORMED ELECTRONIC TEST FOUND ELECTRONIC LOCK
 ACTUATOR TRIP CAUSING STEERING TO LOCK.
 REPLACE ELECTRONIC LOCK ACTUATOR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	2000060	LOCK 2.195	175.70
JOB # 1 TOTAL PARTS				175.70
JOB # 1 TOTAL LABOR & PARTS				382.70

MISC.	CODE	DESCRIPTION	CONTROL NO.
JOB # A	CS	SHOP SUPPLIES	
TOTAL - MISC			29.70

TOTALS	
TOTAL LABOR	207.00
TOTAL PARTS	175.70
TOTAL MISC	29.70
TOTAL TAX	9.82
TOTAL INVOICE \$	413.22

THANK YOU FOR YOUR BUSINESS!!
 90 MONTHS WARRANTY 12 MONTHS/12,000 MILES
 NEW-ON PARTS WARRANTY 90 DAYS/4000 MILES

A DENOTES LIFETIME WARRANTY WHERE APPLICABLE

CUSTOMER SIGNATURE

COPY



Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48265-1000

*Please scan
into*

October 2, 2001

10-11-01P01:25 RCVD

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

To Whom It May Concern:

I am writing to you concerning my 1998 Chevrolet corvette. Several weeks ago when I pulled out of my driveway, the steering column locked and the car had to be towed to the dealership. The odometer read 42,000 miles so the car is no longer covered by warranty. The cost of the repair was \$413.22. I was informed by the dealership that there was a recall on the 1999 and later models for the exact same problem "steering column locking up". If this is the case, why was the recall limited to 1999 and later models, even though the my 1998 has the same problem.

As I stated, my car has low mileage. Therefore, I believe that this is a defect and should have been covered under the recall. Please have someone contact me as soon as possible.

Sincerely,

Cc: BBB Auto Line
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-5100

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48245-1000



SHEEHY
CHEVROLET DODGE ISUZU
 5300 Crain Hwy.
 UPPER MARLBORO, MD 20772
 301-427-5700

DATE		TIME		SALES TAX		SALES TAX	
LAST NAME		LICENSE NO.		VEHICLE		COLOR	
1-2-80		A2000		1-2-80		1-2-80	
YEAR / MAKE / MODEL				VEHICLE TYPE			
CHEVROLET CORVETTE 2 DOOR HATCHBACK				VEHICLE TYPE			
VIN: 1G1YY2267WE107086				VEHICLE TYPE			
VEHICLE TYPE				VEHICLE TYPE			

LABOR & PARTS
 JOB # 1 451281 STEERING CONCERN TECH(S):1143 287.60
 STEERING COLUMN LOCKED UP
 PERFORMED ELECTRONIC TEST FOUND ELECTRONIC LOCK
 ACTUATOR STOP CAUSING STEERING TO LOCK.
 REPLACE ELECTRONIC LOCK ACTUATOR.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	28050960	LOCK 2.195	175.70
JOB # 1 TOTAL PARTS				175.70
JOB # 1 TOTAL LABOR & PARTS				362.70

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CS	SHIP SUPPLIES	
TOTAL - MISC			20.70

TOTALS

TOTAL LABOR	287.60
TOTAL PARTS	175.70
TOTAL MISC	20.70
TOTAL TAX	19.32
TOTAL INVOICE \$	413.22

THANK YOU FOR YOUR BUSINESS!!
 ON PARTS WARRANTY 12 MONTHS/12,000 MILES
 NON-ON PARTS WARRANTY 90 DAYS/8000 MILES
 "A" DENOTES LIFETIME WARRANTY WHERE APPLICABLE

CUSTOMER SIGNATURE

COPY

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

ANAPOLIS , MA

CASE NUMBER: VIN: 1G1YY22G7W5107956
MODEL YEAR: 1998
DATE OPENED: 2001-04-12 SERIES: UNKNOWN
DATE CLOSED: 2001-04-12 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Other steering wheel locked up
T49 Technical Question 0 REPAIR ATTEMPT(S) wheel	Customer Satisfaction cust needs to know how to unlock steering

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

*****WORK HISTORY*****

cust states: steering wheel has locked up on his 1998 corvette; cust seeks: to know how to "unlock" it; crm checked in owner's manual, but did not find any info so (as recommended by tm ryan slaughter) warm transferred cust to roadside asst

*****PAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

GREENWOOD

IN

HOME PHONE:

CASE NUMBER:

VIN:

1G1YYZ2G7W5108105

MODEL YEAR:

1998

DATE OPENED: 2001-09-12

SERIES:

UNKNOWN

DATE CLOSED: 2001-09-12

MILEAGE:

57000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: HUBLER CHEV INC

BRC PARENT:

DEALER ADDRESS: 8220 S US 31,, INDIANAPOLIS, IN, 46227, USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

COLUMN LOCKS UP

A01 Open Campaign

Product Campaign Claim

1 REPAIR ATTEMPT(S)

CAMPAIGN 1044A NOT INCLUDED

S13 Reimbursement Requested

Other

1 REPAIR ATTEMPT(S)

REFER TO LOCAL DLRSHV SVC MGR

A07 Referred to Dealer

Other

1 REPAIR ATTEMPT(S)

FOR REIMBURSEMENT

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\explore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\explore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

CUST STATES PURCH VEH 2ND OWNER; STATES HAS STEERING COLUMN LOCK-UP CONDITION SIMILAR TO CAMPAIGN 1044A BUT NOT INCLUDED; SEEKS REIMB FOR PREV REPAIR CUST FEELS MAY BE RELATED. CRM CONTACTED DLRSHV SVC MGR BOB SCHLER AT HUBLER INDIANAPOLIS 317-882-4389WHO RAN VISS AND VIN NOT INVOLVED IN CAMPAIGN; ADV WOULD NEED TO SEE VEH BEFORE ANY OTHER AVENUE OF COST ASSIST POSSIBLE; VEH OUT OF WARRANTY TIME/MILEAGE BUT WITHIN EMP;

CRM ADV CUST TO TAKE ORIG SET DOCS TO DLR SVC MGR FOR REVIEW OF POSSIBLE REIMB CONSIDERATION/NO PROMISES/NOR GUARANTEES OF OUTCOME AND TO ADDRESS ANY ADDITIONAL CONCERNS AT THAT TIME. CRM ADV FULLY DOCUMENTING FILE AND EXPLAINED HOW RECALLS COMING INTO EXISTENCE.

REQUEST CLOSED SATISFIED

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE: FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
MILEAGE @ BUY-BACK: 0 NADA: 0
MSRP: SALES TAX:

DEPRECIATION:

UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION BOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

TAMPA, FL

CASE NUMBER: VIN: 1G1YY22G7W5108590
MODEL YEAR: 1998
DATE OPENED: 2001-09-04 SERIES: UNKNOWN
DATE CLOSED: 2001-09-28 MILEAGE: 35600
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: GORDON CHEVROLET
BRC PARENT: DEALER ADDRESS: 16414 N DALE MABRY HWY., TAMPA, FL, 33618, USA

*****GENERAL CASE INFORMATION*****

M01 Steering General Other
0 REPAIR ATTEMPT(S) steering column lock

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
 - * Determine Customers expectation
 - * Validate feature is on vehicle
 - * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
 - * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
 - * Validate with dealership if necessary
 - * Coordinate with dealership to compare with another vehicle if necessary
 - * Schedule a follow up if issue is not resolved during call
- steering column lock

*****WORK HISTORY*****

cust states that has a 98 corvette with steering column locking. cust contacted dlr and spoke with steve in service dept, service advisor advised cust that was not covered in the campaign that is out on the 98 corvette. cust seeks to have vehicle repaired and covered or asst.crm contacted dealer spoke with skip the service mgr in regards to file. skip stated that he needs to look at vehicle and then will be able to tell whether dealer will provide asst or not.crm advised cust to contact skip at dealer who will further asst. in vehicle repair, crm will follow up with cust, cust towing vehicle to dealer.

2001-09-28

crm contacted cust, cust stated that dealer did cover repair for cust, and he is now satisfied.crm closing file.

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] FRESNO , CA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7N5108637
MODEL YEAR: 1998
DATE OPENED: 2001-08-28 SERIES: UNKNOWN
DATE CLOSED: 2001-10-04 MILEAGE: 38000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MICHAEL CHEVROLET
BRC PARENT: DEALER ADDRESS: 5737 N BLACKSTONE, , FRESNO, CA, 93710, USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) veh not under campaign
A01 Open Campaign Other
0 REPAIR ATTEMPT(S) veh not under 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/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase*[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

*****WORK HISTORY*****

cust stated that he is experiencing the same concern with the steering column lock as in the campaign that is out. cust stated that his veh is not part of this campaign. cust stated that he is outside of gm warranty but has an extended warranty through a non gm company and will find out if that extended warranty will cover concern tomorrow. cust stated that he will never buy a chevrolet or corvett again. cust seeked chevrolet to cover the cost of repair. crm contacted dlr but svc mgr already gone for day. crm advised cust that crm will call dlr at 9:30 wed am and will then call cust back. [REDACTED]
2001-08-29

CRM CALLED DLR AND SVC MGR AT LUNCH. CRM WILL CALL DLR AGAIN AT 1PM. [REDACTED]

2001-08-29

CRM CALLED DLR AND SVC MGR NOT IN HIS OFFICE AND CRM WAS ADVISED TO CALL BACK IN 15-20 MINUTES. [REDACTED]

2001-09-13

crm will call dlr on wed, sept 19 re cust concern. [REDACTED]

2001-10-03

crm researched this and cust will need to work with his non gm extended warranty re steering column lock as veh is not under campaign and is outside of the manufactures' warranty. crm called cust to advise cust of this and there was no answer. crm to call cust again tomorrow at 4:30pm pst. [REDACTED]

2001-10-04

crm called cust and there was no answer. crm sent call cac letter. dawn estby/cac/pdx; 0; 371093793

2001-10-04

GL REVIEWED FILE FOR LETTER RS0006..APPROVED, SENT TO MSX TO PROCESS
[REDACTED]

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:

ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER BAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0	BRC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:	LOCATION:
ADDRESS: ,	
CITY/STATE: ,	
PHONE NUMBER:	
SEATING POSITION:	RESTRAINT:
TYPE OF INJURY:	
TREATED:	IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	% BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

October 4, 2001

[REDACTED]

Request: [REDACTED]

Dear Mr. [REDACTED]

We would like to discuss your concerns regarding your 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Dawn Estby
Customer Relationship Manager

RS0006-P/nlr

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

GLENDALE , CA

CASE NUMBER: VIN: 1G1YY22G7W5109061
MODEL YEAR: 1998
DATE OPENED: 2000-07-25 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-26 MILEAGE: 39968
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: COMMUNITY CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 200 W OLIVE, ,BURBANK,CA, 91502,USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts	Other
1 REPAIR ATTEMPT(S)	LOCKED UP
S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	SEEKS REIMBURSEMENT

Request for Reimbursement

CRM INSTRUCTIONS:

- * Please check to see if vehicle is covered under a warranty, recall campaign, or special policy.
- * Encourage caller to see their dealer for reimbursement.
- * If caller is not satisfied document the problem.
- * If it is decided that a reimbursement is necessary:
- * Select the Additional Information tab
- * Document Complaint information
- * Select REIMBURSEMENT and follow the reimbursement process.

REIMBURSEMENT

*****WORK HISTORY*****

CUSTS SECRETARY SHELLY CALLED ON BEHALF OF CUST. SHELLY STTS CUST HAS AN EXTENDED SVC CONTRACT BUT NOT A GMPP. CUST STTS CONTRACT DOES NOT COVER LAST REPAIR. SHELLY STTS BECAUSE OF THIS IT ALSO DID NOT COVER THE TOW. SHELLY STATES TOTAL BILL WAS 609.11DOLLARS BUT DID ENCLUDE AN OIL CHANGE.SHELLY STTS BECAUSE OF CHRONIC ELECTRICAL PROBLEMS CUST WAS LOOKING FOR SOME COST ASSISTANCE.

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS:
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: & BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:Madeira Beach
FL

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7W5109100

MODEL YEAR: 1998

DATE OPENED: 2003-07-02

SERIES: Corvette

DATE CLOSED: 2003-07-16

MILEAGE: 32000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Maher Chevrolet, Inc

BRC PARENT:

DEALER ADDRESS: 2901 34th Street, Saint Petersburg, FL, 33713-

3636, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S)

Inoperative

*****WORK HISTORY*****

Steering Column locked; ; 2003-07-02
2003-07-03Called dealer; ; 2003-07-07
2003-07-07Called dealer; ; 2003-07-07
2003-07-09SR 1 need diagnosis; ; 2003-07-09
2003-07-11SR 1 call dealer; ; 2003-07-11
2003-07-10Called service manager; ; 2003-07-16
2003-07-10Called dealer; ; 2003-07-16
2003-07-10Called customer; ; 2003-07-16
2003-07-16

Service Request has been Closed Dissatisfied.; ; 2003-07-16

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS: