

GM622C
EA02-031

ATTACHMENT "4F" Cont

GM RESTRICTED

CASE NUMBER: 06721959 VIN: 1G1YY22G8W5110994
 DATE OPENED: 04/16/02 MODEL YEAR: 1998
 DATE CLOSED: 04/16/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 37000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MS
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] JACKSON, MS [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06721959 VIN: 1G1YY22G8W5110994
 MODEL YEAR: 1998
 DATE OPENED: 2002-04-16 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-04-16 MILEAGE: 37000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: BLACKWELL CHEVROLET CO
 BRC PARENT: DEALER ADDRESS: 5395 HWY 55 N, JACKSON, MS, 39206, USA

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

M01 Steering General	Other
2 REPAIR ATTEMPT(S)	LOCKING UP
M03 Ignition System Wiring/Switches	Other
0 REPAIR ATTEMPT(S)	REPAIRED

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_Core point.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*****

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

CUST STATES VEH S STEERING LOCKED UP 4-15-02 AND HAD VEH TOWED TO DLR FOR REPAIR. DLR GAVE ESTIMATE OF \$300.00 WITH LIFETIME WARRANTY. VEH HAD BEEN TO DLR PRIOR FOR THIS REPAIR 12-07-00 UNDER WARRANTY. AND ANOTHER TIME PRIOR TO THAT UNDER WARRANTY AT HERRING GEAR CHEV WERE CUST PURCHASED VEH. CUST SEEKS TO SEE THIS REPAIR SHOULD BE COVERED. CRM ADVISED CUST THAT DLR WILL BE CONT ON HIS BEHALF. CRM CONT DLR SPOKE WITH WILLIAM GARNER IN SERVICE. HE STATED VEH CONCERN IS NOT WITH THE STEERING BUT THE IGNITION AND VEH IS OUT OF WARRANTY BY TIME AND MILEAGE. NO ASSISTANCE WILL BE OFFERED. CRM ADVISED CUST OF THIS AND CUST UNDERSTOOD. CRM CLOSING FILE SATISFIED. TANYA BRISTOL/CAC/PDX; 0; 387830048

*****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:

GM RESTRICTED

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MSRP:

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

ACCOUNT BALANCE:
 LEGAL:

DEALER ADMINISTRATION:
 RELEASE:

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

NAME:

INTEREST PAID:
 DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:
 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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

GLENDAL, AZ

CASE NUMBER: 05461308 VIN: 1G1YY22G8W5111577
DATE OPENED: 2001-09-05 MODEL YEAR: 1998
DATE CLOSED: 2001-09-21 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 37487
SRC TYPE: No DELIVERY DATE:
SRC PARENT: DEALER NAME: COURTESY CHEVROLET
DEALER ADDRESS: 3640 STEVENS CREEK BLVD, SAN JOSE, CA, 95117, USA

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

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) for work done on veh

A12 Miscellaneous - Not Classified Other
0 REPAIR ATTEMPT(S) wants veh to be treated as the campaigned
veh

M02 Steering Linkage/Component Parts Inoperative
1 REPAIR ATTEMPT(S) STEERING LOCKED UP

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

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

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

CUST STATED THAT HE HAD CALLED IN APPROX. 9/5/01 AND WAS TOLD THAT HE WOULD BE GETTING A
DECISION ON THE REIM FOR THE 449.17 FOR THE LOCK STEERING COLUM CONCERN THAT ENDED UP BEING
A CAMPAIGN FOR VEH MADE AFTER HIS. AND CUST NOW SEEKS TO HAVE THIS DEVICE DEACTIVATED IN
HIS VEH.
CUST SEEKS TO REIM FOR REPAIR OF VEH AND TO HAVE ANTI THEFT DEVICE IN STEERING COLUM
DEACTIVATED.

CRM ADV CUST THAT I WILL NEED TO CONTACT DLR.
MOLLY LEWIS/CAC/PDX; 0; 369168256
2001-09-12

CRM CALLED COURTESY CHEVY @ 602-279-3232 AND TALKED WITH PAUL MILLER SHOP FORMAN WHO STATED THAT CUST COULD BRING VEH IN AND HAVE THIS DEVICE DEACTIVATED, AND FOR THE REIM WE WILL NEED TO CONTACT AVM FOR DECISION. CRM ADV PAUL THAT I WILL MAKE THE CAL FOR CUST.
CRM ADV CUST THAT I WILL MAKE THE CALL TO CUST AND CALL BACK BETWEEN THE HOUR OF 9-1:00 PST 9/12/01
MOLLY LEWIS/CAC/PDX; 0; 369168474
2001-09-12

CALL BACK 9-1:00 PST 9/13/01
MOLLY LEWIS/CAC/PDX; 0; 369168504
2001-09-13

CRM CALLED CUST LEFT MESS FOR CALL BACK
MOLLY LEWIS/CAC/PDX; 0; 369280362
2001-09-13

CUST CALLED BACK IN RE VME. CRM ADV THAT CUST CAN TAKE VEHIC DOWN AND HAVE FEATURE DISCONNECTED. CUST STATED HE WILL NOT PUT ANYMORE MONEY INTO VEHIC. CUST SEEKS REIMBURSEMENT FOR PREVIOUS REPAIR AND FOR CHEV TO PAY FOR DISCONNECTION OF FEASURE. CRM ADVHE IS NOT INCLUDED IN RECALL. CUST STATED HE KNOWS THIS, BUT WE KNOW THERE IS A PROBLEM. CUST STATED DO NOT CALL HIM BACK UNLESS WE ARE GOING TO DO ANYTHING ABOUT THIS. CUST STATES IF HE DOESN'T GET A CALL ABCK FROM US ADV THAT WE ARE GOING TO DO THESE THINGS FOR HIM BY TUE, HE WILL SELL HIS CAR ON TUE AND NEVER PURCHASE A VEHIC AGAIN. CUST THEN HUNG UP. CRM PLACED CALL TO AVM. PATTY JOHNSTON/PDX CAC; 0; 369280870
2001-09-14

AVM REQ FOR ASST SENT
MOLLY LEIS/CAC/PDX; 0; 369342865
2001-09-17

AVM KELLEY DEMEL, STATES THAT HE RECEIVED A CALL FROM PATTY AND MOLLY, HE STARS THAT PATTY STATES THAT THE CUST DEMANDS FOR GM TO DISCONNECT THE LOCKING DEVICE IN STEERING COLUMN, AVM STATES THAT HE WILL NOT CONSIDER TO DISCONNECT THE LOCKING DEVICE, ANDHE STATES THAT HE WILL NOT REIM FOR THE REPAIR
CRM WILL FORWARD TO LEWIS
CYNTHIA HAMMA/CAC/PDX; 0; 369596389
2001-09-17

CRM doing case scan and called cust and adv him denial for both disconnection of component and reimbursement. cust definately disatisfied and will never purchase gm again. CRM went over case with tm shannah mansour and obtained over the shoulder approvalfor dissat case closing and no bbb referral. patty johnston/pdx cac; 0; 369626818
2001-09-21

CRM WENT INTO RONG FILE
MOLLY LEWIS/CAC/PDX; 0; 369549096

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

*****ERC 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: 1-14628821 VIN: 1G1YY22G8W5112390
DATE 07/09/02 MODEL 1998
DATE 07/23/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 48000.
CUSTOMER [REDACTED]
ADDRESS [REDACTED]
HOME PHONE: STATE IN
BUS. PHONE:

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

CUSTOMER:
ADDRESS:

Indianapolis

IN [REDACTED]

HOME PHONE:

CASE NUMBER: 1-14628821 VIN: 1G1YY22G8W5112390
MODEL YEAR: 1998
DATE OPENED: 2002-07-09 SERIES: Corvette
DATE CLOSED: 2002-07-23 MILEAGE: 48000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Bill Estes Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 4105 W 96th St, Indianapolis, IN, 46268-1112, USA

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

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

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

Steering column locked up; ; 2002-07-09
2002-07-09

SEEKING RECALL INFO; ; 2002-07-09
2002-07-09

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

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

Cust states she was speaking to another rep and was told to call back.; ; 2002-07-09
2002-07-09

Spk with Karl Srv. Mgr at Bill Estes; ; 2002-07-09

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

2002-07-09

Service Request Ownership has changed FROM: [REDACTED] ; 2002-07-09
2002-07-10

campaign info; ; 2002-07-10
2002-07-10

seeks update; ; 2002-07-23
2002-07-19

Cust states that her veh was repaired but not under spc policy; ; 2002-07-23
2002-07-19

Srv. mgr Carl Raines; ; 2002-07-19
2002-07-23

Spk with srv., mgr Carl Raines; ; 2002-07-23
2002-07-23

CRM attempted contact at home received N/A.; ; 2002-07-23
2002-07-23

srv. Mgr states that VIN is not involved in camp. # 01044A; ; 2002-07-23
2002-07-23

Service Request has been Closed Dissatisfied.; ; 2002-07-23

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

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

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

NAS 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: ,

LOCATION:

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

PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Solomons , MD

CASE NUMBER: 1-115882019 VIN: 1G1YY22G8W5113958
DATE OPENED: 2003-07-03 MODEL YEAR: 1998
DATE CLOSED: 2003-09-10 SERIES: Corvette
SOURCE: Phone MILEAGE: 69742.00000000
BRC TYPE: N/ANO DELIVERY DATE:
BRC PARENT: DEALER NAME: Bell Motor Company, Inc.
DEALER ADDRESS: 22675 Washington St., Leonardtown, MD, 20650,

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

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

Sticks

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

Steering column lock; ; 2003-07-03
2003-07-08

contact cust about cost assistance; ; 2003-07-08
2003-07-07

contacted svc mgr; ; 2003-07-07
2003-07-08

contacted svc mgr; ; 2003-07-08
2003-07-08

contacted cust; ; 2003-07-08
2003-07-22

Transfer to owning Crm; ; 2003-07-22
2003-07-22

CUST CALLED; ; 2003-07-22
2003-07-22

cust called in; ; 2003-07-22
2003-07-22

contacted svc mgr; ; 2003-07-22
2003-07-23

svc mgr called in; ; 2003-07-23
2003-07-25

Cust call for update; ; 2003-07-25
2003-07-25

Please Contact Cust; ; 2003-08-04
2003-07-25

Call Svc Mgr with Cust Question; ; 2003-07-25
2003-07-25

PLEASE ASSUME OWNERSHIP & ASSIST CUSTOMER APPROPRIATELY.; ; 2003-08-04
2003-08-06

Service Request Ownership has changed FROM: COURCHAC TO: YANKOVILJ; ; 2003-08-06
2003-08-06

Call cust for vehicle reimbursement update; ; 2003-08-06
2003-08-11

Chac for cust reimbursenent documentation; ; 2003-08-11
2003-08-15

Checking for receipt of cust documentation; ; 2003-08-15
2003-08-20

Check for Gabriel reimbursement docs; ; 2003-08-20
2003-08-18

SR in Status of Pending Documentation has been Re-Opened by ADMIN; ; 2003-08-18
2003-08-18

REQUEST FOR ASSISTANCE Scanned: 2003-08-12-22.20.05.000000, MSXDocNum: 0322401345; ; 2003-08-20
2003-08-18

Reimbursement for repairs; ; 2003-08-20
2003-08-20

Created:CAC_RS0005. SR#1-115882019; ; 2003-08-20
2003-08-20

Verify address/Make offer; ; 2003-08-20
2003-08-21

Reimbursement; ; 2003-08-21
2003-08-28

Offer reimbursement; ; 2003-08-28
2003-08-22

Cust returned CRM call; ; 2003-08-22
2003-08-22

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-08-22
2003-08-22

Cust reimbursement; ; 2003-08-25
2003-08-22

Reim for \$214; ; 2003-08-25
2003-08-25

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-08-25
2003-08-25

Proof of Ownership; ; 2003-08-25
2003-09-02

Gabriel check for proof of ownership; ; 2003-09-03
2003-08-25

Cust returned call, ; 2003-08-25
2003-09-08

Check for Gabriel proof of ownership, ; 2003-09-08
2003-09-04

docs attached, ; 2003-09-04
2003-09-04

docs attached, ; 2003-09-08
2003-09-04

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-09-04
2003-09-04

REQUESTED DOCUMENTS indexed 9/4/03 Scanned: 2004-09-03-18.30.31.000000, MSKDocNum:
0424700471, ; 2003-09-08
2003-09-08

Reim in the amount of \$214.40 submitted for approval, ; 2003-09-09
2003-09-09

Goodwill Status has been changed from: Returned to Pending SITEL, ; 2003-09-09
2003-09-09

Left VM, ; 2003-09-09
2003-09-09

Reim in the amount of \$214.40 submitted for approval, ; 2003-09-10
2003-09-10

Goodwill Status has been changed from: PreAprv - Check to Approved, ; 2003-09-10
2003-09-10

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
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:
REC 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:

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

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

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

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

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

October 22, 2003

[REDACTED]
Solomons, MD [REDACTED]

Service Request: S1-115882019

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 \$ 214.40. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

James Yankovich
Customer Relationship Manager

RS0005-A/jhh

North American Operations

General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85062-2530



CHECK No. 900562936

2813
FD

DATE
09/12/83

*****214 DOLLARS

*****40 CENTS

AMOUNT
*****214.40

PAY
TO THE
ORDER
OF

SOLOMONS MD

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]
DIRECTOR

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

AMOUNT

⑈900562936⑈ ⑆021309379⑆ ⑆01⑈2⑈62520⑈

North American Operations

General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUPLICATE NO. 28 000000174

1

CHECK NO. 900562936

VENDOR NAME DAN GAYRIEL

PAYMENT
DATE 09/12/83

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YY2260NS113556.1-1100027019.1-26RFIA	09/11/83	VN 1-26RFIA	00.0000	214.40	.00	214.40
TOTAL				214.40	.00	214.40

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT FOR QUESTIONS CALL 800-442-8788

93

SOLONONS, MD



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

ATTN: MR. YANKOVICH

SERVICE REG # 7-115882011

From: [REDACTED]
To: James Yankovich

1. Per our phone conversation, I am enclosing a copy of the Maryland title. Other than my registration, this is all I have, other than the car.

2. Thank you for your help.

[REDACTED]

SERVICE REG # 1-115882019

MDTA

MARYLAND CERTIFICATE OF TITLE

DO NOT ACCEPT TITLE FOLLOWING ANY FRAUDULENT ALTERATIONS OR VIOLENCE

S609257

NAME AND ADDRESS OF REGULAR OWNER

SOLOMONS NO [REDACTED]

- REGULAR OWNER
- A. Actual Owner
 - B. Licensed Merchant Unit
 - C. Not Actual Owner

CONTROL NO.

S609257

A THE UNDERSIGNED, HEREBY CERTIFY THAT AN APPLICATION FOR CERTIFICATE OF TITLE HAS BEEN MADE FOR THE VEHICLE DESCRIBED HEREON, PAYMENT TO THE PROVISIONS OF THE MOTOR VEHICLE LAW OF THIS STATE, AND THE APPLICANT ADDED ON THE FACT SHEET HAS BEEN FULLY FULFILLED AS THE SAIDFUL OWNER OF SAID VEHICLE.

THE ADMINISTRATION WILL NOT BE RESPONSIBLE FOR FALS OR FRAUDULENT DOCUMENTS MADE IN THE ASSIGNMENT OF THE DOCUMENTS OF TITLE OR FOR ERRORS MADE IN RECORDS BY THE ADMINISTRATION.

NAME AND ADDRESS OF SECURED PARTY IN RECORDED ORDER

PREMIER FINANCIAL SVCS
POB 105704
ATLANTA GA 30348

LIEN RELEASE

MVA USE ONLY

OFFICIALLY ISSUED ON THE DATE SET FORTH ABOVE

ASB
ADMINISTRATOR OF MOTOR VEHICLES
CONTROL NO.
(THIS IS NOT A TITLE NO.)

S609257

SOLDMANS, MD.



AUG 11 2003

~~08232~~

CHEVROLET
P.O. BOX 33170
DETROIT, MI. 48232-5170
ATTN: JAMES YANKOVICH

48232-5170



JAMES -

ATTACHED ARE THE THREE DOCUMENTS
YOU ASK FOR OVER THE PHONE TO
REBATE MY COSTS OF REPAIR.

SINCERELY

[REDACTED]



TELEPHONE: (301) 475-BELL

WEBSITE: www.bellmotor.com

FAX: (301) 475-8589

BELL MOTOR COMPANY, INC.

"SECOND OLDEST CHEVROLET DEALERSHIP IN THE WORLD"

CHEVROLET - BUICK - OLDSMOBILE
SALES AND SERVICE

THOMAS W. BELL, JR. - President
FRANK C. BELL, SR. - Vice President
MARY C. BELL - Secretary / Treasurer

P.O. BOX 856
22675 WASHINGTON STREET
LEONARDTOWN, MARYLAND 20650



GMC

PONTIAC

DATE: 07/22/03	TIME: 07:00	NAME: KAREN CHAMAY	DOB: 03/16	SEX: F	AGE: 37	ADDRESS: 1811 Y2288W6113858	CITY: LEONARDTOWN	STATE: MD	ZIP: 20650
VIN: 1G1YY2288W6113858		YEAR: 2003		MAKE: OLDSMOBILE		MODEL: AURORA		COLOR: WHITE	
LIC: 10343822		EXP: 07/2003		REG: 07/2003		SALES: 07/2003		FIN: 07/2003	

WORK & PARTS: STEERING/SUSPENSION HOURS: 1.80 TECHS: 32 63.16
THE STEERING WHEEL LOOKS UP & WILL NOT RELEASE RIGHT AWAY
AFTER YOU PUT THE KEY IN. THE WARNING LIGHT COMES ON ALSO
FOR THIS. SEE THE BULLETIN ATTACHED. HAS HAD THE PROBLEMS
LAST ONE HIGH LIMITED.
REPAIRED PER BULLETIN 01-02-35-008

QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	20035106	WIPPER 2.106	134.65	134.65	134.65
1	20035106	NUT 5.825	9.48	9.48	9.48
JOB # 1 TOTAL PARTS					144.03
JOB # 1 TOTAL LABOR & PARTS					287.19

TOTALS

CASH () CREDIT CARD () *	TOTAL LABOR	63.16
CHECK () CASH	TOTAL PARTS	144.03
	TOTAL SALES	0.00
	TOTAL S.O.G.	0.00
	TOTAL MISC. CHG.	0.00
	TOTAL MISC. DISC.	0.00
	TOTAL TAX	7.21
	TOTAL INVOICE \$	214.40

THANK YOU FOR DOING YOUR BUSINESS WITH
BELL MOTOR CO., INC.
IT IS VERY MUCH APPRECIATED!!
THIS DESIGNATED WITH AN ASTERISK (*) INDICATES
IF THE WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS
SEE YOUR PARTS DEPARTMENT FOR MORE DETAILS.

CUSTOMER SIGNATURE

ORIGINAL



Abstract

TOTAL **LIFETIME** **PER DAY**

TYPE	INDEX	DATE
------	-------	------

RECEIVED 1994-09-22

圖例 1 圖例 2

PSC# **APPROVAL DATE**

SALE \$124.4

Approved:

1. I agree to pay no fee for the credit report.

THANK YOU FOR SUPPORTING
THE A. S. S. C. B.

UNITED SERVICES AUTOMOBILE ASSN
MARYLAND INSURANCE IDENTIFICATION CARD

NAME

POLICY NUMBER

EFFECTIVE DATE 05/09/03
1998 CHEV

TO 11/09/03
1G1YY22G8V5113958

9808 Fredericksburg Road

San Antonio, Texas 78288

FOR POLICY SERVICE, CALL
1-800-431-8111
AUTOMOBILE CLAIMS
CALL 1-800-631-8222

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HOOVER , AL

CASE NUMBER: 05250880 VIN: 1G1YY22G8W5114415
MODEL YEAR: 1998
DATE OPENED: 2001-08-09 SERIES: UNKNOWN
DATE CLOSED: 2001-08-14 MILEAGE: 45641
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: IVAN LEONARD CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 1620 MONTGOMERY HWY, HOOVER, AL, 35216, USA

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

MD1 Steering General Other
0 REPAIR ATTEMPT(S) LOCKING

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...CUST IS EXPERIENCING THE STEERING COLUMN LOCKING ON THE VEH...CUST SEEKS....CUST FEELS THAT THIS IS IN REGARDS TO CAMPAIGN 01044...CRM ADVED...CRM STATED TO THE CUST THAT THERE ARE NO OPEN CAMPAIGNS ON THE VEH, HOWEVER THE CRM GAVE THE CUST THE CAMPAIGN # AND STATED TO THE CUST TO INQUIRE MORE INFO AT THE DLR....VERONICAPEREZ/CAC/ATX; 0; 366236394
2001-08-09

BILL (SCV MGR AT THE DLR) CALLED TO FIND OUT WHAT WAS STATED IN FILE...DLR STATES CUST SAID THAT CAC HAD AUTHORIZED A REPAIR AND WANTED TO KNOW WHAT PREV CRM HAD SAID....JOHNATHAN ELKINTON CAC/PDX; 0; 366247844
2001-08-10

CRM TOOK INBOUND FROM PETE RICH, SRV ADVISOR, AT CUST'S PARTICIPATING DLRSHIP IVAN LEONARD) INQUIRING ABOUT CAMP QUALIFICATIONS FOR THIS VEH AND CAMP # 00041 (STEERING LOCK). BILL, SRV MGR, STATES GMVSS WAS CHECKED WHEN THE VEH WAS BROUGHT IN, THIS VEH HAS A BRANDED TITLE AND WRNTY BLOCKS. KEN PETERSEN/CAC/PDX; 0; 366333050
2001-08-10

CRM CONTACTED CUST TO DELIVER THE DENIAL FOR ASSISTANCE FOR THE CAMPAIGN WORK TO DONE ON A VEH THAT DOES NOT QUALIFY FOR CAMP 01044. CUST STATES PREVIOUS CRM STATED THAT THIS VEH WILL BE COVERED. THIS CRM DID A SIDE-BY-SIDE VIN TO CAMP INFO COMPARISONAND ADVISED THIS CUST AS TO THE DISQUALIFICATION FOR THE CAMP WORK. CUST UNDERSTANDS THE VIN BREAKPOINT REQUIREMENTS. BUT STILL STATES THE CONDITIONS APPLY TO THIS VEH. CUST STATES A \$2 MILL CORVETTE PURCH HISTORY THRU U-J CHEV. CRM CONFIRMED 11 NEW CORVETTE PURCHS BY CONVERSATION WITH JERRY SMITH, SRV MGR @ U-J CHEV. CRM ADVISED, DESPITE "GOOD CUSTOMER" THIS CUST WOULD LIKE THIS STEERING COLUMN ISSUE BE HANDLED UNDER "GOODWILL (HIS WORDS)". CRM ADVISED THAT THERE IS A WRNTY GRACE, BUT THAT THERE NEEDS TO BE NO WRNTY BLOCKS ON A VIN TO PROCESS GRACE. CRM IS DENYING THE VEH, NOT THE CUST. CUST UNDERSTANDS, BUT FEELS HE IS WORTH EXTRA CONSIDERATION. CRM CONTACTED BILL, SRV MGR @ PARTICIPATING DLR TO CONTACT AVE FOR A "CREATIVE SOLUTION" **CONT**;
0; 366336601
2001-08-10

CONT BASED ON 1) GREAT CUST PURCH HISTORY (DOCUMENTED) AND 2) APOLOGETIC GESTURE BASED
ON HIS INFORMATION GIVEN BY CAC. KEN PETERSEN/CAC/PDX; 0; 366336677
2001-08-10

CRM IS CLOSING THE CASE DISSAT DUE TO MIS-INFORMATION DELIVERED BY INITIAL CRM ADVICE. KEN
PETERSEN/CAC/PDX; 0; 366336796
2001-08-13

SVC MGR, BILL, CALLED TO UPDATE FILE STATING THAT HE DOES NOT FEEL COMFORTABLE CONTACTING
AVM IN REGARD TO THIS CUST AND FEELS THAT AVM CONTACT SHOULD BE MADE AT CAC LEVEL.
CUST SEEKS TO UPDATE FILE.
CRM ADVISED THAT CRM WOULD UPDATE FILE AND FORWARD TO FORMER CRM, KEN PETERSEN.
CUST SATISFIED.
DIANE COLLINS/CAC/ATEX; 0; 366566859
2001-08-13

CRM CAN NOT OBTAIN TM APPROVAL FOR AVM CONTACT REGARDING THIS VEH. THE DENIAL FOR ASSISTANCE
STILL STANDS. KEN PETERSEN/CAC/PDX; 0; 366574552
2001-08-14

AVM CALL PLACED. CRM'S DENIAL OF ASSISTANCE STILL STANDS. KEN PETERSEN/CAC/PDX; 0;
366679498

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Mountain Hills

AZ

HOME PHONE: 4808376116

CASE NUMBER: 1-71900580

VIN: 1G1YY22G8W3114852

MODEL YEAR: 1998

DATE OPENED: 2003-02-11

SERIES: Corvette

DATE CLOSED: 2003-04-14

MILEAGE: 43000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME: V.T. Motors, Inc.

BRC PARENT:

DEALER ADDRESS: 8585 E Frank Lloyd Wright

Blvd, Scottsdale, AZ, 85260-1901, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

SAFETY Scanned: 2003-02-07-18.01.08.000000, MSXDocNum: 0303800275; ; 2003-02-11
2003-02-18

1st attempt; ; 2003-02-18
2003-02-20

2nd attempt; ; 2003-02-20
2003-02-20

Sending unable to contact cust ltr; ; 2003-02-20
2003-02-20

Cust unavail call cac ltr submitted for review; ; 2003-02-20
2003-02-20

Created: CAC_RS0006. SR#1-71900580; ; 2003-02-20
2003-02-20

APPROVED; ; 2003-02-20
2003-02-20

Service Request has been Closed Satisfied; ; 2003-02-20
2003-03-03

SR in Status of Closed has been Re-Opened by OLIVAREI; ; 2003-03-03
2003-03-03

Service Request Ownership has changed FROM: MIDOFER TO: OLIVAREI; ; 2003-03-03
2003-03-03

Cust called for status on reim request; ; 2003-03-03
2003-03-03

Called dlr in AZ (480) 991-4567; ; 2003-03-03

2003-03-03

Contacted cust and left message; ; 2003-03-03
2003-03-04

Cust called advising to call his office; ; 2003-03-04
2003-03-04

Called customer to advise what docs to mail; ; 2003-03-04
2003-03-05

Called cust; ; 2003-03-05
2003-03-05

Received voicemail from cust; ; 2003-03-05
2003-03-12

SR in Status of Pending Documentation has been Re-Opened by ADMIN; ; 2003-03-12
2003-03-12

REQUEST FOR ASSISTANCE Scanned: 2003-03-10-17.44.05.000000, MSXDocNum: 0306900606; ; 2003-03-18
2003-03-12

DOCS RECEIVED; ; 2003-03-18
2003-03-21

call to advise DOCS received need copy of registration or title; ; 2003-03-25
2003-04-04

Review of rain offer; ; 2003-04-08
2003-04-08

Called cust to make offer; ; 2003-04-08
2003-04-09

Cust called seeking callback; ; 2003-04-09
2003-04-09

Called cust and left message; ; 2003-04-09
2003-04-09

Made another attempt to contact customer; ; 2003-04-09
2003-04-10

Cust called and left message; ; 2003-04-10
2003-04-10

CRM calling to make offer; ; 2003-04-10
2003-04-10

Cust called to inquire about offer; ; 2003-04-10
2003-04-10

Called cust and made offer; ; 2003-04-10
2003-04-10

Created: CAC_RS0005. SR#1-71900580; ; 2003-04-10
2003-04-10

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-04-10
2003-04-10

Submitting Reim in the amount of \$292.75 for Approval; ; 2003-04-11
2003-04-10

Reim customer for steering column lock replacement; ; 2003-04-10
2003-04-11

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-04-11
2003-04-14

Verifying cash payment; ; 2003-04-14
2003-04-14

Resubmitting Reim in the amount of \$292.75 for Approval; ; 2003-04-14
2003-04-14

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2003-04-14
2003-04-14

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 22, 2003

[REDACTED]
Fountain Hills, AZ [REDACTED]

Service Request: S1-71900580

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 \$292.75. 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,

Isela Olivares
Customer Relationship Manager

RS0005-A/dmj

October 22, 2003

[REDACTED]
Fountain Hills, AZ [REDACTED]

Service Request: S1-71900580

Dear Mr. Kavanagh:

We would like to discuss your request for assistance 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Melanie Midofer
Customer Relationship Manager
(866) 952-4368 ext. 57841

RS0006-T/h

Phoenix Hills, Az



FEB -7 1988

Customer Assistance Program
Chevrolet
PO Box 33170
Detroit, Michigan 48232-5170

48232-5170



[REDACTED]
Fountain Hills, Arizona
[REDACTED]

February 2, 2003

Customer Assistance Program
Chevrolet
PO Box 33170
Detroit, Michigan 48232-5170

Dear Sir or Madam:

Last month, my 1998 Corvette (VIN# 1G1YY22G8W5114852) needed out of warranty repair because its steering wheel refused to unlock. In checking with the National Highway Traffic Safety Administration, I discovered that a similar defect was the subject of an active recall involving Corvettes. However, my vehicle was not on the recall list, even though the problem seemed to be the same and similar models were being recalled. The dealership charged me \$585.50 for the repair (receipt attached).

In view of the fact that my repair might be related to the recall defect and my car only had 42,967 miles on it when the problem occurred, I was hoping that Chevrolet would reimburse me for the cost. I have not communicated my problem to the National Highway Traffic Safety Administration, so if my model has already been added to the recall list, I apologize. However, I was hoping that, as a gesture of good faith, you would reimburse me.

Sincerely,
[REDACTED]

W5114852

485118

Van

INVOICE

8885 E. Frank Lloyd Wright Blvd.
Scottsdale, Arizona 85260
(480) 991-4867
Fax (480) 906-1888

INTAINHILLS, AZ

PAGE 1

ME:

SOS:

SERVICE ADVISOR: 723 Tom Doherty

08JAN1998	12DEC97	17:00	09JAN03	CASH	10JAN2003
OPTIONS: DLR:39017 ENG:5.7 Liter V8 MPI					

14:39 09JAN03 07:35 10JAN03

LINE OPCODE TECH TYPE HOURS

A CUST, STATES STEERING COLUMN LOCKED ADVISE

S12 ENGINE COOLING, FUEL & EXHAUST

92 Novak, Bruce LIC#: 92

CPHT

1 26050960 LOCK

3 12337820 STRAP, I/P

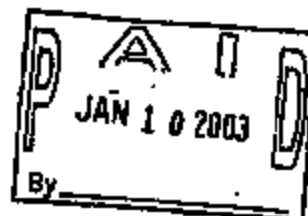
42967 PERFORM DIAGNOSTICS FOR CAUSE OF COLUMN LOCK STICKS IN THE LOCK
POSITION. REPLACE STEERING COLUMN LOCK ASSEMBLY. RETEST AND ROADTEST,
OKAY.

RECYCLE, DISPOSAL AND SHOP MATERIALS

15.00

We offer a wide variety of service specials
and discounts over the Internet. If you have
any questions, be sure we have it in our
records. Any of our service staff can
help you with this information to our records.

COPY



ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY
THAT THE INFORMATION CONTAINED HEREON IS
ACCURATE UNLESS OTHERWISE SHOWN. SERVICES
DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT
ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM
HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR
FROM THE DATE OF PAYMENT NOTIFICATION AT THE
SERVING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the
warranties with respect to the sale of this
vehicle. The Seller hereby expressly
disclaims all warranties other express or
implied, including any implied warranty of
merchantability or fitness for a particular
purpose. Seller neither assumes nor
authorizes any other person to assume for it
any liability in connection with the sale of
this merchandise.

CUSTOMER SIGNATURE

LABOR AMOUNT	382.00
PARTS AMOUNT	173.95
GAS, OIL, LUBE	0.00
SALE TAX	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	570.95
LESS INSURANCE	0.00
SALES TAX	14.55
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

FOUNTAIN HILLS, AZ



MAR 10 2003

CHEVROLET CUSTOMER SERVICE
ATT ISELA OLIVARES
PO BOX 33170
DETROIT MICHIGAN 48232-5170

48232-5170





THANKS FOR YOUR
ASSISTANCE



REF. SERVICE REQUEST
SI-71900580

www.azpolicecorps.com • (520) 876-1956

W5114852

485118

Van

INVOICE

8585 E. Frank Lloyd Wright Blvd.
 Scottsdale, Arizona 85260
 (480) 981-4867
 Fax (480) 905-1859

PAGE 1

FOUNTAINHILL, AZ

HONS:

BUS:

SERVICE ADVISOR: 723 Tom Dobben

98 CHEVROLET CORVETTE 1G1YY2G8H5114852 42967/42967 IT9515
 08JAN1998 17DEC97 17:00 09JAN03 CASH 10JAN2003
 OPTIONS: DLR:39017 ENG:5.7 Liter_V8_MFI

14:39 09JAN03 07:35 10JAN03

LINE OPCODE TECH TYPE HOURS

A COST, STATUS STEERING COLUMN LOCKED ADVISE

B12 ENGINE COOLING, FUEL & EXHAUST

92 Novak, Bruce LIC# 92

CPHT

1 26050960 LOCK

3 12337820 STRAP, I/P

LIST	NET	TOTAL
	382.00	382.00
171.25	171.25	171.25
0.90	0.90	2.70

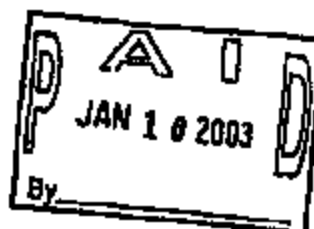
42967 PERFORM DIAGNOSTICS FOR CAUSE OF COLUMN LOCK STICKS IN THE LOCK
 POSITION. REPLACE STEERING COLUMN LOCK ASSEMBLY. RETEST AND ROADTEST,
 OKAY.

RECYCLE, DISPOSAL AND SHOP MATERIALS

15.00

We offer a wide variety of service specials
 and discounts over the Internet. If you have
 an e-mail address, be sure we have it in our
 database. Any of our service staff can
 assist you with looking to our records.
 Thank you for your patronage.

ORIGINAL



ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY
 THAT THE INFORMATION CONTAINED HEREON IS
 ACCURATE UNLESS OTHERWISE SHOWN. SERVICES
 DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE
 APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT
 ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM
 HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
 SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR
 FROM THE DATE OF PAYMENT NOTIFICATION AT THE
 SERVING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the
 warranties with respect to the sale of this
 item. The Seller hereby expressly
 disclaims all warranties other express or
 implied, including any implied warranty of
 merchantability or fitness for a particular
 purpose. Seller neither assumes nor
 authorizes any other person to assume for it
 any liability in connection with the sale of
 this item.

CUSTOMER SIGNATURE

LABOR AMOUNT	382.00
PARTS AMOUNT	173.25
OIL, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	570.25
LESS INSURANCE	0.00
SALES TAX	14.55
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



Motor Vehicle Division

Expiration Date
01/31/2004 01/31/2005

Title Number

VEHICLE REGISTRATION

When validated, must be carried in your vehicle at all times.

Record Number 03527380 Last 2 Digits of VIN 52

Plate 565BML Year 1998 Make CHEV Body Style CP Unit Number

Renewal Options

Save Time, Effort and Money
By Renewing For Two Years

	One Year	Two Year
Veh License Tax	\$267.08	\$482.24
Registration	\$8.25	\$8.25
Air Quality	\$1.50	\$3.00
Postage/Handling	\$0.37	\$0.37
Totals	\$276.00	\$503.86

Penalty
Adjusted Total

Assessed Value 008289 017832

EMISSIONS TEST REQUIRED

Comments

RENEW BY PHONE OR INTERNET WITH EZRENEWAL TOLL-FREE 1-800-713-3031 OR WWW.SERVICEARIZONA.COM
NO ADDED CHARGES. AVAILABLE 24 HOURS. 7 DAYS A WEEK. (SEE REVERSE SIDE)

Registration Information

Vehicle ID Number 161YY2268W5114852 First Registered 02/1998 Last Price 037495 First Type G Category A Gross Vehicle Weight 000000 County MARICOPA Registration Type FUL

One Year Vehicle License Tax (VLT) Recipient Assessment Amounts

Highway User Revenue Fund (HURF) \$ 100.76 County General Fund \$ 54.78 Counties \$ 13.15 State General Fund (school financial assistance) \$ 29.06

Incorporated Cities/Towns \$ 54.78 State Highway Fund ARB 28-8008A 2(d) \$ 4.39 State Highway Fund A 2 (e) \$ 10.96

Record Release

☐ I consent to the release of personal driver license and vehicle record information to any individual or entity that makes a proper request. (Consent applies to all owners.)

Do Not Detach.
Return this entire notice
with your payment.

Special Messages

NEW CHILD ABUSE PREVENTION PLATE! AVAILABLE TO EVERYONE. FEES SUPPORT CHILD ABUSE PREVENTION PROGRAMS IN ARIZONA. MAY BE PERSONALIZED. FOR MORE ON THIS OR OTHER PLATES, CALL NUMBER ON BACK. AVAILABLE AT WWW.SERVICEARIZONA.COM.

PLATE & FEE TO OWNER STARTED 1/1/2002. PLATE STAYS WITH OWNER WHEN VEHICLE IS SOLD. GET CREDIT (CR) FOR REMAINING FEES. TRANSFER PLATE & FEES TO NEW VEHICLE.

VLT rate for year 2 does not include any additional tax reduction. No increases, credits or refunds will be made.

I Wish To Renew For:
☐ One Year
☐ Two Year

Make check payable to:
Motor Vehicle Division

Payment Due By
01/31/2005

Enter Amount Paid

NAM
NAA
VIN 161YY2268W5114852
TOT1 \$276.00 TOT2 \$503.86

PLT
PCW
TAB
ADJ

Record Number 03527380 Last 2 Digits of VIN 52

MSX Request Form (Siebel)

APR 08 2003

If a Siebel Service Request exists, print out ALL attachments and attach them to this request form.

3/26/03

Today's Date

Isela Olivares

CRM Name

Customer Information

Service Request # S 1-71900580

CH

Division

[Redacted]

Customer Name

[Redacted]

MSX Numbering

4

Number of pages, INCLUDING THIS COVER.

Action to be taken by MSX

SEND ORIGINAL DOCUMENTS TO:

☐ Portland ☐ Austin ☐ Tampa ☐ Customer

☐ OTHER _____

Address: _____

City/ST/Zip: _____

☐ PLEASE NOTE: Original/Paxed docs are attached to this request form.

☒ Scan documents. Attach to Service Request Number: S 1-71900580

☐ Scan documents. Put in Corr Assign Only.

☐ Return attached documents to storage.

☐ Rescan documents

☐ Confirm if RO (Repair Order) is original

I have reviewed the information being submitted by the CRM. I verify that this is a necessary request and that all pertinent steps above have been completed.

Isela Olivares TS 3/26/03

TM Approval/Signature and Date

TM comes in the request form and attachments to the designated SIEBEL management at the designated central location for customer requests (Missy @ station 521)

Scottsdale Community College
9000 E. Chaparral Road
Scottsdale Arizona 85258-2526
FAX (480) 423-6421

☐

Business Division

☒

Division of Applied Sciences

TO: <u>ISELA</u>		DATE: _____
FROM: [REDACTED]		TIME: _____
FAX#:		
Phone#:		
COVER PAGE + <u>2</u> PAGES		

COMMENTS:

I HAVE INCLUDED MY
RENEWAL CONFIRMATION PAGE
FROM ARIZONA MOTORVEHICLE DEPT
AND MY EMISSIONS CERTIFICATE

03/26/2003

09:32

ARIZONA

Vehicle
Registration
Renewal

Step 5

Step 4b: View Confirmation

Congratulations! Effective immediately your vehicle renewal is complete. Your tab(s) and registration will be mailed to you within 5 business days. Thank you for using ServiceArizona.

Confirmation #: [REDACTED]

Write down or print out this confirmation number as proof that your registration is current.

Arizona Department of Transportation Motor Vehicle Division

Time => 17:55:34
Date => 02/03/03
Customer => [REDACTED]
Vehicle Make => CHEV
Vehicle Year => 1998
Plate Number => 565BML

Account Number = *****1420
Audit Trace Number => 067043
Retrieval Ref. => 031855321054
Approval Code => 035617

Sales Total => \$ 511.86

You can also register to vote using ServiceArizona - without paperwork! Would you like to register now?

No. Continue To Survey

Yes, Register To Vote

IBM

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All Rights Reserved.

[REDACTED]

BEFORE YOU CAN REGISTER TO VOTE, YOU MUST REGISTER YOUR VEHICLE WITH THE ARIZONA DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE DIVISION.
 VOTING REQUIREMENTS MUST BE COMPLETED BEFORE REGISTRATION.

PLATE	VEHICLE IDENTIFICATION NUMBER	MODEL, YEAR/MAKE
665 BML	1G1YV200005114852	98 CHEV
TYPE/DATE	INITIAL TEST DATE	FEE PAID
02/03/03	02/03/03	\$27.28
	CERTIFICATE TYPE	DOB Y
	CONCL. CODE	

Questions? Call 800-478-4848

The Arizona Department of Environmental Quality shall preserve, protect and enhance the environment and public health and shall be a leader in the development of public policy to maintain and improve the quality of Arizona's air, land and water resources.

JAN 2003

Confirmation #: [REDACTED]

Write down or print out this confirmation number as proof that your registration is current.

Arizona Department of Transportation Motor Vehicle Division

Time => 17:55:34
 Date => 02/03/03
 Customer => [REDACTED]
 Vehicle Make => CHEV
 Vehicle Year => 1998
 Plate Number => 665BML

Account Number => *****1420
 Audit Trace Number => 067043
 Retrieval Ref. => 031855321054
 Approval Code => 035617

Sales Total => \$ 511.86

You can also register to vote using ServiceArizona - without paperwork! Would you like to register now?

No, Continue To Survey

Yes, Register To Vote

IBM

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North American Operations
 General Motors Corporation
 Disbursements (2813)
 PO Box 82838
 Phoenix, AZ 85062-2838



CHECK No. 900522836

DATE
04/16/03

*****292 DOLLARS

*****75 CENTS

AMOUNT
*****292.75

PAY
TO THE
ORDER
OF

FOUNTAIN HILLS, AZ

North American Operations
 General Motors Corporation
 Disbursement Account

Richard C. [Signature]
 SIGNATURE

APR 21 2003

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

AMOUNT

⑈900522836⑈ ⑆021309379⑆ 60112⑈62520⑈

North American Operations

General Motors Corporation
 Disbursements (2813)
 PO Box 82838
 Phoenix, AZ 85062-2838

DETACH BEFORE DEPOSITING IN

CHECK NO. 900522836

PAYMENT
DATE 04/16/03

VENDOR
DUNS NO. 83 000000034

VENDOR NAME JOHN KAVANISH

ACCOUNT NO. DESCRIPTION	INVOICE DATE	SOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

101YY2280M3114052.1-7190894.1-LH2PKS	04/16/03	VH 1-LH2PKS	00.0000	292.75	.00	292
--------------------------------------	----------	-------------	---------	--------	-----	-----

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

TOTAL

292.75

.00

2

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:SAINT PETERSBURG
FL

HOME PHONE:

CASE NUMBER: 00565684

VIN: 1G1YY22G8W5114902

DATE OPENED: 2000-06-08

MODEL YEAR: 1998

DATE CLOSED: 2000-06-08

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE:

SRC TYPE: No

DELIVERY DATE:

SRC PARENT:

DEALER NAME: MAHER CHEVROLET INC
DEALER ADDRESS: 2901 34TH ST N., SAINT PETERSBURG, FL, 33713, USA

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Other
locked up once in garage.

steering column lock-up.

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

cust e-mailed stating he heard this is common prob....cust seeks to know what gm is doing to fix....crm advised no recall on veh, and consult w/dlr on whether this is common....crm closing file per sitel e-mail guidelines, pending cust calling in...mandy langford/cars e-mail/tampa; 0; 99999

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GM RESTRICTED

CASE NUMBER: 1-21051957 VIN: 1G1YY22G8W5116245
 DATE 08/01/02 MODEL 1998
 DATE 09/19/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 25715.
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: STATE OH
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 1-21051957 VIN: 1G1YY22G8W5116245
 MODEL YEAR: 1998
 DATE OPENED: 2002-08-01 SERIES: Corvette
 DATE CLOSED: 2002-09-19 MILEAGE: 25715.00000000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: N/AYes DEALER NAME: Voss Chevrolet, Inc.
 SRC PARENT: DEALER ADDRESS: 100 Loop Rd, Centerville, OH, 45459-2197, USA

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

M01 General
 0 REPAIR ATTEMPT(S) Inoperative

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

Call from roadside assist; ; 2002-08-01
 2002-08-01

steering wheel locked; ; 2002-08-01
 2002-08-08

1-21051957/steering locked; ; 2002-08-08
 2002-08-15

1-21051957-steering locked; ; 2002-09-19
 2002-08-13

Cust seeking asst for repair; ; 2002-08-13
 2002-08-13

Crm spoke with Jim Jones at dlrship who is over all Corvettes.; ; 2002-08-13

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

2002-08-13

Crm assisting prev crm for cust; ; 2002-09-19
2002-09-19CDEM Auditing File; ; 2002-09-19
2002-09-19

Service Request has been Closed Satisfied.; ; 2002-09-19

*****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:
FAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:

GM RESTRICTED

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Wentville MO [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-30550829 VIN: 1G1YY22G8W5116598
DATE OPENED: 2002-09-05 MODEL YEAR: 1998
DATE CLOSED: 2002-09-11 SERIES: Corvette
SOURCE: Phone MILEAGE: 87000.0000000
BRC TYPE: N/ANO DELIVERY DATE:
BRC PARENT: DEALER NAME: Feld Chevrolet CO.
2783, USA DEALER ADDRESS: 11200 St Charles Rock Rd, Bridgeton, MO, 63044-

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

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

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

Steering Column Locked; ; 2002-09-05
2002-09-05
SERVICE ADVISOR RUSS BARTCH; ; 2002-09-05
2002-09-05
follow up; ; 2002-09-05
2002-09-05
follow up; ; 2002-09-05
2002-09-10
FOLLOW UP; ; 2002-09-11
2002-09-09
SERVICE ADVISOR HARRY SHEPHERD; ; 2002-09-09
2002-09-11
FOLLOW UP; ; 2002-09-11
2002-09-11
Service Request has been Closed Dissatisfied.; ; 2002-09-11
2002-09-11
Service Request has been Closed Dissatisfied.; ; 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:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

MANHATTAN

KS

HOME PHONE:

CASE NUMBER: 01152385

VIN: 1G1YY22G8W5116746

DATE OPENED: 2000-08-08

MODEL YEAR: 1998

DATE CLOSED: 2000-08-08

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE:

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: MCCARTHY CHEVROLET/OLDSMOBILE
DEALER ADDRESS: 675 N RANWIDE, OLATHE, KS, 66061, USA

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

C24 Seat Trim

Loose

0 REPAIR ATTEMPT(S)

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

column/inoperative

second owner

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

cust. requested info. concerning campaign. crm advised the cust. to insert the info. in the owner's manual. crm advised the cust. that she could take her vehicle to the dealer for inspection. jmoore, atx, cars; 0; 99999
2000-08-08

cust. stated that the interior trim piece needed to be replaced. cust. stated the steering column. (service column lock) caused the wheel not to be turned. cust. stated that there is a full block on the vin. cust. stated that the vehicle was made in bowling green and shipped to canada and sold there originally and was purchased by the dealership. cust. stated that the dealer stated that the warranty is pulling up. blocked. crm contacted the asst. svc. mgr. craig who stated that the vehicle had a block on it. asst. svc. mgr. stated that it the block was put on in canada. asst. svc. stated that it probably was a salvage vehicle. asst. svc. mgr. stated that the block could not be moved. asst. svc. mgr. stated that the owner of the dealership was handling the situation. crm advised the cust. jmoore, atx, cars; 0; 99999

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

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:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	0 BUSINESS: 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:

ABINGTON, MA

CASE NUMBER: 06491268 VIN: 1G1YY22G8W5117427
MODEL YEAR: 1998
DATE OPENED: 2002-03-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-08 MILEAGE: 38000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Misaligned
1 REPAIR ATTEMPT(S) CUST STEERING WHEEL LOCKS UP

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) 01044

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) 00034

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) 01044-00034

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

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

CUST STATS: HAS HAD STEERING WHEEL LOCK PROBLEMS ON VEH-CUST IS 2ND OWNER. CUST STATS THAT HE HAS BEEN INFORMED ABOUT A SERVICE BULLETIN FOR THIS CONCERN

CUST SEEKS: ANY COST ASST. FOR REPAIR OF THE STEERING PROBLEM.

CRM ADVSD: CONTACT MATT SVC. WRITERS DEALERSHIP WHO STATED THERE IS A CAMPAIG #01044 FOR THIS PROBLEM-CRM NOTED TO MATT ALSO OPEN CAMPAIGN 00034 ON VEH. MATT WANTS TO HELP CUST - INFORMED CRM TO ADVISE CUST TO MAKE AN APPT FOR ASST.

CRM INFORMED CUST OF BOTH CAMPAIGNS ON VEH-TO ADDRESS ISSUES OF COST ASST. WITH DEALERSHIP- AND PERHAPS THEY MAY OFFER ASST.

REQ CLOSED SAT: DONNA CHAMBERS, CAC, PDX; 0; 384475045

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

VINELAND , NJ

CASE NUMBER: 04857079 VIN: 1G1YY22G8W5117931
MODEL YEAR: 1998
DATE OPENED: 2001-07-10 SERIES: UNKNOWN
DATE CLOSED: 2001-07-11 MILEAGE: 17800
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: R.K. CHEVROLET OLDSMOBILE CADILLAC B
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General	Broken
1 REPAIR ATTEMPT(S)	LOCKED
S55 Warranty Clarification	Other
0 REPAIR ATTEMPT(S)	IS COVERED?

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

Basic warranty coverage questions.

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

CUSTOMER STATES THAT SHE THINKS SHE SHOULD BE UNDER WARRANTY. HER CORVETTE STEERING WHEEL IS LOCKED AND SHE HAD VEHICLE TOWED TO DEALERSHIP. SHE HAD SAME CONDITION REPAIRED UNDER WARRANTY, 8-25-2000.

CRM CALLED BRUCE, SERVICE MANAGER, WHO STATES THAT HE HAS VEHICLE, BUT HAS NOT LOOKED AT IT YET. HE WILL DIAGNOSE THE VEHICLE, AND IF IT IS THE SAME CONDITION, WILL LOOK INTO OFFERING ASSISTANCE.

CRM ADVISED CUSTOMER THAT DEALERSHIP MUST DIAGNOSE, SHE SHOULD ASK FOR SERVICE MANAGER AND TALK TO HIM ABOUT POSSIBLE ASSISTANCE AFTER DIAGNOSIS. SHE IS WELCOME TO CALL US IF SHE HAS FURTHER CONCERNS OR QUESTIONS.

LINDA BURNS, CAC/ATX; 0; 363639876
2001-07-11

NOTIFIED DEALER THAT THIS CONDITION BECAME A RECALL YESTERDAY, JULY 10TH, CAMPAIGN NUMBER IS 01044. ADVISED THAT IF DEALER HAD ANY QUESTIONS TO CALL HERE. THE CAMPAIGN WAS ANNOUNCED AFTER I TOOK THE CALL. CALLED CUSTOMER, BUT SHE WAS NOT AT HOME. SOMEONE AT THE HOME SAID SHE WOULD BE BACK LATER. ADVISED THAT CHEVROLET HAD CALLED ABOUT HER CORVETTE. LINDA BURNS, CAC/ATX; 0; 363731429

*****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:
UPGRADE:
AFTERMARKET:

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

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:

GM RESTRICTED

CASE NUMBER: 06087812 VIN: 1G1YY22G8W5117993
 DATE OPENED: 12/27/01 MODEL YEAR: 1998
 DATE CLOSED: 01/02/02 SERIES: UNKNOWN
 SOURCE: NO MILEAGE: 58000
 CUSTOMER: [REDACTED]
 ADDRESS:
 HOME PHONE: 713 206-2717 STATE: TX
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06087812 VIN: 1G1YY22G8W5117993
 MODEL YEAR: 1998
 DATE OPENED: 2001-12-27 SERIES: UNKNOWN
 DATE CLOSED: 2002-01-02 MILEAGE: 58000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET
 SRC PARENT: DEALER ADDRESS: 5333 HICKORY HOLLOW PKY., ANTIOCH, TN, 37013, USA

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

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

N15 Headlamp Wiring/Switch Inoperative
 1 REPAIR ATTEMPT(S) replaced switch

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- *Determine Customer's Expectation
- *Using delivery date, establish if vehicle is within any warranty coverage
- *Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- *Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
- *Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm]]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 1) Review warranty history on "VIN Profile" tab

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

- 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\Microw-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/CustomersRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

cust sts the steering wheel mechanism is locked up again... cust sts he paid \$ @ Allen
 Samuels Chev. and Chev goodwill'd 70% of this repair.. Cust sts will not return to
 Allen Chev. due to they lied to him about having a Corvette Specialist...
 custsks veh. to be repaired.

crm viewed in Web Knowledge a campaign # 01044 vin break point are W5123355 thru
 W5131069, but the cust's vin begins with W5117993 and so cust veh. is not involved in the
 campaign...((Note: ** Also, crm noticed that cust's veh. also had some work involving the
 headlamp befor cust purchased the veh. at the 36k mls. *Crm adv. cust that it appears he
 still has a 50/50 gmpp Major Guard on the veh.))

crm attempted to speak with svc mgr/Tony Holbrook and was adv. he is unavail.. Crm was
 adv. to speak to Mike Guerrero/svc adv for Corvettes... Crm was adv. he was busy..

crm adv. cust of c/b set for 12/31/01 2-4pm cent.

**cust to c/b w/update on gmpp and cust sts he will tow veh. to dlrship today and will
 c/b w/update...cont; 0; 378316734

2001-12-27

..con... **crm held for 10 minutes and no one at dlrship came to the phone after placing
 crm on hold.

carol robinson/atx/cars; 0; 378316780

2001-12-27

cust also had a dissatisfied closing under this file #C05615479.....

carol

robinson/atx/cars; 0; 378316893

2001-12-27

CUST STATES THAT HE CALLED TO MAKE NOTE THAT GMPP MAJOR GUARD WAS NOT ACTIVE. CUST SEEKS
 TO GET THAT MESSAGE BACK TO PREV CRM. CRM ADVISED I WILL GET THAT MESSAGE TO PREV CRM.
 CUST SATISFIED GREENLA ATX; 0; 378317680

2001-12-31

crm attempted to reach svc dept and was adv. is unavail.. c/b set for 1/2/01 2-4pm..
 cust sts dlrship adv. him that thew will be contacting the rep on his behalf.. crm to
 f/u w/this. carol robinson/atx/cars; 0; 378589793

2002-01-02

crm was adv. by cust that the veh. was goodwill'd by the dlrship...
 carol robinson/atx/cars; 0; 378858552

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

INCIDENT DATE:
 INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
 DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

GM RESTRICTED

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

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

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

LOCATION:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Baton Rouge

LA

HOME PHONE:

CASE NUMBER: 1-24109545 VIN: 1G1YY22G8W5118058
MODEL YEAR: 1998
DATE OPENED: 2002-08-13 SERIES: Corvette
DATE CLOSED: 2002-08-20 MILEAGE: 55000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: All Star Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 11377 Airline Highway, Baton Rouge, LA, 70816.

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

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

Sticks

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

steering column; ; 2002-08-13
2002-08-13

steering column; ; 2002-08-13
2002-08-13

1-24109545 steering column; ; 2002-08-13
2002-08-13

dissat closing; ; 2002-08-19
2002-08-19

Service Request Ownership has changed FROM: REDDICKP TO: LANGD; ; 2002-08-19
2002-08-19

TM CHANGED OWNER; ; 2002-08-19
2002-08-19

OWNER CHANGED; ; 2002-08-19
2002-08-20

call cust to follow up on concern; ; 2002-08-20
2002-08-20

Service Request has been Closed Satisfied.; ; 2002-08-20

*****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 RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

ARLINGTON

TX

HOME PHONE:

CASE NUMBER: 05328219

VIN: 1G1YY22G8W5119131

DATE OPENED: 2001-08-15

MODEL YEAR: 1998

DATE CLOSED: 2001-08-16

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 46000

SRC TYPE: Yes

DELIVERY DATE:

SRC PARENT:

DEALER NAME: VANDERGRIFT CHEVROLET

DEALER ADDRESS: 1200 I-20 W., ARLINGTON, TX, 76017, USA

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

bulletin on steering locking up

A07 Referred to Dealer

Customer Satisfaction

0 REPAIR ATTEMPT(S)

why is veh not involved

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

* Review owners manual with owner - [[Owners Manuals RUN

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

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

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

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

Vehicle operation or design

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

08/15/01...4:48pm pst...crm did not hit the add button for the work history, adding notes. cust states that his veh steering has locked up and has been told by two dlrshp's that there is a serv bulletin on this concern w/the 99-00 models. cust seeks to know if he will qualify to have this done since his veh exhibits this concern as well. crm advised cust that i will need to research this and at this time of day the dlrshp is closed so therefore i will need to c/b to cust on 08/16/01 8:30-9:30ampst, cust agreed. hiedipringle/pdx/cac; 0; 366832752 2001-08-16

crm contacted dlrshp and spoke w/ ray hall, serv mgr, he states he will do some research and to c/b w/in 1/2 hour and we will see what we can do, crm agreed. hiedipringle/pdx/cac; 0; 366832805 2001-08-16

*****PLS FORWARD FILE BACK TO CRM PRINGLEH TO PROCESS POSS

REIMB*****CLOSING FILE UNTIL DOCS ARE REC'D. hiedipringle/pdx/cac; 0;

366834785

2001-08-16

*****PLS DIREGARD PREV NOTES>>>WRONG NOTES IN
FILE*****.hiedipringle/pdx/cac; 0; 366836150
2001-08-16

crm contacted dlrshp back, spoke w/serv mgr, he stated that the avm was in his office at the time i called and the cust veh does not qualify for the serv bulletin due to his vin but the avm states that since the veh exhibits the same concern to have dlrshp take care of the expense and dlrshp informed cust. crm contacted cust to verify and cust, n/a, left msg, should cust have further questions or concerns pls contact cac. hiedipringle/pdx/cac; 0; 366836458
2001-08-16

Cust states that he rec'd a message from the prev rep....cust seeks info on what the call was related too.....Crm adv cust of the previous comments and cust states that the dlr will be handling his concerns.....Crm verified no further concerns w/the cust or veh and adv cust that crm would be documenting the fileirisgarner/atx/tier2; 0; 366837773

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
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:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

MITCHELLVILLE

MD

HOME PHONE:

CASE NUMBER: 04637251

VIN: 1G1YY22G8W5119209

DATE OPENED: 2001-06-21

MODEL YEAR: 1998

DATE CLOSED: 2001-06-21

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 20000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: CRISWELL CHEVROLET INC

DEALER ADDRESS: 503 QUINCE ORCHARD RD, GAITHERSBURG, MD, 20878, USA

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

LOCKED UP

S55 Warranty Clarification

Customer Satisfaction

0 REPAIR ATTEMPT(S)

WARRANTY INFO

Extended Service Policy

INFORM THE CALLER:

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

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

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

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

WARRANTY

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

CUST STATES THAT HAD VEH TOWED TO CRISWELL CHEV BECAUSE STEERING HAD LOCKED UP BUT HAD TOPAY \$150 FOR THE TOWING.....CUST SEEKS TO KNOW WHAT TYPE OF WARRANTY VEH HAS ON IT SO THAT HE CAN GET REIM FOR THE TOWING.....CRM SPOKE TO CHANDY IN SERVICE DEPTAT CRISWELL CHEV AND SHE STATED THAT CUST DIDN'T HAVE GMPP AND THAT HIS WARRANTY WAS WITH A CO BY THE NAME OF RYAN.....CRM ADVISED CUST THAT HE WILL HAVE TO TAKE THE REIM UP WITH HIS WARRANTY CO RYAN.....DIANNA ROUTT-ATX; 0; 361989680

*****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:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

CASE NUMBER: 05063994 VIN: 1G1YY22G8W5119324
MODEL YEAR: 1998
DATE OPENED: 2001-07-25 SERIES: UNKNOWN
DATE CLOSED: 2001-07-25 MILEAGE: 43000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: Yes DEALER NAME:
SRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) WILL NOT TURN WHEEL
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) TO FIX VEH

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

CUST STATES THAT HE HAS THE SVC COLUMN LOCK LIGHT ON. CUST SEEKS WHAT TO DO. CRM ADVISED
CUST THAT THIS IS NOT INCLUDED IN A RECALL RIGHT NOW, CUST HAS INFO SAYING OTHERWISE AND TO
SEE A DLR FOR SURE BECAUSE THE SYSTEM CRM HAS DOES NOT UPDATE UNTIL PARTS ARE AVAIL. CUST
UNDERSTOOD. CRM OFFERED TO TRANSFER TO ROADSIDE TO HAVE VEH TOWED. CUST DECLINED. ANGELA
KIMBALL/PDX/CAC; 0; 364960541

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

ARLINGTON HEIGHTS

IL

HOME PHONE:

CASE NUMBER: 06541449

VIN:

1G1YY22G8W5122627

MODEL YEAR:

1998

DATE OPENED: 2002-03-18

SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-04-30

MILEAGE:

37000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

CUST STATED THAT HIS STEERING COLUMN DID

NOT UNLOCK; THEREFORE, HE PAID FOR A UN

S13 Reimbursement Requested

Customer Satisfaction

0 REPAIR ATTEMPT(S)

CUST SEEKS TO HAVE HIS \$200.00 DEDUCTABLE

REFUNDED TO HIM.

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\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm
]]

Reimbursement for repairs already done that are on a campaign.

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

CUST STATES THAT HE HAD A STEERING LOCK CONCERN TAKEN CARE OF ON 07/25/2001. CUST ALSO STATES THAT HE WAS EXPERIENCING THAT CONCERN MANY MONTHS PRIOR TO HIM HAVING THE CONCERN REPAIRED UNDER WRNTY. CUST FURTHER STATES THAT HE WAS REQUIRED TO PAY HIS \$200.00 DEDUCTABLE FOR THE REPAIR TO TAKE PLACE, AND LATER FOUND OUT OF CAMPAIGN#01044, THAT DIRECTLY RELATES TO HIS REPAIRED CONCERN. CUST SEEKS TO KNOW IF IT IS POSSIBLE FOR HIM TO HAVE HIS \$200.00 DEDUCTABLE REIMBURSED TO HIM. CRM ADVSD CUST THAT HE SHOULD SEND CHEVY : A COVER LETTER, THE ORIGINAL RO, AS WELL AS PROOF OF OWNERSHIP FOR POSSIBLE REIMBURSEMENT CONSIDERATION.

CRM CLOSING FILE PENDING REC'D DOC'S.

ROBERT LUNA/CAC/ATX.; 0; 385344059

2002-04-30

WHITEMAIL

CRM ATTACHING DOCS PERTAINING TO REQUEST & FORWARDING TO PRE CRM.-CHACOLEHARVEY/CARS/TAMPA;

0; 389036803

2002-04-30

CRM REVIEWING FILE.

ROBERT LUNA/CAC/ATX.; 0; 389047892

*****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:

INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

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:

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:

ADDRESS:

CONTACT PHONE:

Chevrolet
PO Box 33170
Detroit, MI 48232-5170

April 23, 2002

To Whom It May Concern,

The purpose of this letter is to provide you with the information needed to reimburse me for my \$200 deductible that I paid out of my pocket for an issue that should have been covered by Chevrolet.

On July 25, 2001, my entire steering column locked up and my car would not function at all. I called Chevrolet's Roadside Assistance and my car was towed to Woodfield Chevrolet in Schaumburg Illinois. My steering column was replaced and my car was repaired to my complete satisfaction. I was told however that I was responsible for my \$200 deductible which I did pay in full by Mastercard on July 26, 2001.

After personal investigation, I found that there was a recall for certain Chevrolet Corvettes with a similar problem. In fact the campaign bulletin that I have enclosed describes the exact same problem that I had experienced with my Corvette. I also spoke with numerous people at the dealership that indicated other cars were also experiencing the same difficulties. They stated that there were individuals reimbursed for the deductible that they had to pay.

Enclosed you will find a copy of my registration and drivers license as proof of ownership, a copy of the bill, a copy of the receipt of payment in full, and a copy of the campaign bulletin as of 7-25-01 indicating the recall on certain cars with the same exact problem that I experienced.

I feel based on the information that I have provided you with, that I should be reimbursed for the \$200 deductible that I paid. I do understand that my car does not fall in between the VIN breakpoint numbers listed on the campaign bulletin but if Chevrolet is assuming responsibility for the problem on those cars then I should fall into that category as well. I experienced the exact same problem as these other individuals and Chevrolet did in fact assume responsibility for those repairs. Due to that fact, I feel that I should then be reimbursed for the \$200 deductible I paid.

Please respond to this complaint by either reaching me by telephone at home [redacted] or at work at [redacted] or send a written response to my home address [redacted] Arlington Heights, IL [redacted] Thank you for your time in considering this complaint.

Sincerely,
[redacted]



Campaign Bulletin

File in Section: Product Campaigns
Bulletin No.: 01044
Date: July, 2001



CUSTOMER SATISFACTION CAMPAIGN

SUBJECT: 01044 - CORVETTE ELECTRONIC COLUMN LOCK

MODELS: 1998-2000 CORVETTE

THIS CAMPAIGN IS IN EFFECT THROUGH JULY 01, 2003.

CONDITION

General Motors has decided that certain 1998-2000 Corvette model vehicles may exhibit a condition in which the electronic column lock may not function as intended. The condition could result in the failure of the steering column to unlock during initial key-in and start-up. Should the column fail to unlock, the engine will stop running if the vehicle starts to move.

CORRECTION

Dealers are to install repair kit PN 88952427 for automatic transmission Corvettes in the US & Canada or repair kit PN 88952428 for all manual transmission Corvettes in the US & Canada. For Corvettes sold in all other countries, both manual and automatic, dealers are to install repair kit PN 88952428.

VEHICLES INVOLVED

Involved are certain 1998-2000 Corvette model vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1998	Chevrolet	Corvette	Bowling Green	W5123355	W5131089
1999	Chevrolet	Corvette	Bowling Green	X5100001	X5133283
2000	Chevrolet	Corvette	Bowling Green	Y5100001	Y5116233

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC only) prior to beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers

318092

159200

WOODFIELD

INVOICE

1100 EAST GOLF ROAD
SCHAUMBURG, IL 60173
PHONE (847) 882-2200
www.woodfieldchevy.com

ARLINGTON HEIGHTS, IL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 114 DAVID STADNICKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN	JOB NO.
SILVER	98	CHEVROLET CORVETTE	1G1YY22G8N5122627		35513/35513	14035
DEL DATE	MOD. DATE	WARR. EXP.	PO NO.	PAYMENT	INV. DATE	
01JAN1998			17:00 25JUL01	CASH	26JUL2001	

R.O. OPENED

OPTIONS: DLR:11124 ENG:5.7 Liter V8 MPI

08:09 25JUL01 10:53 26JUL01

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S THAT THE STEERING COLUMN IS LOCKED AND THERE IS A MESSAGE IN THE

DISPLAY -----TOWED IN

CAUSE: SHORTED

E7501 LOCKING PARTS, RACK/SECTOR/LOCK

BOLT/ACTUATOR ROD, STEERING COLUMN - REPLACE

TILT

5 UHLMAN, BOB LIC#: 1227

WGM

1 26050960 LOCK

1 88952427 HARNESS X

PC: 6P

PARTS: 26050960

COUNT: 2

CLAIM TYPE:

AUTH CODE:

AV

(N/C)
(N/C)
(N/C)

MIC



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

35513 INOP INSTALL STEERING COLUMN LOCK AND INHIBIT HARNESS S ASSY GMPF
\$ 200.00

B NO RECALL

NM NO WORK DONE AT THIS TIME

5 UHLMAN, BOB LIC#: 1227

ISA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

35513 NOT INVOLVED PER VISS.

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER

200.00

**THANK YOU!**SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:00 AM - 6:00 PM**Goodwrench
Service**

The Red means better.

STATEMENT OF DECLARATION

The factory warranty contains all of the information with respect to the sale of the automobile. The buyer hereby expressly declares all reasonable wear and tear of the vehicle, including any needed repairs or maintenance or for a particular purpose. Buyer waives any claim against the manufacturer for any defect in the vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
DIAGNOSTIC AMOUNT	0.00
MISC. CHARGES	200.00
TOTAL CHARGES	200.00
RECEIVABLE AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	200.00

CUSTOMER SIGNATURE

X

COME VISIT US AT www.woodfieldchevy.com

CUSTOMER COPY

70159280

2022090095
UNIONFIELD CHEVROLET
1100 E GOLF RD
SEMPHAMPTON, IL 60173-4300
847-882-2200

MERCHANT ID: 26000013721 004
DATE: 07/16/01 04:53 PM

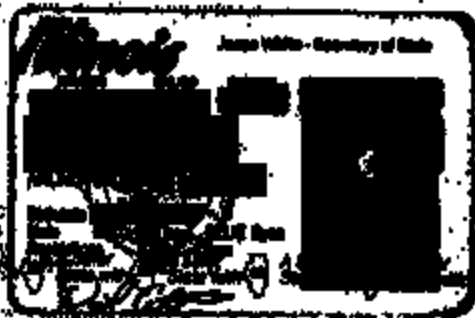
CUST REF: 159280
ACCOUNT #: XXXXX7357
TYPE: MASTERCARD EXP: 03/02

REF #: 34 C
BATCH #: 207021
AUTH #: 024234

SALE \$ 200.00



I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT/TERMS ONLY)

[REDACTED]



[REDACTED]

RM1M09/11/01:23:03: 91.00 CK
XDCX . 021120400 VRR 0002

Vehicle Year 1999	Vehicle Make CHEVROLET	VIN 1G1YY23G9W0122027
Weight or CC's	Body Style COUPE	Application Type PASSENGER
Ases	Leased/Financed	Unit Number
		File Number
		County COOK
Drivers License Number(s) 		Expiration Date 
		Renewal Fee Due
Official Use Only XDCCK		

Abstract

MEET YOU

FRANCE COMPANIES

INSURED [REDACTED] NUTL VOL [REDACTED]
POLICY NUMBER [REDACTED] EFFECTIVE
YR 1986 MAKE CHEVROLET APR 19 1986 TO APR 18 2001
MODEL CORVETTE VIN 1G1YY22425212282
AGENT GLEN LOEBMAN [REDACTED]
PHONE [REDACTED]
A BODILY INJURY/PROPERTY DAMAGE LIABILITY
C MEDICAL PAYMENTS
D 100 DEDUCT COB/RENTAL'S
E 250 DEDUCT COLLISION
CLW
SEE NINEPAGE SIZE FOR ADDITIONAL COVERAGE INFORMATION

IN YOUR CAR

2-7
WFO Pardon

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] CARTERSVILLE GA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 06540303 VIN: 1G1YY22G8W5123180
MODEL YEAR: 1998
DATE OPENED: 2002-03-18 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-19 MILEAGE: 99800
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: COBB PARKWAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 2155 COBB PKY SE, SMYRNA, GA, 30080, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
2 REPAIR ATTEMPT(S) Locks up intermittently
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) Steering column repair costs

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

Cust states she is calling in for her fiancé who is the original owner of a '98 Corvette...Cust states that her fiancé has had concerns with his steering column locking up twice...First time was at 56,000 miles...Cust seeks for GM to pay for the repairs this time because this just happened about 20 months ago...Cust states that her fiancé does have an extended warranty, but it is an aftermarket one, and does not cover this...Cust has 99,800 miles on veh...CRM advised cust that GM could not provide reimbursement due to mileage on veh...Cust hung up on CRM...
Request closed-Dissat
Manuel Castro III/CAC/ATX; 0; 385327552
2002-03-19

Cust sent in e-mail, [REDACTED] dated 03/18/2002 as follows [Part 1]:
I have had the Steering Column Lock Motor lock up and render the car undrivable during initial key-in and start-up - stranding me twice. My car is currently at the dealership where it was purchased having this repaired for the second time. The first time was at 56000 miles in July of 2000. The second time was on March 15 at 98800 miles. I know there is a RECALL for this problem for 1998-2000 Corvettes. My VIN is not included in this recall, but it is clearly a problem with this vehicle. I contacted a customer service

representative earlier (Sharon Hatchett) and she told me that she could not do anything for me. I do not want to have to pay another \$440.00 to have this repaired again when it is a RECALL.

The Recall supposedly starts at VIN N123355 and is Customer Satisfaction Campaign 01044A.

I am just thankful that my Fiance was not driving the car at the time and was stranded somewhere.; 0; 385402676
2002-03-19

Cust sent in e-mail, [REDACTED] dated 03/18/2002 as follows [Part 2]:
Is there any way we can resolve this issue where I do not have to pay to have this repaired AGAIN - and AGAIN in a few months?

The repair kit is PN 889524271

I have enjoyed my Chevrolet vehicles in the past - but this is not helping the decision on my next vehicle!

Thank you for your assistance.

Sincerely,

[REDACTED] 0; 385402727
2002-03-19

CUST CONCERNS BEING DOCUMENTED UNDER REQUEST C06537312. CRM CLOSING THIS REQUEST SAT.
MICHAEL BOISVERT/IRC/TPA; 0; 385403718

*****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:
REPAIR REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:

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

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

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

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

CASE NUMBER: 06537312 VIN: 1G1YY22G8W5123180
MODEL YEAR: 1998
DATE OPENED: 2002-03-18 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-05 MILEAGE: 98000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: COBB PARKWAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 2155 COBB PKY SE, SMYRNA, GA, 30080, USA

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

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) CAMPAIGN COVERAGE

M41 Steering Column/Lock/Attaching Parts Inoperative
2 REPAIR ATTEMPT(S) cust states column lock actuator failure

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) cust seeks reimb

S85 Dealer Resolved With Goodwill Dealer Resolved With Good
0 REPAIR ATTEMPT(S) reimb @ dealer level as per avm request

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 STATED THAT THE STEERING COLUMN HAS LOCKED ON HIS VEH. HE STATED THAT THERE IS A CAMPAIGN ON THIS BUT HIS VEH IS OUTSIDE THE VIN RANGE.
CRM ADVISED CUST THAT DUE TO MILEAGE NO ASSISTANCE CAN BE OFFERED.

CLOSED SATISFIED

SHARON HATCHETT/CRM/CA/ATK; 0; 385313722
2002-03-27

EXEC CONTACTS MR. WALL /SERVICE DIRECTOR @ CAPTURED DEALER WHO STATES MARCH 18, 02 @ \$562.26 = TAX. EXEC ADVISED AND DEALER ACKNOWLEDGES TSB 01-02-35-008 AND THAT REPAIR OUTLINED IN TSB

WAS NOT FOLLOWED. DEALER STATES HE WILL CONTACT AVM THOMAS MILLER FOR HIS INPUT ON THIS CONCERN. DEALER STATES HE WILL FOLLOW-UP WITH EXEC./PAUL BYTHER-EXEC; 0; 386091728
2002-03-27

EXEC LEAVES DETAILED REQUEST FOR ASSISTANCE VME FOR AVM THOMAS MILLER. EXEC ADVISED AVM OF BRAND QUALITY MANAGER REQUEST FOR AVM REVIEW OF THIS CUST CONCERN./PAUL BYTHER-EXEC; 0; 386092250
2002-04-05

EXEC CONTINUES TO AWAIT AVM CONTACT./PAUL BYTHER-EXEC; 0; 386870364
2002-04-05

EXEC RECEIVES VME FROM AVM ADVISING CUST WILL BE REIMBURSED AT DEALER FOR RECENT COLUMN LOCK REPAIR. EXEC ATTEMPTS TO CONTACT CUST, EXEC LEAVES VME REQUESTING CUST CONTACT./PAUL BYTHER-EXEC; 0; 386870822
2002-03-19

Cust sent in e-mail, Kana 1927126, dated 03/18/2002 as follows [Part 1]:

I have had the Steering Column Lock Motor lock up and render the car undrivable during initial key-in and start-up - stranding me twice. My car is currently at the dealership where it was purchased having this repaired for the second time. The first time was at 56000 miles in July of 2000. The second time was on March 15 at 98800 miles. I know there is a RECALL for this problem for 1998-2000 Corvettes. My VIN is not included in this recall, but it is clearly a problem with this vehicle. I contacted a customer service representative earlier (Sharon Hatchett) and she told me that she could not do anything for me. I do not want to have to pay another \$440.00 to have this repaired again when it is a RECALL.

The Recall supposedly starts at VIN W123355 and is Customer Satisfaction Campaign 01044A.

I am just thankful that my Piance was not driving the car at the time and was stranded somewhere.; 0; 385403052
2002-03-19

Cust sent in e-mail, Kana 1927126, dated 03/18/2002 as follows [Part 2]:
Is there any way we can resolve this issue where I do not have to pay to have this repaired AGAIN - and AGAIN in a few months?

The repair kit is PN 889524271

I have enjoyed my Chevrolet vehicles in the past - but this is not helping the decision on my next vehicle!

Thank you for your assistance.
Sincerely,
[REDACTED] 0; 385403349
2002-03-19

CRM ADVISED:
Dear [REDACTED]

Thank you for your e-mail to the Chevrolet Internet Response Center.

We appreciate the opportunity to review your concerns with your 1998 Chevrolet Corvette. We have examined request number 06537312 in which your concern is documented with the Chevrolet Customer Assistance Center and with our central office and we are in agreement with the position previously provided to you.

A point is eventually reached where the manufacturer's responsibility ceases and any additional repairs or expenses become the responsibility of the owner. Because your 1998 Chevrolet Corvette has been in service for approximately 98,000 miles, we are unable to extend warranty service or cost assistance for this repair.

Sincerely,

Michael Boisvert
Customer Relationship Manager
Chevrolet Customer Assistance Center; 0; 385403376
2002-03-26

RECEIVED FOR JIM CAMPBELL
ASSIGNED TO PAUL BYTHER, PREVIOUS FILE 06540303; 0; 386014872
2002-03-26

exec receives forwarded request opened pursuant to cust sent correspondence in which cust seeks reversal for cac denial for cost assistance with column actuator repair./paul byther-exec; 0; 386025457
2002-03-26

exec contacts dave peacy/brand quality manager corvette who states TSB 01-02-008 ADDRESSES REPAIR METHOD FOR COLUMN ACTUATOR FAILURE. BQM STATES CAMPAIGN FOR THIS STARTS AT #23355. ./PAUL BYTHER-EXEC; 0; 386029974
2002-03-27

exec receives contact from thomas miller/avm for captured dealer who states he seeks exec to contact dealer and request dealer reimburse cust for column actuator repair and that further, mr. walls may contact avm for payment under warranty. exec leavesvme requesting contact from mr. walls/service director at captured dealer./paul byther-exec; 0; 386118117
2002-03-28

exec leaves avm/thomas miller a vme advising same exec not empowered to request dealer reimbursement, however avm may make such a request. exec requests avm recontact exec post dealer interaction in order that cust may know when to pick up reimbursement from dealership./paul byther-exec; 0; 386201815
2002-04-05

exec receives contact from cust. exec contacts service director/mr. walls who states he is aware reimbursement is what avm has requested at dealer level. dealer states cust should contact him directly to arrange reimbursement check pickup. exec advised cust as a one time only gesture on behalf of dealer and gm cust may receive reimbursement for most recent column repair done at captured dealer. cust states satisfied./paul byther-exec; 0; 386886551

*****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 HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

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:

MAR 25 2002



ON 03/18/2002 03:51:57 PM

To: Jim Campbell@UGM/GM/GMC/GM
cc:
Subject: 1998 GM Steering Column Lock Issue

*To: MARY KINGSTON@BCC CAC
Can you please respond?
Jim Campbell
2/28/11 3:19*

Dear Mr. Campbell:

I am writing because I am concerned about the electrical steering column lock on my 1998 Corvette needing repeat repairs and the subsequent costs I am incurring.

The facts are as follows:

I purchased my 1998 Corvette New at John Smith Chevrolet, Smyrna Georgia in April of 1998. I was sold, by the dealership, a non-GM extended 5-Year 100,000 mile warranty. Although I have been extremely dissatisfied with the warranty, I do not believe that this is a warranty issue. The first incidence was in July of 2000. I was attempting to leave work when the steering column lock would not release. I inserted the key and started the car multiple times. I had worked late and having to find a ride home at 10:00 PM and back again the next morning was, in the least, extremely inconvenient. Upon returning to work the next day the column lock released after several attempts and I drove it to the dealership. The cost of repairs was \$460.00 for them to replace the column lock motor. The car had 58,000 miles on it.

On March 15, 2002, the steering column lock once again would not release. I left the car overnight at my office park and returned the following morning. After 10 minutes of ineffective attempts I called a tow truck. I then decided to try a couple of more times and it finally released. I canceled the tow truck and drove the car to the dealership. I presented the dealer with a copy of my previous repair receipt for the same problem. He stated that he would see what he could do since this is the second time the car has had the same problem. He also said that my car was not part of the RECALL campaign for this problem when he checked it on his computer system. I asked if it would help if I called Chevrolet at (800) 223-1030 to see if anything could be done...he said that it would be fine with him.

Today the Service Consultant, Mark White (678) 424-2093, called me to say that he could not decrease the cost of the repair as discussed with his service manager and that it would be \$565.00 plus tax. I called Chevrolet Customer Service and spoke with Sharon Hatchett - who ended up telling me that my car was not part of the recall and therefore she could do nothing. My fiancé called again and the representative was trying to say that this is a WARRANTY issue. It is not - it is a RECALL issue.

I am now facing the fear that if I keep my Corvette I will be having to replace steering column lock motors approximately every year I own the vehicle. This is not acceptable and I am thankful that I wasn't 280 miles from home on a business trip when the column lock stopped working. I am also thankful that it did not happen while I was driving, which I have read has been also occurred in these vehicles.

This is the fourth GM car that I have purchased. I have, up until this point, had very few problems to report. I am currently doubting the wisdom of purchasing any future vehicles from GM when safety concerns are not being addressed in a timely manner.

I am aware of the Customer Satisfaction Campaign for the Corvette Steering Column Lock in effect (01044A) issued September 6, 2001. The Cobb Parkway Chevrolet dealership is replacing the motor with a new one as opposed to installing the PN 88952427 Repair Kit (because they have not been instructed to do so by the bulletin) - so I assume the problem will still be possible in the future. This RECALL is in effect through July 1, 2003!

cc. Rick Brouck

I don't feel that I should have to continually pay for repairs when there is a RECALL in effect for this problem and that my vehicle is one of those effected by this steering column lock failure on initial key-in and start-up.

Even the Aftermarket Manufacturers have recognized this to be a problem and have a column lock bypass kit now available for \$85.00. This is a far cry from \$565.00 to install a new column lock motor assembly.

I would like to have this problem solved and be reimbursed for this second repair for the same RECALL problem. I will concede my first replacement cost since the recall was not in effect at that time.

Please let me know if you require any support documentation. Thank you for your help in resolving this matter.

Sincerely,

[REDACTED]
Cartersville, GA [REDACTED]

Home:

Work:

mailto:[REDACTED]

mailto:[REDACTED]

White 1998 Chevrolet Corvette
VIN 1G1YF3300W123180
Purchased NEW April 1998

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Lake Havasu City

AZ

HOME PHONE:

CASE NUMBER: 1-116370027

VIN: 1G1YY22G8W5123955

MODEL YEAR: 1998

DATE OPENED: 2003-07-05

SERIES: Corvette

DATE CLOSED: 2003-07-05

MILEAGE: 36000.0000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/AYes

DEALER NAME: Bradley Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 711 N Lake Havasu Avenue, Lake Havasu

City, AZ, 86403,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Locked Steering; ; 2003-07-05

2003-07-05

Service Request has been Closed Satisfied.; ; 2003-07-05

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

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 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: 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:

NORTH HUNTINGTON

PA

HOME PHONE:

CASE NUMBER: 00585323

VIN: 1G1YY22G8W5125754

MODEL YEAR: 1998

DATE OPENED: 2000-06-09

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-06-15

MILEAGE: 19862

SOURCE: Phone

DELIVERY DATE:

SRC TYPE:

DEALER NAME: STAR CHEVROLET

SRC PARTENT:

DEALER ADDRESS: 4161 OREGON PIKE, BPHRATA, PA, 17522, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

3 REPAIR ATTEMPT(S)

STEERING COLUMN LOCKS UP

Repeated part failure after repair

INFORM THE CALLER:

"General Motors and (XXX Division) work to provide a high quality products that should meet or exceed the customer's expectations, however when dealing with a mechanical part their is always a chance that something might fail. That is something we cannot speculate on, which is why we provide a warranty of 12 months or 12000 miles whichever comes first."

STEERING COLUMN LOCKS UP

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

cust states steering column lock up. cust states this happened 6/2/00 she received the car back yesterday. cust state the same problem has just occurred. cust was calling road side assistance. crm will call svc Monday afternoon on behalf of cust. Jan Spidle/PDX; 0; 329446518
2000-06-14

crm reached svcmgr he said car has been in for this problem 3 time originat ignition switch failed a new one was installed 6/2/00 it was faulty and had to be replaced. cust had stated she had a lot of problem with veh. svcmgr said she has had several small problems but not that many. crm will advise cust of conversation with svcmgr. crm tried to call 6/14/00 12pm will try later. jan spidle/pdx; 0; 329864666
2000-06-14

crm tried to contact cust for 2nd time today 4:15 pm will try tomorrow jan spidle/pdx; 0; 329878842
2000-06-15

6/15/00 crm tried to call cust. left message for cust to call cac. please inform cust crm contacted svc mgr he stated original ignition switch failed and the next one was not installed properly and rubbed some wiring cust should not have any more problems with steering column locking up. jan spidle/pdx; 0; 329965732

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ERC 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:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****
NUMBER OF INJURIES: 0
COMMENTS:
NAME:
ADDRESS:
CITY/STATE:
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

DEALER BUYOUT:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
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:

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

ROCKWALL, TX

CASE NUMBER: 05544237 VIN: 1G1YY22G8W5125785
MODEL YEAR: 1998
DATE OPENED: 2001-09-19 SERIES: UNKNOWN
DATE CLOSED: 2001-09-19 MILEAGE: 65000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: RELIABLE CHEVROLET
SRC PARENT: DEALER ADDRESS: 800 N CENTRAL EXPY, RICHARDSON, TX, 75080, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKED UP
T19 Campaign Correction Required Other
0 REPAIR ATTEMPT(S) #01044
S90 Dealer Referred Customer to CAC Dealer Referred Customer
0 REPAIR ATTEMPT(S) TO SEEK REIM
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) FOR \$376.00

Parts availability concern

CRM ACTIONS:

Document customer concern. Contact the Parts Department Manager and gather information regarding customer concern. Seek to find if a SPAC case has been set up with GMSPO. If not, and there has been a delay, request that a SPAC case be initiated. Advise customer of the availability of the part.

Parts availability concern

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

CUST STATES THAT 98 CORVETTE WAS TOWED INTO DLR BECAUSE THE STEERING LOCKED UP. CUST STATES THAT HE TOOK VEH INTO DLR TWICE BEFORE A COUPLE MONTHS AGO TO HAVE RECALL #01044 WK DONE AND THE DLR DIDN'T HAVE ANY PARTS TO DO THE REPAIR. CUST STATES THAT THE THIRD TIME HE TOOK VEH IN (WHICH WAS YESTERDAY) THE VEH HAD MORE DAMAGE TO IT, CUST DIDN'T KNOW WHAT, AND THE REPAIR WILL COME TO \$376. CUST STATES THAT HE DOESN'T BELIEVE THAT HE SHOULD HAVE TO PAY FOR THIS REPAIR SINCE HE TRIED TO TAKE THE VEH INTO TO HAVE RECALL WK DONE TWICE AND NOW VEH HAS MORE PROBLEMS DUE TO NOT HAVING RECALL WK DONE. CUST STATES THAT HE HAS SPENT ABOUT \$80K IN GM PRODUCTS IN 3 YRS AND IF GM WANTS HIM AS CUST THEN GM SHOULD TAKE CARE OF CUST IN THIS SITUATION. CUST STATES IT IS A MATTER OF PRINCIPLE. CUST SEEKS FULL REIM OF REPAIRS. CRM ADV'D CUST HE WILL CALL DLR AND GO FROM THERE AND THEN CALL CUST BACK IN 1/2 HOUR. PAUL LEWIS/CAC/PDX; 0; 369779320
2001-09-19

CRM CALLED DLR BUT SVC MGR JOHN WAS NOT THERE. CRM LEFT MESSAGE ON VC MAIL. CRM THEN CALLED CUST TO UPDATE HIM. CRM WILL CALL SVC MGR LATER TODAY. PAUL LEWIS/CAC/PDX; 0; 369779868
2001-09-19

SRV MGR STATES IS CAMPAIGN, THERE IS BY-PASS TO TAKE CARE OF CONCERN, CAMPAIGN WAS AMENDED, CUST DESERVES TO HAVE FIXED, SRV MGR IS CALLING AVM TO TAKE CARE OF CONCERN. JASON RICE/PDX; 0; 369780258
2001-09-19

CRM REC'D MESSAGE FROM PREV CRM AND CALLED THE SVC MGR TO VERIFY THIS. SVC MGR JOHN STATED THAT HE HAS ALREADY LEFT A MESSAGE ON THE AVN'S VC MAIL TO REVIEW THE CASE AND WHEN JOHN HEARS BACK FROM AVN THEN HE WILL CONTACT THE CUST. CRM THANKED JOHN AND CALLED CUST TO UPDATE HIM. CUST WAS SAT. PAUL LEWIS/CAC/PDX; 0; 369781214

*****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:
REFURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE 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:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

CASE NUMBER: 4087895 VIN: 1G1Y722G8W5126354
DATE OPENED: 07/26/00 MODEL YEAR: 98
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 030371
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: HI
BUS. PHONE: [REDACTED]

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

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/26/2000 18:43:18 SHD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

07/26/2000 18:43:18 HISTORY - BENNETT, NATHAN

CONCERN : CUSTOMER STATES THAT THE STEERING COLUMN HAS ALLEGEDLY LOCKED .

DIAGNOSIS : DLR TECH HAS REPLACED THREE COLUMN LOCK MOTORS IN THIS VEHICLE IN THE PAST WITH THE CONDITION RE-OCCURRING ABOUT EVERY COUPLE OF MONTHS . TECH HAS NOT DONE ANY DIAGNOSTICS THIS TIME . TECH CALLED TO SEE IF THERE WAS AN UP-DATED PART NUMBER .

RECOMMENDATION : TAC ADVISED TECH THAT THERE IS NO UP-DATED PART NUMBER .

317287

ADVISED OF SEVERAL CASES IN DATABASE WHERE THE BCM AND COLUMN LOCK RELAY HAS BEEN FOUND TO HAVE WATER INTRUSION FROM A WATER LEAK . ADVISED THAT TECH MAY WANT TO REPLACE RELAY BASED ON HISTORY OF VEHICLE . ADVISED TECH OF PI # A000265 . TECH TO CHECK THESE AREAS AND CALL BACK IF FURTHER ASSISTANCE IS NEEDED .

CONDITION: 97-2000 YB STEERING COLUMN LOCK ACTUATOR ADDITIONAL DIAGNOSTICS

PROBABLE CAUSE: UNKNOWN

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 99 YB SERVICE MANUAL ON PAGE 2-69 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

MODELS:

97 98 99 00 CHEVROLET CORVETTE

07/27/2000 14:37:54 COLE

*****DEALER CONTACT NAME AND POSITION*****

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

4

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

6

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH PHYSICALLY VERIFIED GROUNDS , IGNITION SWITCH CONNECTIONS BUT COULD NOT FIND THE RELAY.

*****NEW RECOMMENDATIONS*****

ADVISED SOME EARLY 98 YB'S DID NOT HAVE RELAYS ACCORDING TO THE P/I. VOLT DROP CKTS 150 FROM BCM AND COLUMN LOCK CONNECTOR. VERIFY ALL COLUMN LOCK CIRCUIT TERMINALS AND REPORT.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3250984	VIN Number:	1G1YY22G8W5128855
Date Opened:	6/1/1999	Model Year:	1998
Date Closed:	6/8/1999	Series:	Corvette
Dealer Code:	B24483	Mileage:	7594
Address:	SERVICE CHEVROLET INLA FAYETTE	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INDICATOR LOCK STEERING SERVICE COLUMN

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/01/1999 09:57:55 SBD TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

06/01/1999 09:57:55 HISTORY - NICOLETTI

CUSTOMER ALLEGES VEHICLE STARTS BUT STEERING WHEEL WILL NOT TURN,AND SERVICE COLUMN LOCK ON IPC.

TECH HAS NOT VERIFIED AND STATES NO DTC IN SYSTEM. LOOKING FOR ASSISTANCE, TAC SUGGEST CHECKING FOR POSSIBLE STEERING COLUMN LOCK MOTOR AND OR TERMINL FIT AT LOCK MOTOR. TECH TO CALL BACK WITH RESULTS.

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

HOUSTON , TX

CASE NUMBER: 02518418 VIN: 1G1YY22G8W5129321
MODEL YEAR: 1998
DATE OPENED: 2000-12-12 SERIES: UNKNOWN
DATE CLOSED: 2000-12-15 MILEAGE: 34000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: MUNDAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 17800 NORTH FREEWAY, HOUSTON, TX, 77090, USA

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

M40 Steering Wheel Other
2 REPAIR ATTEMPT(S) LOCKS UP

STEERING WHEEL LOCKS UP

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

CUST STATES THAT SHE WOULD LIKE TO GET SOME INFO ON WHAT PARTS HAVE BEEN REPLACED ON THE STEERING WHEEL AND WHEN WILL THEY BE AVAILABLE AND TO ALSO LODGE A COMPLAINT ABOUT HOW THE STEERING WHEEL HAS LOCKED UP TWICE IN 4 MONTHS. CRM ADVISED THAT WE WILL LODGE COMPLAINT AND SEE WHAT WE CAN FIND OUT ON THE PARTS. MIKE CONLEY--PDX; 0; 345495844
2000-12-12

KEVIN STATES THAT IT WAS A LOCAL NEWS STATION THAT SHE HEARD THAT THE VETTES HAD A PROBLEM AND THERE IS NO ISSUE FROM GM AT THIS POINT. CRM ADVISED THAT WE ARE NOT AWARE OF IT AND IF GM DETERMINES THERE IS ANYTHING WRONG THEN SHE WILL BE NOTIFIED. MIKE CONLEY--PDX; 0; 345496348
2000-12-14

NEXT CRM IF THE CUST CALLS PLEASE ADVISE THAT WE CANT SEND ANY FAX ON HER CAR. THANK YOU
MIKE CONLEY--PDX; 0; 345683870
2000-12-15

CRM PROVIDED INFO AS REQUESTED BY PREVIOUS CRM. CUST STATES THAT THIS IS NOT ACCEPTABLE AND I WILL GET A CALL FROM HER LAWYER. CRM CALLED DLR AND SVC MGR IS NOT AVAIL. SVC ADVISOR IS CALLING AVM TO MAKE HIM AWARE OF THE CUST SITUATION. JANUARY LEWIS/TAMPA; 0; 345744852
2000-12-15

CRM FORWARDING FILE TO PREVIOUS CRM. CUST WISHES THAT YOU CALL HER. PLEASE CALL CUST TODAY. JANUARY LEWIS/TAMPA; 0; 345744926
2000-12-15

CRM ADVISED THE CUST THAT WE CANNOT SEND OUT DOCS AND WE DONT HAVE ANY INFO ON THE PROBLEM AT THIS TIME. MIKE CONLEY--PDX; 0; 345752119

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

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

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

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 EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ATHENS, GA

CASE NUMBER: 04395921 VIN: 1G1YY22G8N5130159
DATE OPENED: 2001-06-01 MODEL YEAR: 1998
DATE CLOSED: 2001-08-13 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 27206
BRC TYPE: NO DELIVERY DATE:
BRC PARENT: DEALER NAME: BRACK ROME CHEVROLET COMPANY
DEALER ADDRESS: 2625 ATLANTA HWY., ATHENS, GA, 30606, USA

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

C07 Window	Other
0 REPAIR ATTEMPT(S)	DRAWN POWER
N01 Electrical General	Other
0 REPAIR ATTEMPT(S)	DRAWN POWER
M01 Steering General	Inoperative
1 REPAIR ATTEMPT(S)	STEERING LOCKED UP
A12 Miscellaneous - Not Classified	Other
0 REPAIR ATTEMPT(S)	SVC STEERING LIGHT ON

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATED WHEN ELECTRIC WINDOWS ARE ROLLED DOWN THE HEADLIGHTS DIM. CUST STATED DLR TOLD HIM THAT THIS WAS A CHARACTERISTIC OF VEH. CUST SEEKING TO HAVE REPAIR ON VEH. CRM CONTACTED CHUCK, SVC MGR WHO STATED THAT VEH WAS INSPECTED AND VEH'S ALTERNATOR OR ELECTRICAL SYSTEM WAS WORKING JUST FINE AND THAT THERE WAS NOTHING TO REPAIR ON VEH. CRM ADVISED CUST

OF THIS. CRM ADVISED CUST THAT NO OPEN CAMPAIGNS OR SPECIAL POLICIES WERE ON VEH. CRM ADVISED CUST THAT HE MAY WANT TO GET SECOND OPINION FROM ANOTHER DLR. CUST STATED HE WOULD. DENNA HUNTER/CAC/PDX PILOT TEAM; 0; 360283112
2001-07-06

THE COMPUTER CUTS THE STEERING LOCK OFF AND DISPLAY SERVICE STEERING LOCK, REPAIRED, IT HAPPENED AGAIN, CUST DISCONNECTED BATTERY, IT HAPPEN AGAIN AN ITS BACK IN THE SHOP CRM CONTACTED DLR AND THEY STATED THEY KNOW WHAT THE VEH IS DOING BUT THEY DON'T KNOW WHAT IS CAUSING IT CRM ADV CUST THAT THE TECHNICIAN IS LOOKING AT THE VEH AT THIS TIME AND THE WILL GET TECH INVOLVED CRMA DV CUST OF THIS CUST STAYS THEY HAVE NOT OFFERED HIM A LOANER VEH AND ASKED FOR SUPERVISOR MARCIA WAS NOT AVAILABLE SO TRACY BECKER CONTACTED THE DEALER AND ADV THEM OF A BULLITEN ON THE VEH AND GOT THE CUST A LOANER //CRM ADV CUST I WILL CALL BACK CUST ON 07/10/2001 1-3 PM TO FIND OUT IF VEH HAS BEEN REPAIRED OR NOT YET AND WHAT WAS THE PROBLEM STEPHANIE BEASON/CAC/ATX; 0; 363286492
2001-07-10

CRM ATTEMPTED TO CONTACT CUST HE WAS OUT OF TOWN CRM LEFT MESSAGE FOR CUST TO CALL IN CRMSST CCALL BACK FOR 07/16/2001; 0; 363653187
2001-07-12

CRM CONTACTED DLR AND ATTEMPTED TO SPEAK WITH SVM CHUCK WAGMAN, BUT HE WASN'T AVAILABLE CRM WILL CONTACT HIM BACK AT LATER TIME. CRM IS NOW TAKING OWNERSHIP OF THIS FILE. DAVID SLYDER-ATX CARS; 0; 363805248
2001-07-12

CRM CONTACTED DLR AND SPOKE WITH SVM CHUCK WAGMAN AND ADV HIM OF CUST CONCERN. SVM STATED THAT THEY REPAIRED THE GROUND CONNECTORS AND THEY REROUTED A SEPARATE GROUND TO THE LEFT HAND CYLINDER HEAD. SVM THIS REPAIR WAS DONE THROUGH INFO FROM TAC. TAC# 4861909 AND REP SPOKEN WITH WAS DOUG DEAL. SVM STATES THAT CUST PURCHASED VEH FROM CARMAX AND THAT HE IS 2ND OWNER. SVM STATES THAT CUST COULD BRING VEH BACK, BUT HE THINKS CUST SHOULD TAKE VEH BACK TO CARMAX. CRM WILL CONTACT SVM. DAVID SLYDER; 0; 363819202
2001-07-16

cust states was under impression that gm rep was supposed to meet with cust and look at veh. cust needs to have veh repaired. cust now has tire air pressure monitor light coming on. computer says check tires. tires are inflated correctly. the important thing, though, is concern noted in request. cust seeks to have veh repaired. crm notes, did not advise cust, that avm call was possibly placed 7/12 and that crm slyderd has call set for today. crm advised cust slyderd is supposed to call today., cust seeks call before 5pm at at cell: 7063381363. if he doesn't receive call before then he will contact gm. crm advised will check request around 5 pm et and see if cust has been called and will contact cust if necessary. maria quinn/pdx/cac; 0; 364149207
2001-07-16

crm recieved msg back from AVM, Dave Pefferly, and he stated that dlr should have taken care of cust and that he would contact chuck whiteman by Monday, which is today, at the earliest. david slyder-atx cars; 0; 364149424
2001-07-16

cust states that he is tired of having to take his veh back to this dlrship. cust states that dlr has adv him that they were not able to repair veh. cust states that he doesn't trust this dlrship and that he doesn't want to waste his time taking it to this dlrship and them not finding anything wrong with veh. cust states that he wants to know if they dlr doesn't repair veh what will happen then. cust states that he thinks that GM should repurchase his veh and give him another veh that is reliable. cust seeking to have veh repaired and to have avm contacted again. crm adv cust that avm states that he would need to take veh back to dlrship and let them try and repair veh. crm adv cust that if he is not happy with dlrship that crm would be able to assist him with finding another dlrship to take veh too. crm adv cust that if dlrship is not able to repair veh that avm would need to be contacted. crm adv cust that it would up to avm to make decision on a repurchase, but at this time he would need to take veh-cont; 0; 364168454
2001-07-16

cont-- back to dlrship. crm adv cust that crm would contact him back on thursday between 11-1pm cst and that crm would put another call to avm. david slyder-atx cars; 0; 364168573
2001-07-18

crm recieved msg back from AVM, Dave Pefferly, and he states that cust has presented used veh to any dlr except for dlr that did last svc eval. avm states that veh is beyond warranty and that it has been reported that steering locked up, but cust is still driving veh at the time. Avm states that there is no record of what has happened to veh since leaving dlrship. Avm states that repurchase is denied. david slyder-atx cars; 0; 364320396
2001-07-19

crm contacted dlr and attempted to speak with svm chuck, but he was in a meeting. crm left msg with a Mr Ligon to adv svm to contact oac on whether cust has taken veh back into dlrship or not. david slyder-atx cars; 0; 364428692
2001-07-19

SERVICE MANAGER, CHUCK WEGMAN, CALLED IN REGARDS TO MESSAGE FROM PREVIOUS CRM. MR. WEGMAN STATES CUST BROUGHT VEHICLE BACK IN TO DEALERSHIP YESTERDAY BUT IT HAS NOT YET BEEN DIAGNOSED. CRM TRANSFERRING BACK TO PREVIOUS CRM FOR INFO FROM SERVICE MANAGER. KACI ROBISON/PDX/CAC; 0; 364430125
2001-07-20

CRM CONTACTED DLR AND ATTEMPTED TO SPEAK WITH SVM CHUCK, BUT HE WASN'T IN AT DLR TODAY SO CRM WILL CONTACT HIM BACK AT LATER TIME. DAVID SLYDER-ATX CARS; 0; 364502972
2001-07-20

CRM CONTACTED CUST AND CUST STATED THAT HE HAS CONTACTED DLRSHIP AND THEY HAD ADV HIM THAT THE VEH HASN'T BEEN DIAGNOSED AND THAT THEY WOULD BE CONTACTING HIM BACK ON TUESDAY. CUST STATES THAT IF DLR IS NOT ABLE TO REPAIR VEH THAT HE WANTS TO GET INTO ANOTHER VEH. CUST SEEKING FOR VEH TO BE REPAIRED OR REPURCHASE. CRM ADV CUST THAT HIS REQUEST FOR REPURCHASE HAS BEEN DENIED DUE TO HIS VEH IS A USED VEH. CRM ADV CUST THAT CRM WILL RESEARCH TO SEE IF CRM CAN ASSIST IN ANOTHER WAY. CRM ADV CUST THAT VEH WOULD HAVE TO BE REPAIRED FIRST AND THAT CRM WOULD CONTACT HIM ON WED. BETWEEN 11-1PM CST TO FOLLOW UP. DAVID SLYDER-ATX CARS; 0; 364504323
2001-07-23

PER INFO STATION:

THE MSRP IS \$37,995.00.
RACHAEL WISE/INFO STATION/ATX
RESOURCE USED:1998 PRICING GUIDE; 0; 364766811
2001-08-01

CRM CONTACTED CUST TO FIND OUT IF REPAIR HAS BEEN DONE ON VEH, BUT CUST WASN'T AVAILABLE. CRM WILL CONTACT CUST BACK AT LATER TIME. DAVID SLYDER-ATX CARS; 0; 365536078
2001-08-01

CRM CONTACTED DLR AND SPOKE WITH SVM CHUCK AND HE STATED THAT THE DIAGNOSIS THAT WAS PERFORMED CAN UP WITH THAT THE REASON FOR CUST CONCERN HAD TO DO WITH CAMPAIGN# 01044 AND THAT PARTS WERE ORDERED, BUT CUST HASN'T BROUGHT VEH BACK INTO DLRSHIP AS OF YET. DAVID SLYDER-ATX CARS; 0; 365536321
2001-08-03

CRM CONTACTED CUST AND CUST WASN'T AVAILABLE. CRM WILL CONTACT CUST BACK IN 30MINS. DAVID SLYDER-ATX CARS; 0; 365703486
2001-08-08

CRM CONTACTED CUST AND CUST STATED THAT HE JUST GOT BACK HIS VEH AND THAT DLR HAD PERFORMED CAMPAIGN # 01044 AND REPAIRED VEH. CUST STATES THAT NOTHING HAS HAPPENED WITH VEH SINCE HE GOT IT BACK. CUST STATES THAT HE WOULD LIKE FOR CRM TO GIVE HIM A CALLBACK ON TUESDAY TO DO A FOLLOW TO SEE IF ANYTHING HAS HAPPENED. CUST SEEKING FOR CRM TO CONTACT HIM BACK ON

TUESDAY. CRM ADV CUST THAT CRM WOULD CONTACT HIM BACK ON TUESDAY BETWEEN 11-1PM CST. DAVID
SLYDER-ATK CARS; 0; 366142070
2001-08-10

CRM CONTACTED CUST, BUT HE WASN'T AVAILABLE DUE TO HE WAS AT WK AS OF YET. DAVID SLYDER-ATK
CARS; 0; 366308449
2001-08-13

CRM CONTACTED CUST AND CUST STATED THAT CONCERN HAS BEEN ADDRESSED. CUST STATES THAT THE
ONLY THING THAT IS WRONG NOW IS THAT THE AIR PRESSURE LIGHT CAME ON AND THAT HE WOULD
CONTACT CHUCK TO ADV HIM OF THAT. CUST SEEKING DOCUMENTATION. CRM ADV CUST THAT CRM WAS
CONTACT TO DO FOLLOW UP. CRM OFFERED TO CONTACT DLRSHIP. CRM ADV CUST THAT CRM WOULD
DOCUMENT AND THAT IF HE NEEDS TO CONTACT US CONCERN ANY OTHER CONCERNS TO FEEL FREE. NO
FURTHER ACTION REQUIRED. DAVID SLYDER-ATK CARS; 0; 366576450

*****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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Wakefield

RI

HOME PHONE:

CASE NUMBER: 1-132791539

VIN: 1G1YY22G8W5130579

DATE OPENED: 2003-08-21

MODEL YEAR: 1998

DATE CLOSED:

SERIES: Corvette

SOURCE:

Phone

MILEAGE: 30000.0000000

SRC TYPE:

N/AYes

DELIVERY DATE:

SRC PARENT:

DEALER NAME: Deluxe Auto Sales, Inc.

DEALER ADDRESS: 399 Main St, Wakefield, RI, 02879-7403, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Broken

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

ContactUs/Feedback Email; ; 2003-08-22

2003-08-21

column lock; ; 2003-08-21

2003-08-21

Steering column locked; ; 2003-09-02

2003-08-21

CRM contact dlr; ; 2003-08-21

2003-08-21

CRM contact svcing dlr; ; 2003-08-21

2003-08-21

Service Request Ownership has changed FROM: CROSSKL TO: BRAUNK; ; 2003-08-21

2003-08-21

Assistance; ; 2003-08-21

2003-08-21

CRM call back; ; 2003-08-21

2003-09-02

1-132791539 check docs; ; 2003-09-04

RE: Chevrolet Corvette Owner Assistance; ; 2003-08-22

2003-08-22

1-132791539 see customer e-mail in file; ; 2003-08-28

2003-09-02

cust email was not attached; ; 2003-09-03

2003-09-02

Service Request Ownership has changed FROM: BRAUNK TO: KLEDM; ; 2003-09-02
2003-09-04

Crm calling cust; ; 2003-09-04
2003-09-09

1-132791539 check for docs; ; 2003-09-09
2003-09-09

Crm calling cust; ; 2003-09-09
2003-09-09

Service Request has been Closed Satisfied.; ; 2003-09-09
2003-09-16

SR in Status of Closed has been Re-Opened by ALEXANDJ; ; 2003-09-16
2003-09-16

REQUEST FOR ASSISTANCE Scanned: 2003-09-16-17.35.25.000000, MSXDocNum: 0325902472; ; 2003-09-16
2003-09-16

Docs are in...; ; 2003-09-16
2003-09-17

COLUMN LOCK LTR; ; 2003-09-17
2003-09-17

REQUEST FOR ASSISTANCE Scanned: 2003-09-16-17.38.50.000000, MSXDocNum: 0325902585; ; 2003-09-17

*****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:
 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 NAME:

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:

Att 1-132 791539

Wakefield, RI



CUSTOMER SERVICE MGR ^{SEP 15 2003}
GM CORP
PO BOX 33170
Detroit, MI 48232-5170

48232-5170

Wakefield, RI

September 9, 2003

Mr. G. Richard Wagoner, Jr.
General Motors Corporation
300 Renaissance Center
Detroit, MI 48365

RE: File # 1-132791539
VIN # 1G1YY22G8W5130579

Dear Mr. Wagoner,

Recently, my 1998 Corvette (31,000 original miles) steering column locked up (thankfully this happened in my driveway), and I was unable to drive it. I went on-line and found other customers have had a similar problem and their vehicles were repaired under a recall notice #C01044.

I contacted my local dealer and he advised me that this recall was closed on my VIN #, and suggested I call GM Customer Service. They told me there was no recall on my VIN # (liars) and said they would not pay any towing costs, but would reimburse me 1/2 of the repairs if I sent copies of my paperwork.

I wasn't happy with this "solution" so I started digging into my records and finally found a recall notice dated July, 2001. At the time I received this, my Mom had been diagnosed with a recurrence of breast cancer (*no, I'm not looking for sympathy*), so I called Norwood Motors and they said I could hold off on the recall if I had to. With all that was going on I stuffed the piece of paper in my file and forgot about it totally. I know it does say I had until July, 2003 to get the problem fixed and I didn't, but the fact that I did keep the paperwork (and had things not been so crazy I would have acted on it immediately) should tell you something about me. On top of this, why would I not act on the recall when it costs me absolutely nothing! I'm sure most Corvette owners, like myself, take pride in their vehicles and maintain them religiously.

Since I was 18 and had my first job I have always had Chevrolets:

1969 Camaro (new)
1972 Camaro (new)
1978 Camaro (new)
1984 Camaro (new)
1990 Corvette (used)
1998 Corvette (new)

Yes, I messed up and missed the recall date, but I should think that General Motors wouldn't punish such a loyal customer as myself.

I have sent in the paperwork for my 50% reimbursement and have enclosed a copy of the towing bill as well as the dealership bill for your review. I look forward to hearing from you.

Sincerely,

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

cc: Thomas Gottschalk
GM Customer Service

SERVICE
781-4377
NORWOOD
MOTORS

ROB-
10/4/01
Per Norwood
hold off

Central Office
Chevrolet Motor Division
General Motors Corporation
150 Renaissance Center, P.O. Box 180, Detroit, MI 48206-1080



C01044
July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're willing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel locking mechanism and electrical relay. Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

What You Should Do:

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

Customer Reply Card:

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle. PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE. SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

- ☐ I have never owned this vehicle ☐ Vehicle damaged beyond repair ☐ Vehicle stolen and not recovered
☐ Campaign Completed on Date ____/____/____ by ☐ Self ☐ Other ☐ Vehicle Sold/Traded/Returned to:

00000163416

01044 1G1YY22G8W5130579 C-1

WAKEFIELD, RI

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4238.

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

Customer Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

**Chevrolet Motor Division
General Motors Corporation**

Enclosure

CHEVROLET


 398 MAIN ST., WAKEFIELD, RI 02879
 (401) 783-3598

CHEVROLET

63611

STEVE

CUSTOMER NO 444	SALES PERSON 108	SALES # 579	INVOICE DATE 08/28/03	INVOICE # CVCN18806
NAME [REDACTED]	ADDRESS [REDACTED]	PHONE [REDACTED]	RETI [REDACTED]	STOCK #
VEHICLE MAKE/MODEL BUICK CHEVROLET CORVETTE/2001 CPE			DELIVERY DATE	DEALER'S SALE
VEHICLE ID NO 1B1YY2288W5130579			SELLING DEALER NO	PRODUCT YEAR DATE
WAKEFIELD, RI [REDACTED]			DATE GROUP DATE	08/25/03
SALES PERSON	SALES PERSON	COMMENTS		

JOB# 1 CHARGES

LABOR-----

JO# 1 80CV220 INTERIOR TRIM RECALL TECH(S): 98 162.50

CUSTOMER STATES STEERING WHEEL LOCKS DUE RECALL PER GM 50/60 SPLIT

NEEDS PASS/LOCK

REPLACED PASS/LOCK ON HOST CALL HERE

PARTS-----QTY-----PP-MARKET-----DESCRIPTION-----UNIT PRICE-----

1 80CV220 LOCK/PASS 163.99

TOTAL - PARTS 163.99

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCN JOB# 1 TOTAL

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JO# 1 A IN ENVIRONMENTAL FEE 3.00

JO# 1 A IN SHOP SUPPLIES- SERVICE 8.74

TOTAL - MISC 11.74

TOTALS

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR 162.50

TOTAL PARTS 163.99

TOTAL MISC 11.74

TOTAL TAX 12.52

TOTAL INVOICE \$ 350.75

YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS *****

THIS SURVEY IS VERY IMPORTANT TO US. IF FOR ANY REASON *****

YOU CANNOT ANSWER ANY OF THE QUESTIONS AS COMPLETELY *****

SATISFIED, PLEASE CONTACT YOUR ACCOUNT MANAGER *****

*****THANK YOU FOR SERVICING YOUR VEHICLE WITH US!!*****

CUSTOMER SIGNATURE

"Thank You"

PROVINCIAL R. I. 022804
PM
SEP 2003



SEP 15 2003

GM CORP
ATTN: 1-132791539
PO BOX 33170
Detroit, MI 48232-5170

097324276 **1-800-4-A-RENTAL**

[REDACTED]
Wakefield, RI [REDACTED]

9/9/03

GM CUST SERVICE

RE CASE # 12132791539

Paperwork enclosed per our
conversation



388 MAIN ST., WAKEFIELD, RI 02879
(401) 782-3306

Chase

63611

STEVE

COMPLAINT NO. 444	OWNER ADDRESS 104	AGE 67	WORKER DATE 08/28/03	NAME CYCS19805
	LAUNCH RATE 88.00	LICENSE #	COLOR RED	STOCK #
	YEAR MAKE MODEL 88 CHEVROLET COVETTE 2DR CPE	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO. 181YV228AW5130578	BILLING DEALER NO.	PRODUCTION DATE	
WAKEFIELD, RI	P.T.S. NO.	P.O. NO.	APPROX CREDIT DATE 08/28/03	
HOME PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
1 88CV228 INTERIOR TYPING METALL TECH(S): 88 162.50
CUST STATES STEERING WHEEL LOCKS ARE RECAL PER ON 80/50 SPLIT
REDS MISSING LOCK
REPLACED PASS/LOCK ON MUST CALL HERE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	2888887	LOCK/PASS	162.50	
				TOTAL - PARTS	162.50

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CYCS JOB# 1 TOTAL 386.40

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SS SHOP SUPPLIES- SERVICE		3.00
				TOTAL - MISC
				11.54

TOTALS

*****		TOTAL LABOR	162.50
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS	162.50
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET	0.00
* [] AMEX EXPRESS [] OTHER [] CHANGE *		TOTAL S.O.B	0.00
		TOTAL TIRE DISC	11.54
		TOTAL TAX	12.36
		TOTAL INVOICE \$	350.75

YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS *****
THIS SURVEY IS VERY IMPORTANT TO US. IF FOR ANY REASON *****
YOU CANNOT ANSWER ANY OF THE QUESTIONS AS "COMPLETELY *****
SATISFIED" PLEASE CONTACT SERVICE MANAGER *****

*****THANK YOU FOR SERVICING YOUR VEHICLE WITH US!!*****

CUSTOMER SIGNATURE

COPY

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

JACKSONVILLE

FL

HOME PHONE: [REDACTED]

CASE NUMBER: 02963362

VIN: 1G1YY22G8W5130727

DATE OPENED: 2001-01-23

MODEL YEAR: 1998

DATE CLOSED: 2001-07-12

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 24299

ERC TYPE: No

DELIVERY DATE:

ERC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

R47 Theft Deterrent System

Other

0 REPAIR ATTEMPT(S)

ONLY HAS ONE ALARM SHUT OFF KEY

T49 Technical Question

Other

0 REPAIR ATTEMPT(S)

HOW TO SHUT OFF ALARM WITHOUT SECURITY

BUTTON

A07 Referred to Dealer

Other

0 REPAIR ATTEMPT(S)

FOR TECH INFO

M40 Steering Wheel

Other

0 REPAIR ATTEMPT(S)

LOCKS UP

T12 CSI Reply

Customer Satisfaction

0 REPAIR ATTEMPT(S)

DISSATISFACTION

INFORM THE CALLER:

"GM must identify the type of system the caller's vehicle has installed."

AGENT INSTRUCTIONS:

a. If Content Theft Deterrent -Factory Installed Option (RPO UAS). Refer owner to the Owners manual index under Content Theft Deterrent. Refer the caller to the dealer's service department if the owners' manual does not provide appropriate solutions b. If GM Goodwrench Security System(s) - Dealer Installed Accessory at the time of delivery or by a GM dealer after delivery. This system is warranted if installed by a GM dealer for the terms of the Bumper-to-Bumper warranty or 12 months. Refer caller to the service manager at his/her servicing dealer or local GM dealer for service.c. If Aftermarket Alarm System(s) - refer the caller to the appropriate manufacturer or installer/independent dealer.

[[Owners Manual RUN C:\Progra-1\Plus\Micros-1\explore.exe http://carsweb/webknowledge/]]. Please click Product Center and select the appropriate Brand for the Alarm System's information.

ALARM

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

CUST STATES THAT HE LEFT HIS VEH 300 MILES AWAY WITH THE ALARM ON. CUST STATES THAT HIS WIFE IS GOING TO DRIVE IT BUT THAT SHE DOES NOT HAVE AN ALARM SHUT OFF SWITCH. CUST SEEKS HOW TO TURN THE ALARM OFF SO THAT HIS WIFE CAN DRIVE. CRM ADVISED CUST THAT THERE IS NO

TECH INFO AT THIS CENTER BUT THAT HIS SVM WOULD BE MORE ABLE TPO ASSIT HIM WITH THIS CONCERN. MARCIE MEAD/PDX/CAC; 0; 349123287
2001-07-11

CRM RECD CORR... CRM DID CASE SCAN, REQ FOUND... OPEN CAMPAIGN 00034... MEX # VIN... CUST STS HE IS SATISFIED W/ THE DLR... CUST STS THE DLR HAS GOOD PEOPLE.. CUST STS THE STEERING WHEEL IS AGGRAVATING B/C OF IT LOCKING UP... CRM CONTACTED CUST, BUT THE LINE WAS BUSY... CRM WILL TRY BACK ON 7-12-01 BTW 1 AND 3... RANGELT/ATX/CORR; 0; 363716520
2001-07-12

CRM CONTACTED CUST AND LEFT A MESSAGE W/ THE CAC # AND REQ #... CRM ALSO INFORMED CUST ABOUT THE OPEN CAMPAIGN ON THE VEH.. CRM WILL SEND A LETTER TO NOTIFY THE CUST.. RANGELT/ATX/CORR; 0; 363823209

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

& BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



Jack & the Beanstalk

1. **Identify the main topic of the passage.**
 2. **Summarize the main idea in your own words.**
 3. **Identify the author's purpose.**
 4. **Identify the author's tone.**
 5. **Identify the author's style.**
 6. **Identify the author's audience.**
 7. **Identify the author's point of view.**
 8. **Identify the author's bias.**
 9. **Identify the author's bias.**
 10. **Identify the author's bias.**

Ado Segundo Infante

Human telemedicine

Chance to:

Please provide us with your preferred Email address:

Encr Mr William F. Lindley

Our records indicate that you had your 1999 Corvette serviced at Chevrolet At The Avenue on May 28, 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 ongoing efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Chevrolet At The Avenues.

Silverstein et al.

Down of night

DAVID L. WATSON

Director - Customer & Relationship Services

Inventory

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

- ☐ Please check this box if you no longer own/lease the 1988 Corvette, and return the questionnaire.

*** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON MAY 20, 2001, COMPLETE THIS SURVEY. ***

About Your Chevrolet Dealer'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? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied <input type="checkbox"/> | Very Satisfied <input checked="" 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 type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | None Not Applicable Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Yes | No | None Not Applicable Required | Don't Know | | |
| 7. How satisfied were you that you were kept informed about the status of your service request?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | None Not Applicable Required | | | |
| 8. Was your vehicle ready by the original time promised?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | None Not Applicable Required | | | |

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21121345666 0000016-8077 D24828

Q51

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

13. How satisfied are you that your vehicle was fixed right on this service visit? ☐ 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 Chevrolet At The Avenue? ☐ 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 1985 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your:

Dealership: GOOD PEOPLE

Vehicle: VERY ATTRACTIVE FOR STARTING PRICE - TO BE LOCKED UP - GIVE SOME RECALL VS NOTE IN MANUAL FOR "IT MIGHT OCCUR"

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

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

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 19083, TOLEDO, OH 43699-0083