

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ALTADENA, CA

CASE NUMBER: 06534419 VIN: 1G1YY22G8W5130792
MODEL YEAR: 1998
DATE OPENED: 2002-03-15 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-15 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

T19 Campaign Correction Required	Customer Satisfaction
0 REPAIR ATTEMPT(S)	01044/STEERING LOCK
M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCKED/01044

TBD
TBD

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

CRM RECEIVED CALL FROM ROADSIDE ASSISTANCE, FROM REP, ROMAN LUCKETT, EXTENSION 26440. ROMAN
SEEKED TO KNOW THAT W/ THE RECALL 01044, STEERING COLUMN LOCKED. DOES IT COVER TOWING. CRM
CONFERED W/ TM, ANN BURTON AND WAS ADVISED TO HAVE THE CUST TAKE RECEIPT TO DLRS FOR
REIMBURSEMENT. CRM ADVISED ROADSIDE. CRM CLOSING FILE SATISFIED. DEON LINDSAY/PDX/CAC; 0;
385085437

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

LUBBOCK, TX

CASH NUMBER: 05421014 VIN: 1G1YY22G8W5130906
DATE OPENED: 2001-08-29 MODEL YEAR: 1998
DATE CLOSED: 2001-10-01 SERIES: UNKNOWN
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SCOGGIN-DICKEY CHEVROLET-BUICK, INC.
BRC PARENT: DEALER ADDRESS: 5901 SPUR 327, LUBBOCK, TX, 79424, UHA

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

M01 Steering General Broken
0 REPAIR ATTEMPT(S) STEERING LOCKED

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THAT HER STEERING WHEEL IS LOCKED ON HER CORVETTE. SHE CONTACTED THE INDEPENDENT DLR WHERE SHE PURCHASED THE VEHICLE BUT NO ONE WAS AVAILABLE TO ASSIST HER. CUST SEEKS ASSISTANCE IN UNLOCKING THE STEERING WHEEL ON HER VEHICLE. CRM CALLED INDEPENDENT DLR AND WAS ADVISED THAT NO ONE WAS AVAILABLE TO ASSIST. CRM CALLED SCOGGIN DICKY CHEVROLET TO REQUEST ASSIST. DLR STATED THE PROBLEM IS NOT A SIMPLE PROBLEM AND WILL REQUIRE THE VEHICLE BEING TOWED IN FOR REPAIR. DLR WILL CONTACT CUST AT WORK. CUST HAD TO LEAVE FOR WORK BEFORE DLR WAS CONTACTED. DLR MAY BE WILLING TO OFFER GOODWILL ASSISTANCE IN ORDER TO GAIN A NEW CUST SINCE VEHICLE IS ONLY TWO MONTHS OUTSIDE OF WARRANTY. CRM ADVISED DLR THAT WE WILL FOLLOW UP WITH CUST AND BE AVAILABLE IF FURTHER ASSISTANCE IS NEEDED.
CHARLOTTE HUBBHY/ATK/CAC; 0; 367960378

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Boca Raton

FL

HOME PHONE:

CASE NUMBER: 1-16825863 VIN: 1G1YY22G8X5100984
MODEL YEAR: 1999
DATE OPENED: 2002-07-17 SERIES: Corvette
DATE CLOSED: 2002-11-22 MILEAGE: 24800.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Anc DEALER NAME: Lou Bachrodt Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 5500 North State Road 7, Coconut Creek, FL, 33073-3703,

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

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

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

Seeks reimbursement for towing; ; 2002-07-17
2002-07-17

L/m for svc mgr.; ; 2002-07-17
2002-07-17

Is towing going to be covered?; ; 2002-07-17
2002-07-17

Please call cust asap & advs of status.; ; 2002-08-09
2002-07-22

1-16825863 07/22/02 1-3pm edt. Check for ownership; ; 2002-08-09
2002-07-18

contacted; ; 2002-07-18
2002-07-18

rescheduled; ; 2002-07-18
2002-07-18

51-16825863 please see notes in file.. thank you; ; 2002-08-09
2002-07-23

Status of file requested; ; 2002-07-23
2002-07-23

Cust seeks update, call back @ 561-391-4576.; ; 2002-08-09
2002-07-23

L/M to send in doc's; ; 2002-07-23
2002-08-06

Still waiting for doc's; ; 2002-08-06

2002-08-09

Waiting on docs; ; 2002-08-09
2002-08-09

Service Request has been Closed Satisfied.; ; 2002-08-09
2002-09-11

Inbound White Mail; ; 2002-11-22
2002-09-11

Docs attached to file; ; 2002-10-08
2002-09-11

SAFETY Scanned: 2002-09-09-22.24.45.000000, MEXDocNum: 0225200746; ; 2002-10-08
2002-09-23

Review of doc's.; ; 2002-11-22
2002-10-07

Goodwill; ; 2002-10-07
2002-10-08

Reimbursement; ; 2002-10-08
2002-10-08

Offer of reimbursement; ; 2002-10-08
2002-10-08

Created: CAC_RS0005. SR#1-16825863; ; 2002-10-08
2002-10-08

Reimbursement for tow.; ; 2002-10-08
2002-10-08

Reimbursement for towing.; ; 2002-10-11
2002-10-11

Please see feedback form.; ; 2002-10-15
2002-10-15

Crm reviewing feedback contents w/Tm Karen Christenson.; ; 2002-10-15
2002-10-24

Tm out of office, so unable to review feedback given.; ; 2002-10-24
2002-10-31

Verification of tow, and cost.; ; 2002-10-31
2002-10-31

Resubmission of Reimbursement; ; 2002-10-31
2002-10-31

Resubmission of OLC; ; 2002-11-04
2002-11-04

see feedback; ; 2002-11-06
2002-11-06

Resubmission of reimbursement.; ; 2002-11-07
2002-11-07

returning to crm pending further attention; ; 2002-11-22

2002-11-07

notes; ; 2002-11-07

2002-11-21

Crm has submitted form to GWL. Crm now awaiting feedback as to how to process.; ; 2002-11-21
2002-11-22

Rain; ; 2002-11-22

2002-11-22

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-11-22
2002-11-22

Goodwill Status has been changed from: PreApv - Check to Approved; ; 2002-11-22
2002-11-22

Service Request has been Closed Satisfied.; ; 2002-11-22

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

October 22, 2003

[REDACTED]
Boca Raton, FL [REDACTED]

Service Request: S1-16825863

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1999 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$76.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through 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,

Cristina Duran
Customer Relationship Manager

RS0005-P

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



CHECK No. 900510278

DATE
11/26/02

*****76 DOLLARS

AMOUNT
*****76.00

PAY
TO THE
ORDER
OF

BOCA RATON FL

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]
TREASURER

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

NOV 26 2002

900510278 021309379 601262520

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

DETACH BEFORE DEPOSITING CHECK

VENUE
XEROX NO. 39 001000100

CHECK NO. 900510278

PAYOR NAME A & C DENTAL LAB INC

PAYMENT DATE 11/26/02

INVOICE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101Y2200XN100004.1-10020002.1-H200R	11/25/02	VN 1-H200R	00.0000	76.00	.00	76.00
TOTAL				76.00	.00	76.00

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



7001 0365 0001 7870 6367



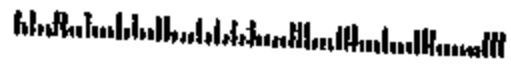
U.S. POSTAGE
BOOK 100-11
SEP 2002
RIGHT

\$4.65
00070100-05

Chevrolet Motor Division
P.O. Box 33170
Detroit, MI 48232-5170

SEP 09 2002

48232+5170 51



[REDACTED]
Boca Raton, FL [REDACTED]

September 4, 2002

Chevrolet Motor Division
P.O. Box 33170
Detroit, MI 48232-5170

RE: refund of towing charges

Dear Sir or Madam:

This letter is a request for a refund for towing charges incurred, due to a recall problem with my 1999 Chevrolet Corvette, which caused the steering wheel to lock, making the car undrivable.

I received a letter from Chevrolet detailing the problem where the steering wheel could lock up. The letter states that the repair would be done at no charge through July 01, 2003. On June 4, 2002, my steering wheel locked up. I could not unlock it and therefore I could not drive the car. I called GM Roadside Assistance and they could not unlock the steering wheel. My car was towed to Lou Bachrodt Chevrolet in Coconut Creek, FL and the service repair was performed.

After speaking with Dan Floor in the Chevrolet Customer Assistance Center, I was informed that I was not eligible to be reimbursed for towing charges for the repair of the locked steering wheel. Afterward, I spoke with Christina Duran and Cindy Cox who advised me to write this letter.

First, the reason I could not drive my car and ultimately had to have it towed, was due to the inadequate design of the steering wheel/column which caused it to lock up. Second, the letter I received from Chevrolet describing the problem states that "This repair will be performed for you at no charge through July 01, 2003." The repair was performed within this time period. Third, since I could not drive the car to get the service work done, it had to be towed and I should be reimbursed for towing charges since the service letter states that the repair will be performed at NO CHARGE. Please credit my account accordingly.

I was towed by GM Roadside Assistance at 1-800-243-8872. My file number is [REDACTED] I was towed on June 4, 2002. The towing company did not give me any paperwork.

I was charged \$ 76.00 on June 10, 2002 on my corporate American Express Card by GM Roadside Heathrow, FL. The copy of the credit card statement charge is attached. Please credit my AMEX account [REDACTED] expiration date [REDACTED]. The corporate account is under [REDACTED]. My name is [REDACTED].

Your Chevrolet representative Christina Duran, asked me to reference the file # 1-16825863 when writing you. Attached, please find your letter dated July, 2001 informing me of the inadequacy of the Chevrolet Corvette's steering wheel/column and the specific repair procedures needed which would be performed at NO CHARGE.

My vehicle is a 1999 Chevrolet Corvette. The VIN# is 1G1YY22G8X5100984. Attached you will find a copy of my current registration.

Attached you will find a bill from Lou Bachrodt Chevrolet, detailing the service performed on the locked steering wheel and that it had to be towed in.

Lastly, I would like to express my dismay at being given the runaround for such a simple common sense request. I could not drive my car because the steering wheel was locked. This was a problem that Chevrolet documented and admitted to. I was within the time frame allowable to have the vehicle repaired. How am I to repair the vehicle without towing it ??? Please credit my charge card the \$ 76.00 for the towing charges. Also, please send me some correspondence letting me know when I will be credited.

Sincerely,

[REDACTED]

Attachments:

Credit card statement
Chevrolet Service Repair/Information Letter - Dated July, 2001
Current Vehicle Registration for 1999 Chevrolet Corvette
Lou Bachrodt Chevrolet invoice - Date 06/04/02

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48205-1000



C01044
July, 2001

Dear Chevrolet Corvette Customer:

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

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.



If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center at 1-800-222-1020. Deaf, hearing impaired or speech impaired call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones TDD/TTY).

We sincerely regret any inconvenience this causes you. Also, we want you to know that we will continue to do everything we can to ensure that you are completely satisfied with your Corvette and with Chevrolet.

Chevrolet Motor Division
General Motors Corporation

Enclosure

NAME _____
ADDRESS _____
CITY _____
STATE _____
ZIP _____

BOCA RATON, FL
[Redacted Address]

01044 1G1YY22G8X510084 C1
00000177471

OUR OWNERS: 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:





LOU BACHRODT

1801 West Atlantic Blvd.
POMPANO BEACH, FLORIDA 33069
Telephone (954) 871-3000
FL REG. # MV-10808

5500 N. State Road 7
COCONUT CREEK, FLORIDA 33073
Telephone (954) 247-3000
FL REG. # MV-30118



DEPARTMENT	ADDRESS	CITY	STATE	ZIP
01000	LAKEVIEW DRIVE	LAKEVIEW	FL	33409
	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE COLOR
	CHRYSLER	CONVERTIBLE	1984	BLACK
DEALER NAME	DEALER ADDRESS	DEALER CITY	DEALER STATE	DEALER ZIP
COCA RAYON, FL				
VEHICLE FROM	VEHICLE TO	VEHICLE FROM	VEHICLE TO	VEHICLE FROM
VEHICLE FROM	VEHICLE TO	VEHICLE FROM	VEHICLE TO	VEHICLE FROM

COPY

LABOR & PARTS
JOB 1 60C7204 STEERING WHEEL LOCKED AND CANNOT DRIVE VEHICLE AND
HEADS SERVICE STEERING COLUMN ON RHC HAD TO TURN IT 180 DEG
SEE LINE 2

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

WARRANTY

JOB 2 60C7204 RECALL #1844
VTS STAYS IN POSITION #1844
CONSOLE ELECTRONIC COLUMN LOCK
ELECTRIC HARNES REPLACE
AUTO TRANS - NA 34 16743 .8 AA .1

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
JOB # 2 1 60C7204 HARNES & E.195
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

WARRANTY

JOB 3 60C7204 NOISE DRIVING
C/S WHILE DRIVING SLOW HEARS CREAKING NOISE FROM REAR END-AD
SEE LINE 8

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

WARRANTY

JOB 4 60C7204 BRAKE PULSATION
C/S WHILE DRIVING AT HIGHWAY FEELS PULSATION FROM FRONT END
FRONT BRAKE SHOWN TO THE SENSORS AND ROTORS ARE OUT OF
REPLACED FRONT BRAKES AND REPAIRED BOTH ROTORS

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
JOB # 4 1 1233081 PAD KIT 8.817
JOB # 4 TOTAL PARTS 100.00
JOB # 4 TOTAL LABOR & PARTS 200.00

WARRANTY

JOB 5 60C7204 LUB-SYN OIL
CUSTOMER STATES NO SYNTHETIC OIL CHANGE AND LUBE SUSPENSION
LUBE OIL AND FILTER COMPLETE

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
JOB # 5 1 1233081 OIL FLTD 1.825
OIL 1233081 8.800
JOB # 5 TOTAL PARTS 10.00
JOB # 5 TOTAL LABOR & PARTS 47.00

Due in Full confirmed

Transactions for [REDACTED]
Card 3759-000000000000

June 6, 2002
EDISONMOBIL75000001571000A RAT FL
PAY AT PUMP7500000157
Reference 3000000000000000

June 6, 2002
AMOCO ACA 5835 MARGATE FL
PAY AT THE PUMP
Reference 3000000000000000

June 7, 2002
2% CREDIT FOR \$25.75 5805 EDISONMOBIL
YOUR EVERYDAY SAVINGS AT EDISONMOBIL
Reference 3000000000000000

June 7, 2002
GLADES RD SHELL TABOCA RATON FL
SHELL OIL 000000001110
ROC No. GAB1650
Reference 3000000000000000

June 8, 2002
CHEVRON 88847205 BOCA RATON FL
JACK J MOORE
Description
LIMBCELLANEOUS
ROC No. 054889
Reference 3000000000000000

June 10, 2002
GM ROADSIDE HEATHROW FL
AUTOMOBILE ASSOCIATION
ROC No. 0000004619
Reference 3000000000000000

June 11, 2002
GLADES RD SHELL TABOCA RATON FL
SHELL OIL 000000001110
ROC No. GAB1650
Reference 3000000000000000

June 12, 2002
GLADES RD SHELL TABOCA RATON FL
SHELL OIL 000000001110
ROC No. GAB1650
Reference 3000000000000000

June 15, 2002
CHEVRON 9000047 DEERFIELD BCH FL
CHEVRON STATION
Description
LIMBCELLANEOUS
ROC No. 478817
Reference 3000000000000000

June 18, 2002
GLADES RD SHELL TABOCA RATON FL
SHELL OIL 000000001110
ROC No. GAB1650
Reference 3000000000000000

June 21, 2002
GLADES RD SHELL TABOCA RATON FL
SHELL OIL 000000001110
ROC No. GAB1650
Reference 3000000000000000

June 23, 2002
7885 PALMETTO CIRCLE BOCA RATON FL
TEXACO
\$100001000170007016380
Reference 3000000000000000

Continued on reverse →

REG. FEE	SALES TAX	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$33.10	\$	\$3.00	\$0.00	\$0.00	\$

PLATE	DATE	INTEREST	VOLUNTARY	GRAND
122310	12/01/02	KIOSK FEE	CONT. TOTAL	TOTAL
	02/04/02	\$0.00	\$	\$36.70

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 02/04/02
 DL# - TC: 0420520544450
 TRF# [REDACTED] DEC# - 07550280 EXP: 08/30/03
 VIN: 1H1Y122005100584 TC: 74032443 VIN#PRE: 1998 CHN

BOCA RATON, FL [REDACTED]

LG: 1682682 TR: 318019412 DF: 1587518 PF: 318019412

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

FAYETTEVILLE

NC

HOME PHONE:

CASE NUMBER: 05445792

VIN: 1G1YY22G8X5102900

DATE OPENED: 2001-09-04

MODEL YEAR: 1999

DATE CLOSED: 2002-04-19

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 52000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: REED-LALLIER CHEVROLET INC

DEALER ADDRESS: 4500 RAEFORD RD., FAYETTEVILLE, NC, 28304, USA

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Special Policy
campaign 01044ATSB Retention Certificate/Owner Loyalty
1 REPAIR ATTEMPT(S)Other
1400.00 OLCT19 Campaign Correction Required
0 REPAIR ATTEMPT(S)Customer Satisfaction
01044

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

* Probe to identify failed item/component

* Determine Customer's Expectation

* Using delivery date, establish if vehicle is within any warranty coverage

* Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)

* Review Specific Solutions ([SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]

* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/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 CALLED AND STS THAT DLR IS NOT GIVING HIM ENOUGH ON HIS TRADE-IN AND HE WOULD LIKE SOME ASST WITH HIS SLS CONCERNS. CRM ADV CUST THAT WE ONLY DEAL WITH SRV AND WARRANTY CONCERNS AT THIS CENTER AND THAT DLR SHPS ARE IND OWNED AND SET THEIR OWN PRICES ON THEIR VEHs. CUST STS THAT HE WOULD LIKE AN EXTENDED WARRANTY ON HIS VEH IF WE CANNOT HELP HIM WITH THIS CONCERN. CRM ADV CUST THAT HE IS OUT OF WARRANTY AND THAT WE WOULD BE UNABLE TO ASST HIM IN THAT

MANNER. CRM ADV CUST THAT WE HAVE PROVIDED HIM WITH AN OLC OF \$1400 AND THAT WOULD BE THE EXTENT OF OUR OFFER AT THIS TIME. MILES JENKINS/CAC/ATX; 0; 368070277
2001-09-04

CUST STATES: VEH STEERING WHEEL COLUMN LOCKED AND IS 70 MILES FROM HIS HOUSE AND THE CLOSEST DLR IS HENDRIX CHEV BUT CUST WOULD NOT BE ABLE TO GO BACK TO DLR TO GET VEH WHEN REPAIRED. CRM CALLED USUAL SVC DLR AND SPOKE W/ JERRY THE SVC MGR WHO STATED THAT HE WOULD NOT PAY FOR THE TOWING OF CUST VEH 70 MILES AND THE CUST WOULD NEED TO HAVE WORK DONE AT HENDRIX AND PICK VEH UP THERE. CRM WILL CONTINUE TO RESEARCH AND SET A CALL BACK W/ CUST FOR 9/4/01 BETWEEN 1-3 PM PST AND WILL GIVE THIS TO A PM CRM TO LET CUST KNOW OF DECISION. KATE ANDRES/CAC/PDX; 0; 368476550
2001-09-04

CRM CALLED HENDRIX WHO STATED THE CLOSEST DLR IS SIR WALTERS CHEV AND HAVE VEH TOWED THERE. CRM CALLED CUST AT SET TIME BUT GOT VM. CRM WAS INSTRUCTED BY CUST TO WAIT AND CALL AFTER A COUPLE OF MINUTES. CRM WILL TRY AGAIN AT 12PM 9/4/01. KATE ANDRES/CAC/PDX; 0; 368483486
2001-09-04

CRM CALLED CUST AGAIN AND LEFT A CALL CAC MSG BUT ALSO LET HIM KNOW THAT SOMEONE (PM CRM) WOULD BE CALLING HIM IN REGARDS TO THIS. CRM LEFT A MSG THAT AN AM CALL BACK WOULD BE GOOD AND TO GIVE THE BEST TIME TO PM CRM. ***PM CRM PLEASE GET THE BEST TIME TO REACH CUST AS MY SHIFT IS 4AM -12:30PM PST. PLEASE GET A COUPLE DAYS FOR ME TO RESEARCH FILE FOR CUST. THANKS. AFTER INFO IS ENTERED JUST FORWARD FILE BACK TO ME UNLESS CALL BACK WON'T WORK. IF THIS HAPPENS CAN YOU TAKE OVER CASE FOR ME? LET ME KNOW THANKS. KATE ANDRES/CAC/PDX; 0; 368486281
2001-09-04

Cust states when he called dlr suggested he was told by them there was a closer dlr, so he called that dlr, the dlr he called stated they were the closest to the Airport. Cust had veh towed there. Today /dlr ship stated they were not th edlosedt to the airport. Repair was a campaign item that caused the breakdown: campaign 01044. Dlr told cust he wouldn't be paid for the tow or the rental because they were not the closest ones to the airport. Cust stated he is in & out during the day, just have to catch him, Cust is in edt, so early shift should be the best time to catch him. Cust had stated he had expected callback by 3pm edt. crm could not retrieve file @ time so suggested prev crm may have had the file open. Forwarding back as requested. CindyCox/cac/pdx; 0; 368494579
2001-09-04

CUST CALLED STATING HE HAD NOT HEARD FROM ANYONE YET AND CANNOT PICK UP VEH AS IS MILITARY AND MUST GO TO WORK.....CUST GOT RENTAL ON HIS OWN AND WILL BE RESPONS FOR ANOTHER DAY FOR RENTAL.....VEH WARR IS OUT BY 15000 MI, APPROX, AND VEH BROKE DOWNDUE TO THE CAMPAIGN WORK NEEDING TO BE DONE....IT IS THE STEERING COLUMN LOCKING UP.....CUST SEEKS GM TO REIM FOR RENTAL AND FOR THE TOWING CHARGE OF \$70.....BECAUSE CONCERN IS DUE TO THE CAMPAIGN WORK CUST IS TRYING TO GET DONE.....THE DLRSHPS ARE NOT WILLING TO REIM ANY TOWING CHARGES TO CUST.....THE DLRSEF CHOSEN TO HAVE VEH TOWED TO IS NOT RELATIVE TO ANYTHING BECAUSE VEH IS OUT OF WARR AND TOWING CHARGES ARE CUST RESPONS AS ROADSIDE ASST IS NOT AVAIL TO CUST ONCE VEH IS OUT OF WARR.....NO EXT SERV CONTRACT EXISTS.....CUST DID NOT PURCHASE ONE.....GLORIA STEVENS,PDXCAC.; 0; 368497410
2001-09-04

crm couldnt call cust earlier b/c corepoint was down.crm didi call cust home ph # via 3pm & 1m for cust re: to call cac & inform us which dlr is veh located @ & that prev crm andres is researching info re: a poss offer for cust. prev crm andres ask thiscrm to make call back to cust informing that cac needs to know 1) which dlr veh is @ 2) crm andres still researching info on behalf of cust 3) toset up a later date w/ cust that is appropriate for prev crm andres to call back on (like fri 9/7 or 9/10) when cust calls in please verf this info. this crm lm on both cust home ph # & wk ph #. andi pappas/cars/pdx; 0; 368498206
2001-09-04

crm forwarding case back to prev crm kate andres for follow up w/ cust. andi pappas/cars/pdx; 0; 368498301
2001-09-04

CUST called in. CUST states veh is at HENDRIX. CUST states good time to reach him on 9-7-01 would be 12-2pm Eastern. CRM forwarding file to Previous CRM as per notes in file. Rik Spruitenburg /cars/pdx; 0; 368504585
2001-09-05

CUST CALLED IN. CUST STATE THAT HE HAD THE EXHAUST CHANGED OUT ON HIS VEH APROX 3 MONTHS AGO. CUST STATES THAT HE IS GOING OUT OF TOWN. CUST SEEKS TO MOVE UP HIS CB TIME WITH PREVIOUS CRM. CUST SEEKS CRM TO GIVE MESSAGE TO PREVIOUS CRM RE A SOONER CB, EXHAUST, AND CUST REQ A RENTAL. CRM FORWARDING FILE TO PREVIOUS CRM. KERI MATHEW/CAC/PDX; 0; 368562079
2001-09-05

CRM CALLED CUST BACK AND LEFT A MSG STATING THAT ANOTHER ATTEMPT TO CALL CUST WOULD BE 9/5/01 BETWEEN 10-12 AM PST. KATE ANDRES/CAC/PDX; 0; 368563890
2001-09-05

CUST STATES HE WANTS ADDED TO FILE THAT HE TOLD DLR TO LEAVE HIS KEYS IN CUPHOLDER AND LEAVE VEH UNLOCKED---CUST STATES HE IS AT DLR AND KEYS ARE IN CUPHOLDER AND VEH IS LOCKED----CRM ASKED IF HE NEEDED ROADSIDE ASSISTANCE # BUT CUST STATED HE ALREADY HAD-CUST REQ A CALLBACK FROM PREV CRM 7-8AMEST 9/6-CRM STATED I WOULD SEND ALRM-BENSONJ CAC/ATK; 0; 368588979
2001-09-06

CRM CALLED CUST 4:15AM PST, PER CUST. CUST STATES THAT THE DLR DID NOT PUT KEYS IN THE PER DETERMINED PLACE AND WHEN ROADSIDE CAME THEY HAD TO SEARCH FOR THE KEYS. CUST GAVE ROADSIDE BILL TO DLR TO PAY AND ALSO THE TOWING BILL FROM HAVING VEH TOWED TODLR. CUST SEEKS TO GET OUT OF VEH INTO A CHEV TRUCK AND ALSO SEEKS THE TOWING BILL AND RENTAL PAID. CRM SET A CALL BACK FOR CUST TO RESEARCH THIS FURTHER FOR 9/6/01 BETWEEN 9-11 AM PST. KATE ANDRES/CAC/PDX; 0; 368630409
2001-09-06

CRM CALLED DLR TO VERIFY REIMB. CRM SPOKE W/ DUANE THE SVC MGR WHO STATED THAT HE WOULD NOT REIMB CUST B/C HE WAS NOT THE CLOSEST DLR. CRM CALLED SIR WALTER CHEV 919-787-3700 NO ONE ANSWERED PHONE. CRM SET A CALL BACK W/ CUST FOR 9/7/01 BETWEEN 9-11AMPST. KATE ANDRES/CAC/PDX; 0; 368649692
2001-09-07

CRM CALLED CUST AT BOTH HM/WK NUMBERS WK-9103960954//HM9108645149 AND LEFT MSG'S AT BOTH. CUST IS IN THE MILITARY AND WILL BE OUT OF TOWN FOR 3-4 WEEKS, SO CRM ASKED FOR A CALL BACK FOR WHEN CUST WAS BACK HOME. CRM DID CALL SIR WALTERS CHEV 919-787-3700 TO SPEAK W/ THE SVC MGR BUT HE WAS OUT UNTIL MONDAY 9/10/01. CRM ADVISED CUST OF THIS AND WILL RESEARCH WHILE HE IS GONE. CRM WILL CHECK FILE ON 9/14/01 BETWEEN 9-11AM PST TO SEE IF CUST CALLED IN. KATE ANDRES/CAC/PDX; 0; 368735724
2001-09-07

CUST CALLED IN STATING THAT HE HAD A MSG TO C/B W/A GOOD TIME THAT PREVIOUS CRM COULD REACH HIM. CUST STATES THAT HE WILL BE @ HIS WORK # FOR THE NEXT 30 MINTUES AND PREVIOUS CRM CAN CALL HIM THERE. CRM ADVISED THAT CRM WOULD UPDATE FILE W/THIS INFO, AND WOULD SEND PREVIOUS CRM A MSG. CUST SATISFIED. LEIGH WATSON PDX/CAC; 0; 368736087
2001-09-07

CRM CALLED CUST ADVISED HIM THAT THE SVC MGR AT SIR WALTER CHEV WAS UNAVAIL TODAY AND NEEDED TO BE CALLED ON MONDAY. CUST WILL BE OUT OF TOWN FOR A FEW WEEKS AND SO CRM WILL CALL VM AND LEAVE A MSG W/ UPDATED INFO. CUST WILL CHECK VM PERIODICALLY. CALL BACK SCHEDULED FOR 9/14/01 BETWEEN 8-10 AM PST. KATE ANDRES/CAC/PDX; 0; 368737511
2001-09-18

CORE POINT DID NOT UPDATE THE WORK HISTORY ON 9/13/01. CRM HAD CALLED CUST AND LEFT A MSG THAT MORE TIME WAS NEEDED. CRM LEFT A MSG THAT ANOTHER MSG WOULD BE LEFT ON 9/21/01 BETWEEN 8-10 AM PST. KATE ANDRES/CAC/PDX; 0; 369676418
2001-09-21

crm is researching an olc and reimb for cust. cust is seeking reimb for towing and olc for cust wanting to get out of veh and inconvenience. crm called and left a msg stating that another call would occur 9/26/01 between 8-10 am pst. kate andres/cac/pdx; 0; 369959600

2001-09-21

CUST STATES HE IS NOT GOING TO BE AVAILABLE FOR SET C/B TIME. CUST SEEKS CRM TO C/B ASAP TODAY AT 910-864-5149 PREFERABLE BUT IF ON MONDAY @ 910-396-0954. CRM ADVISED SENDING MSGS TO FRM CRM. DEBRAAPPEL/PDX/CAC; 0; 369964562
2001-09-25

CRM IS REVIEWING FILE. GOT AN ALARM AND WILL CONINUE AFTER OTHER FILE WORKED. KATE ANDRES/CAC/PDX; 0; 370289500
2001-09-27

CUST STATES HAS BEEN MISSING CALLS FROM PREV CRM; CUST STATES IS INTERESTED IN BUYING NEW VEHICLE & RECOGNIZES THAT CHEV CURRENTLY HAS 0% INTEREST. CUST COMPLIMENTED PREV CRM & ACKNOWLEDGED HE IS HARD TO CATCH AS IN MILITARY; CUST CAN BE REACHED 9-27 & 9-28-01 ALTHOUGH HE WILL BE IN & OUT. CUST STATES CRM CAN LEAVE MESSAGE ON MAIL VOICE IF NECESSARY AT WORK #910-396-0954.

CRM TRANSFERRING FILE W/TM SHEERI MAURER APPROVAL. CRM WILL MONITOR FILE.
BARBARA BURESON/ATX/CAC; 0; 370452484
2001-09-27

ORIGINAL MSRP IS 38,591.00. CRM IS REVIEWING A OLC W/ TM ANDY BECK. CRM KEEP CALL BACK W/ CUST. KATE ANDRES/CAC/PDX; 0; 370456859
2001-09-27

CRM CALLED CUST AND LEFT A MSG ADVISING THAT THERE WAS AN UPDATE ON HIS FILE.
*****NEXT CRM***** BEFORE GIVING INFO PLEASE ASK IF CUST IS ORIGINAL OWNER. IF HE IS, PLEASE OFFER OLC AND VERIFY ADDRESS AND FORWARD TO ME FOR PROCESSING. CRM WASABLE TO GET APPROVED BY TM ANDY BECK FOR AN OLC FOR \$1400.00 TOWARDS THE PURCHASE OF A NEW VEH. CRM WAS UNABLE TO GET REIME APPROVED B/C THE TOWING AND THE RENTAL SHOULD BE COVERED BY DLR. THANKS. IF YOU DON'T WANT TO OFFER THIS I WIL CALL CUST BACK ON 9/28/01 BETWEEN 9-11AM PST(12-2PM EST) TO OFFER THIS. KATE ANDRES/CAC/PDX; 0; 370473509
2001-09-27

CUST CALLED IN AND STATED THAT HE IS NOT THE ORIGINAL OWNER CRM ADVISED CUST THAT HE WAS TO RECIEVE CALL BACK FORM PREVIOUS CRM TOMMOROW CUST STATED THAT IS FINE ALTHOUGH HE WILL BE AT WORK NUMBRE FOR A COUPLE OF MORE HOURS TODAY IF CRM COULD CONTACT HIMTODAY REIME
VILLARREAL/CAC/ATX; 0; 370474422
2001-09-28

CUST SEEKS UPDATE. PER PREVIOUS CRM NOTES, PREVIOUS CRM OK'D TO GIVE OLC, BUT NOT SURE IF THE FACT THAT HE IS SECOND OWNER WOULD EFFECT CRM GM DECISION. CRM ADVSD CUST WOULD NOTIFY PREVIOUS CRM AS THEY ARE WORKING ON ASST FOR CUST. CRM FORWARDING FILETO PREVIOUS CRM DUE TO PENDING GOODWILL AND PREVIOUS CRM NOTES. CUST SEEKS CALL BACK EITHER 9/28/01 IN THE PM OR 10/1/01 ASAP. CRM ADVSD COULD NOT SET UP CALL BACK TIME FOR OTHER CRM, BUT WOULD ADVS OF PREFERRED CALL BACK TIMES. CRM/JEREMY CRANFORD/CAC/PDX; 0; 370571239
2001-10-01

CRM REC'D AN ALARM ON FILE. CRM WILL REVIEW AFTER 6AM PST. KATE ANDRES/CAC/PDX; 0; 370789400
2001-10-02

CRM CALLED CUST AND LEFT A MSG AT WORK. *****NEXT CRM*****PLEASE OFFER CUST AN OLC FOR 1400.00 AND ADVISE CUST THAT THE POLICY FOR CAMPAIGN'S IS THAT THE VEH GO TO THE CLOSEST DLR HENDRIX WAS NOT THE CLOSEST. VEH WAS TOWED TO DLR AND REPAIR TOOK 1 DAY. DLR WILL NOT REIME FOR RENTAL AS CUST COULD HAVE WAITED FOR VEH TO BE FIXED. THE OLC WILL BE IN LIEU OF REIME. PLEASE VERIFY ADDRESS AND NOTE IN FILE IF CUST ACCEPTS. THANKS. FORWARD BACK TO ME TO PROCESS IF ACCEPTED. KATE ANDRES/CAC/PDX; 0; 370891165
2001-10-02

CUST CALLED IN REGARDS TO FILE. PER NOTES CRM ADVISED CUST WE WOULD NOT BE ABLE TO PROVIDE REQUESTED REIMBURSEMENT. CUST ACCEPTED INFORMATION. CRM THEN OFFERED OLC FOR \$1400. CUST ACCEPTED AND CRM VERIFIED SPELLING OF NAME AND CUST ADDRESS. CRM FORWARDING FILE BACK TO CRM ANDRESK FOR GOODWILL PROCESSING. SABRINA SPRUITENBURG/CAC/PDX.; 0; 370911558

2001-10-03

CRM REC'D AND ALARM THAT CUST ACCEPTED OFFER. CRM'S BUSINESS REASONS FOR THE OLC FOR 1400.00 ARE: 1: RESTORE CUST FAITH IN GM 2: HAS HAD RECENT OUT OF POCKET REPAIRS 3: CUST HAD MANY REPAIRS IN WRNTY 4: CUST IS LOYAL GM CUST. CRM WILL SUBMIT FOR APPROVAL TO WILLEYJ. REQUEST CLOSED SATISFIED. KATE ANDRES/CAC/PDX; 0; 370971477
2001-10-05

gl reviewed request and is returning pending further attention, pls see feedback form.
cindy slaght/gl/pdx/cars; 0; 371160968
2001-10-05

gl reviewed request and is submitting for first and final approval. gl notes to disregard the 4th business reason, there are 3 standing business reasons. cindy slaght/gl/pdx/cars; 0; 371167315
2001-10-08

FINAL APPROVED; 0; 371434816
2001-10-16

G/L NOTES FILE IS WAITING FOR MSX.
LYNDA BALL/G/L/PDX; 0; 372131560
2001-10-18

OLC CERT#CAR05445792 IN THE AMOUNT OF \$1400.00 WAS MAILED ON 10/5/01 TO 742 PRESTIGE BOULEVARD FAYETTEVILLE, NC 28314
LANA EWING/CAC/PDX; 0; 372306184

*****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:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

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 INJURING: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

October 3, 2001

[REDACTED]
[REDACTED]
Payetteville, NC [REDACTED]

Request: C05445792

Dear [REDACTED]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY22G8X5102900, enclosed is the Owner Loyalty Certificate for the amount of \$1,400.00. This certificate is valid through October 3, 2002 towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1999 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special goodwill offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

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

Sincerely,

Kate Andres
Customer Relationship Manager

RS0027-P

Issued by:
Chevrolet

Certificate No. CARS03445792

Issue Date: October 3, 2001

Issued exclusively for:

[REDACTED]
Fayetteville, NC [REDACTED]

Valid through: October 3, 2002

Amount: One Thousand Four Hundred Dollars and no Cents
****\$1,400.00****

DIV: CHEVROLET CASE 990544011 TYPE: G-GENERAL
NAME: OLD ORCHARD CHEVROLET-GEO, INC
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: WILMETTE
VIN: 1G1YY22G8X5103321
RESP DEALER: 00000
MILEAGE: 15000
YEAR/MODEL: 1999/CORVETTE

STATE: IL ZIP: [REDACTED]
DELIVERY DATE: 09/02/1998
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 10/14/1999 ORIG OPEN DATE: 10/14/1999
REOPENED: N
LAST ACTIVITY DATE: 10/14/1999 BY: MICHELLE CARLOS
CLOSE DATE: 10/14/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N
CONTACTED DATE: 10/14/1999
DEALER CLOSED : 10/14/1999

DEALER NUMBER: 11409
NAME: OLD ORCHARD CHEVROLET-GEO, INC
CITY: SKOKIE ST: IL

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC
M41 0 CUST STEES STERRING COLUMN LOCK FAILURE

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/14/1999 00:00:01
CRM TOLD CUST TO TAKE VEH TO DLR FOR WARRANTY REPAIRS

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/14/1999 12:31:03
CUST STATES THAT STEERING COLUMN THE LOCK HAS BEEN REPAIRED PREVIOUSLY
. THAT IT FREEZES UP. DLR STATES THAT GM DID NOT PROVIDE THEM WITH IN
FO ON HOW TO REPAIR. CUST WOULD LIKE FIXED. CRM TOLD CUST TO TAKE VEH
TO DLR FOR REPAIRS TO WORK UNDER WARRANTY. CUST THANKS CRM . CRM TANK
S CPT. MICHELLE CARLOS/AUSTIN TX

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: WILMISTE

AGE: 000

BUSINESS PHONE: () -

INDENNIFICATION DECISION:

INDENNIFICATION REQUEST: 0

STATE: IL

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DIV: CHEVROLET CASE 990528696 TYPE: G-GENERAL
NAME: DON MCCUE CHEVROLET, INC.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: OHWEGO
VIN: 1G1YY22G8X5103514
RESP DEALER: 00000
MILEAGE: 9900
YEAR/MODEL: 1999/CORVETTE

STATE: IL ZIP: [REDACTED]
DELIVERY DATE: 09/03/1998
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 10/01/1999 ORIG OPEN DATE: 10/01/1999
REOPENED: N
LAST ACTIVITY DATE: 10/04/1999 BY: CYNTHIA MURGER
CLOSE DATE: 10/04/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

NO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 10/01/1999
DEALER CLOSED : 10/04/1999

DEALER NUMBER: 11367
NAME: DON MCCUE CHEVROLET, INC.
CITY: SAINT CHARLES ST: IL

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC
M40 0 HAS LOCKED UP ON HIM THREE TIMES

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/01/1999 10:15:13
CUSTOMER STATES THAT THE STEERING WHEEL HAS LOCKED UP ON HIM THREE TIMES, TOOK TO THE DEALER, THEY HAVE WORKED ON IT AND REPLACED ALL RECOMMENDED PART, TSB, TALKED TO TECHNICAL ASSISTANCE AND THEY KNOW OF THE PROBLEM BUT AT THIS POINT THERE IS NO SOLUTION, CUSTOMER SEEKS TO FIND HIS ALTERNATIVES AT THIS POINT AS HE CANNOT DRIVE THE CAR IN THIS CONDITION. ADVISED CUSTOMER WOULD START FILE AND SEND TO TIER 2. KAY SHOUT /AUSTIN CINDY MUNGER

BUMP UP FROM TIER1; CUST STATED THAT HE HAS TAKEN HIS VEH TO THE DEALERSHIP SEVERAL TIMES FOR THE STEERING WHEEL LOCKING UP AND THAT THE DEALERSHIP HAS CALLED TECHNICAL ASSISTANCE AND THEY DON'T HAVE THE SOLUTION. CUST STATED THAT HE HAS BEEN GETTING EMAILS FROM ALL OVER THE WORLD FROM OTHER 1999 CORVETTE OWNERS AND THEY ARE STATING THAT THEY ARE HAVING THE SAME PROBLEM. CUST IS SEEKING FOR HIS VEH TO BE FIXED. CRM SPOKE WITH JIM-SVC MGR AND HE STATED THAT THEY HAVE REPLACED ALL OF THE PARTS THAT TECHNICAL ASSISTANCE ADVISED THEM TO DO, AND NOW TECHNICAL ASSISTANCE IS TELLING THEM NOT TO WORK ON THEM ANYMORE BECAUSE THEY DON'T HAVE THE SOLUTION BUT THAT THE ENGINEERS ARE WORKING ON A SOLUTION. CRM THANKED JIM FOR HIS TIME AND ASSISTANCE. CRM ADVISED CUST THAT THE ENGINEERS ARE CURRENTLY WORKING ON A SOLUTION BUT THAT THERE ISN'T ONE YET. CRM ADVISED CUST THAT SHE WOULD MAKE SOME MORE CALLS TO SEE WHAT SHE COULD DO TO POSSIBLY ASSIST HIM AND CALL HIM BACK. CINDY MUNGER/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/04/1999 00:00:01
AVM, TAC, AND DIST ENGINEERING STAFF IS INVOLVED
TO FIND A SOLUTION

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/04/1999 13:19:13
AVM-CHARLIE TODOVICH CALLED AND STATED THAT THEY HAVE THE TAC INVOLVED AND THEY HAVE THE DIST ENGINEERING STAFF IN BOWLING GREEN KY INVOLVED AND THAT THE VEH IS BEING BROUGHT BACK TO THE DEALERSHIP TODAY SO THAT THEY CAN SEE WHAT IS GOING ON AND POSSIBLY A SOLUTION. CRM DIDN'T CALL CUST BACK BECAUSE THE AVM IS INVOLVED WITH THE CUST.
CINDY MUNGER/AUSTIN

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: OSWEGO

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: IL

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

WILLOUGHBY HILLS
OH

HOME PHONE:

CASE NUMBER: 05059691

VIN: 1G1YY22G8X5103898

DATE OPENED: 2001-07-25

MODEL YEAR: 1999

DATE CLOSED: 2001-07-27

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 20000

BRC TYPE: Yes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: TONY LA RICHE CHEVROLET

DEALER ADDRESS: 2810 BISHOP RD., WILLOUGHBY HILLS, OH, 44092, USA

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

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

Other
STEERING COLUMN LOCKS

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Customer Satisfaction
CAMPAIGN

Definition of a Recall Campaign.

INFORM THE CALLER:

"Recall Campaigns are suspected unsatisfactory conditions relative to our products. There may or may not be a need to repair or replace the suspect component. The involved customers are contacted based on owner of record information. GM will perform the campaign regardless of who owns the vehicle."

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

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

CUST STATED THAT SHE REC'D A CAMPAIGN NOTICE IN THE MAIL RE HER STEERING WHEEL COLUMN. THIS WAS ABOUT 2-3 WEEKS AFTER THE STEERING WHEEL LOCKED UP AND ENDED UP HAVING TO TOW THE VEHICLE TO HER DLR. CUST WANTS TO KNOW IF IT IS NECESSARY FOR HER TO COME INTO THE DLR TO HAVE IT SERVICE AGAIN. CRM ADVSD THAT HE WOULD CONTACT THE DLR TO SEE IF IT IS NEEDED. CRM ADVSD HE WILL CALL CUST BACK BETWEEN 3-5PM EST. DARRELLCANNING/PDX/CAC; 0; 364965668
2001-07-27

CRM CALLED DLR AND SPOKE TO SVC MGR BILL ZEVNIK. THE SVC MGR. ADVSD THAT HER STEERING WHEEL COLUMN WAS FIXED AND THE TOWING FEE THAT WAS INVOLVED WAS ALL COVERED UNDER WRNTY. HOWEVER, SVC MGR ADVSD THAT THE CUST SHOULD CALL AND SET UP A SERVICE APPT TO HAVE SOME WIRE HARNESSERS INSTALLED INTO HER VEH. CRM WILL CALL CUST BACK AND REFER THEM TO THE DLR. DARRELLCANNING/PDX/CAC; 0; 365119131
2001-07-27

CRM CALLED AND LFT MSG ON CUST'S ANSWERING MACHINE RE THE NEED FOR HER TO BRING IN HER VEH RE THE CAMPAIGN NOTICE. DARRELLCANNING/PDX/CAC; 0; 365119445
2001-07-27

CRM SPOKE TO CUST AND ADVSD HER TO BRING VEH TO DLR. CUST ADVSD THAT SHE IS UPSET THAT THE PROBLEM WASN'T FIXED THE FIRST TIME IT WAS BROUGHT IN. CUST ADVSD THAT DLR STATED IT WILL TAKE 2 WEEKS BEFORE PARTS ARE AVAIL. CUST WILL CONTACT DLR HERSELF WHEN NEEDED TO TAKE TO DLR. CRM ADVSD THAT IF SHE HAS ANY MORE CONCERNS RE THIS SITUATION TO CALL CAC. DARRELLCANNING/PDX/CAC; 0; 365133735

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

HIXSON

TN

CASE NUMBER: 04166090 VIN: 1G1YY22G8X5104050
MODEL YEAR: 1999
DATE OPENED: 2001-05-11 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-11-07 MILEAGE: 91032
SOURCE: E-Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: CAPITOL CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 600 MURFREESBORO, NASHVILLE, TN, 37210, USA

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

M41 Steering Column/Lock/Attaching Parts
3 REPAIR ATTEMPT(S)
requires replacement for third time

Inoperative
cust states steering column lock or ELC

A01 Open Campaign
0 REPAIR ATTEMPT(S)
to be unprocessed

Product Campaign Claim
campaign 00034 for the seat belts appears

A01 Open Campaign
3 REPAIR ATTEMPT(S)

Product Campaign Claim
01044, column lock

S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)

Customer Satisfaction
campaign- column lock

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

cust states steering wheel lock or ELC needs replacement for third time
cust seeks final/permanent repairs

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

Cust sent in PLANETFEEDBACK REFERENCE #700383 e-mail, Kana Case #1127555, dated 5/11/01, part 1 as follows: I hope you can help me. I have a complaint I'd like to register with you about the reliability of a car made by Chevrolet. The VIN (vehicle identification number) is 1g1yy22g8x5104050.

my 1999 corvette steering column lock or the elc needs to be replaced again. i travel alot and this is the third time it has left me in a bad position. stranded, out of town, away from my local dealer and people i know, having to get alternate transportation. this is an item you are aware of and yet there has been nothing done. the question i would

like to have answered is how many times will i have to go through this or do i need to alter my car by installing a bypass kit or removing the elc lock bolt; 0; 358463995
2001-05-11

Cust sent in PLANETFEEDBACK REFERENCE #700383 e-mail, Kana Case #1127555 , dated 5/11/01, part 1 as follows: Given that I am an excellent and loyal customer of your company, I would like to see you give my complaint the full attention it deserves. Despite this problem, you still have a chance at winning my business again in the future. please call me with a response at either [REDACTED] or [REDACTED] or [REDACTED]

Here's what I would like to see you do to provide resolution: an answer to my question and the car fixed so this does not happen again without altering my pride and joy

Thank you for your prompt attention to this matter. I look forward to hearing from you soon.
Pete Koanig/TAMPA/IRC; 0; 358464022
2001-05-11

crm advised cust part 1: Thank you for contacting Chevrolet through Planet Feedback. Mr. Ritter passed your Planet Feedback email to me so that we could get this response to you.

We are sorry to hear of the continuing concerns you are experiencing with the steering wheel lock in your 1999 Corvette. We certainly apologize for any inconvenience that the lock and the attempts to resolve the concerns may be causing. Unfortunately, in reviewing your warranty history, we do not have an idea where your Corvette is receiving its service nor do we know its current mileage. We would like to work with a dealer on your behalf because there has been some more information released about the steering column locks. We would ask that you please provide us with the name of a dealer with whom we can work on your behalf.; 0; 358465373
2001-05-11

crm advised cust part 2: This may not be the best time to bring this up but we note that there may be an unprocessed recall campaign posted to your Corvette's vehicle identification number (VIN). That recall is for a twisting of the seat belts and is numbered 00034. We would ask that you please have this recall addressed at the dealer of your choice at your earliest convenience.

We have documented your steering lock concerns with the Cadillac Customer and Relationship Services (CARS) Center under file number C04166090. If you desire to include any additional comments in that file, we would ask that you include them in your follow up e-mail. Please refer to that file number in any communication. Thanks again for sharing your comments and concerns with us at Chevrolet ***Pete Koanig/TAMPA/IRC***; 0; 358465401
2001-05-12

Cust sent in e-mail, Kana Case # 1127555, dated 5/12/01, as follows: THANK YOU FOR YOUR RESPONSE ON A TIMELY BASIS

THE DEALER I WILL BE TAKING THE CAR TO IS ALEXANDER CHEVROLET IN MURFREESBORO TENNESSEE I WILL HAVE TO HAVE THE CAR TOWED THERE ON MONDAY 5/14/01 IT IS CURRENTLY AT MY APARTMENT IN THAT TOWN THIS WILL BE THE FIRST CHANCE I HAVE TO GET BACK THERE AND HAVE THE PROBLEM FIXED AGAIN!!! DUE TO MY JOB I HAVE HAD TO BE ON THE ROAD AGAIN IN A RENTAL CAR

JUST A NOTE TO LET YOU KNOW THE OTHER TWO TIME THE CAR HAS BEEN REPAIRED WERE AT THE DEALER IN HOPKINSVILLE KY AND NEWTON CHEVROLET IN CHATTANOOGA IF YOU NEED ANY OTHER INFO FEEL FREE TO CONTACT ME AT MY E MAIL ADDRESS OR AT 423-718-5586 ***Pete Koanig/TAMPA/IRC***; 0; 358524529
2001-05-12

crm advised cust: Thank you for getting back to us at Chevrolet. We again apologize for the steering lock concerns you are experiencing with your 1999 Corvette. We understand that you will have your Corvette taken to Alexander Chevrolet on Monday. We will call them early Monday afternoon to see what they have been able to find and to share some of the information we have about the steering lock, if the service staff there does not already have them. We hope that this trip to the dealer to resolve these concerns will be the last.

We have added your follow up comments to your file (C04166090). Thanks again for sharing your comments and for your patience with us at Chevrolet. ***Pete Koenig/TAMPA/IRC***; 0; 358524551
2001-05-14

crm attempted to contact Kelly, the service manager at the dealer. crm was advised that kelly was at lunch. crm left message with kelly briefing him that crm is looking for status of repairs on cust veh. crm to call back later. ***Pete Koenig/TAMPA/IRC***; 0; 358716414
2001-05-14

crm attempted to contact kelly, the service manager at the dealer. kelly advised that cust veh not yet brought to dealer. crm advised kelly that crm would get back to him on wednesday to see if veh had been towed in. ***Pete Koenig/TAMPA/IRC***; 0; 358722201
2001-05-15

crm attempted to contact kelly, the service manager at dealer. kelly was not available but crm was able to determine from steve, one of the service writers, that cust has not yet had his veh delivered to dealer. crm will close file until cust gets back to him regarding the steering wheel lock concerns cust has had with veh. ***Pete Koenig/TAMPA/IRC***; 0; 358889693
2001-09-11

CUST STATED HAS HAD STEERING COLUMN REPLACED TWICE AT \$506 APIECE, AND LAST TIME, TOOK LOCKING OUT, HOWEVER, VEH WILL NOT START, FEELS STEERING CONCERN. CRM ADVISED HIS VEH FELL UNDER CAMPAIGN 01044 ON THE STEERING COLUMN, AND SHOULD BE ELIGIBLE FOR WARRANTY TOW TO DLR. CUST SAID NOT IN HIS NORMAL AREA, NOT AWARE OF DLRS. CRM GAVE HIM DLR INFO IN NASHVILLE, TN, ADVISED WOULD NORMALLY CALL FOR HIM BUT WE ARE NOT ALLOWED TO DO OUTBOUNDED CALLS AT MOMENT BECAUSE OF EAST COAST CRISIS, HOWEVER, RECOMMENDED HE CALL DLR, EXPLAIN HIS CONCERN, THAT HE WAS SUBJECT TO CAMPAIGN 01044 AND ASK IF THEY COULD ARRANGE WARRANTY TOW FOR HIM. BARBARA FLEMING/PDX/CARS; 0; 369078347
2001-09-24

cust states is fourth corvette and will be the last chevy he will purchase. cust satisfied with veh but dissat with cac and dlrs. states veh has been diagnosed at dlr and veh has bad alternator and also the motor in steering column bad along with campaign that needed to be performed.. this is fourth time had to replace steering wheel column part. although veh under campaign dlr has said cust has to pay for towing. cust feels like no one wants to deal with him. dlr referred cust to us and we referred cust to dlr. cust is upset about paying for towing for campaign as had four previous repairs to same part. cust seeks to not pay for towing. seeks to be reim for previous campaign-related repairs for column lock.

crm contacted capitol chevy, 6157488500, spoke with svc advisor, robert, as svc mgr is unavail(sick). he consulted with wrnty clerk who advised they usu do not pay for campaign for towing as vehs involved in campaigns usu don't need to be towed. advised did campaign correction and veh still needed new//; 0; 370215784
2001-09-24

(cont) new alternator and column motor. advised that svc mgr may/may not be in tomorrow and crm should consult with him. he also isn't aware of whether can/cannot reim for previous repairs.

crm advised cust that need to speak with svc mgr regarding toward reim. advised can seek reim through dlr for previous repairs and crm will speak with svc mgr regarding that when speak with him. crm advised will contact cust at cell 6153479872 between 110-330 pt. maria quinn/pdx/cac; 0; 370215936
2001-09-25

crm contacted capitol chevy. svc mgr, jerry patrillo, unavail. crm left voice mail asking if we can reim cust for tow and previous campaign corrections. asked svc mgr to contact cac with info. crm to contact svc mgr again. maria quinn/pdx/cac; 0; 370296949
2001-09-25

crm contacted capitol chevy, spoke with svc advisor, robert. he advised svc mgr still out sick. advised he has been trying to call cust to get work authorized in person so can repair veh. advised corvette tech is going on vacation next week and if cust doesn't call may not get veh repaired. advised veh still needs alternator and steering column lock motor and they will probably need to order parts. advised again that wrnty clerk states that usu don't cover rentals for campaign repairs as usu don't require tow. maria quinn/pdx/cac; 0; 370309058
2001-09-25

note: cust's veh was brought to capitol 9/11/01. maria quinn/pdx/cac; 0; 370309208
2001-09-25

crm contacted cust at cell, rec'd machine. left message still researching request and to contact dlr to authorize work on veh. advised will contact cust 9/27/01. maria quinn/pdx/cac; 0; 370309245
2001-09-25

business reasons for olc

1. cust has had significant out of pocket expenses for repeated repair
2. cust has owned 4 corvettes
3. cust has been inconvenienced by returning to dlr for same column lock repair
4. to maintain and strengthen cust's relationship with gm

maria quinn/pdx/cac; 0; 370309331
2001-09-26

resumed to call dlr, is too late. maria quinn/pdx/cac; 0; 370403980
2001-09-27

crm contacted cust, number on contact registration incorrect. crm to contact cust and dlr 10/1/01. maria quinn/pdx/cac; 0; 370488103
2001-09-28

crm contacted capitol chevy, spoke with svc mgr, jerry cagell. he advised as soon as got back asked avm if can cover cost of tow. avm advised as veh has 90000 miles and as campaign correction is not what caused veh to be towed to dlr we will absolutely not cover the cost of the tow. maria quinn/pdx/cac; 0; 370554002
2001-09-28

correction to last note. svc mgr is jerry patrillo, not herry cagell. maria quinn/pdx/cac; 0; 370554057
2001-09-28

crm contacted cust at cell. rec'd machine. left message that will call 10/01. crm to advise cust that tow is his responsibility. crm to get more info from cust to see if olc is viable option for keeping cust for gm. maria quinn/pdx/cac; 0; 370554244
2001-10-02

crm contacted cust at cell, rec'd machine. left message that will call tomorrow. crm to advise that we will not reim for towing veh as dlr has determined veh had to be towed due to alternator and inop column motor, not due to campaign. crm to ask cust if interested in purchasing another new veh in next year, to attempt to verify previous chevy ownership, and to determine if olc is option to keep cust happy. maria quinn/pdx/cac; 0; 370890474
2001-10-03

crm contacted cust, rec'd machine, left call cac message.

****next crm****

please advise cust that we will not reim for towing veh as tow was needed as result of other repairs rather than campaign repair, and as veh is outside of manufacture's wrnty we will not reim for tow for the other repairs. please assist further as you would like as crm will no longer be with cac. maria quinn/pdx/cac; 0; 370973874
2001-10-04

CRM TAKING FILE OWNERSHIP AS WORKING CRM HAS MOVED TO ANOTHER DEPT.
CRM CONTACTED CUST, REC'D VM, LEFT MESS, SENDING CALL CAC LETTER/BONNIE WEBBER/PDX/CAC; 0;
371072145
2001-10-04

GL REVIEWED FILE FOR LETTER RB0006...APPROVED, SENT TO MSX TO PROCESS...
NICOLE REW/GOODWILL LIAISON/PORTLAND CAC; 0; 371081724
2001-11-07

CUST STATES THAT HE IS RETURNING PREVIOUS CRM'S PHONE CALL. CUST STATES THAT HE IS SEEKING
REIM FOR TOWING EXPENSE. CRM ADVISED CUST ACCORDING TO PREVIOUS DOCUMENTATION REPAIRS ON VEH
WERE NOT RELATED TO CAMPAIGN. CRM ADVISED CUST THAT CHEV WOULD NOT BEABLE TO REIM CUST FOR
TOWING EXPENSE. CHARLIE ZAMORA/ATX/CAC.; 0; 374015541

*****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:

October 4, 2001

[REDACTED]
Hixson, TN [REDACTED]

Request: C04166090

Dear [REDACTED]:

We would like to discuss your request regarding your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Bonnie Webber
Customer Relationship Manager

RS0006-P/nlr

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]CASE NUMBER: 03817441 VIN: 1G1YY22G8X5104761
MODEL YEAR: 1999
DATE OPENED: 2001-04-12 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-19 MILEAGE: 42500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: PHELPS CHEVROLET-OLDSMOBILE
BRC PARENT: DEALER ADDRESS:

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

N40 Steering Wheel 2 REPAIR ATTEMPT(S)	Other LOCK UP
R47 Theft Deterrent System 0 REPAIR ATTEMPT(S)	Will Not Start VEH DOES NOT START
S08 Loaner Vehicle Not Provided 1 REPAIR ATTEMPT(S)	Customer Satisfaction OUT OF WRTY
A01 Open Campaign 0 REPAIR ATTEMPT(S)	Product Campaign Claim #2000034

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HIS STEERING WHEEL LOCKED UP AND VEH IS INOPERABLE, THE VEH ALSO HAS A PROB W/ THE SECURITY SYSTEM MAKING THE VEH NOT START. THE DLR IS DENYING A LOANER B/C THE VEH IS OUT OF THE WRTY AND B/C THE CAR WAS IN A WRECK. CUST IS SEEKING ASSISTANCE W/ THE COST OF REPAIR AND A LOANER VEH ASAP. CRM CONFIRMED WHEN THE WRECK OCCURED AND WAS INFORMED BY CUST THAT

WRECK WAS AT 28500mi. AND THE STEERING FIRST LOCKED UP AT 18095mi. THE STEERING HAS BEEN REPAIRED TWICE AT BILL HERD AND PHELPS. CRM ADVISED CUST THAT I WILL RESEARCH AND FOLLOW UP W/ CUST TO SEE WHAT WE CAN DO FOR HIM LATER ON TODAY. SOFIA DOMINGUEZ/PDX/CAC; 0; 355963171
2001-04-12

CUST ALSO HAS A OPEN CAMPAIGN#2000034 THAT WILL BE REPAIRED BY THE SRV MGR NOW THAT THE VEH IS THERE. SOFIAD OMINGUEZ/PDX/CAC; 0; 355963669
2001-04-12

CRM TALKED W/ SRV MGR BARRY AT THE DLRSHP AND WAS INFORMED THAT A LOANER VEH IS DENIED DUE TO THE FACT THAT HE IS OUT OF WRTY. ALTHOUGH THE SRV MGR DID STATE THAT HE WILL COVER THE COST OF THE STEERING WHEEL 100%. CRM CALLED AND EXPLAINED THIS TO CUST AND HE WAS VERY DISSATISFIED W/ THE FACT THAT WE WILL NOT BE PROVIDING A LOANER B/ HE IS A LOYAL CORVETTE CUST. HE STATED HE IS GOING TO GO THE BBB ASAP AND FILE A COMPLAINT. SOFIA DOMINGUEZ/PDX/CAC; 0; 355964379
2001-06-19

CUST STATES HER VEH IS NOW NOT STARTING AND HAS NOT STARTED FOR FOUR DAYS; CUST STATES VEH SECURITY IS ON AND STAYS ON, BUT VEH WILL NOT START; CUST SEEKS INFORMATION ON ASSISTANCE; VEH IS BEING TOWED TO HENNA CHEVROLET THE FOLLOWING DAY; CRM ADVISED CUST THAT DIAGNOSIS IS NEEDED AND THAT THIS CONCERN IS BEING DOCUMENTED; CUST STATES THIS IS THE SAME THING AS BEFORE AND SHE WOULD GO BACK TO BILL HEARD CHEV BUT THEY NO LONGER LIVE IN THAT AREA; NO ACTION AT THIS TIME UNTIL CUST HAS DIAGNOSIS; SANDI WHITTEN/AUSTIN; 0; 361834797

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6483213	VIN Number:	1G1YY22G8X5104908
Date Opened:	4/17/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B18560	Mileage:	10816
Address:	PAT MCGRATH CHEVROLECEDAR RAPID	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCK UP INTERMITT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/17/2003 10:04:59 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME LANCE WEBBER-TECH

CUSTOMER CONCERN -STEERING COLUMN LOCK UP INTERMITTENT

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

TECH STS THAT HE CAN NOT DUPLICATE AND IT HAPPENED TO THE CUSTOMER ONE TIME. TECH STS THAT HE HAS NO CODES. TECH STS THAT HIS DISTRICT REP STATED TO REPLACE ALL PARTS FROM THE CAMPAIGN, MAKE SURE IT WAS PERFORMED CORRECTLY, AND CALL TAC. TECH STS THAT HE HAS DONE EVERYTHING AND IS JUST LOOKING FOR INFO ON CONCERN AFTER CAMPAIGN.

TAC RECOMMENDATION -TAC ADVISED TECH;

- 1) STARTED CASE AND DID NOT FIND BULLETIN PI FOR CONCERNS AFTER CAMPAIGN
- 2) REVIEWED LIKE CASES WITH CONCERN

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

RED BANK, NJ

CASE NUMBER: 00490619 VIN: 1G1YY22G8X5104937
MODEL YEAR: 1999
DATE OPENED: 2000-05-31 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-05-31 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: NORMAN CHEVROLET-GEO INC
BRC PARENT: DEALER ADDRESS: 95 STATE HWY 36, HATTON TOWN, NJ, 07724, USA

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

S01 Service General Other
1 REPAIR ATTEMPT(S) did not repair
M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) locked up

Dissatisfaction with dealers sales and finance

INFORM THE CALLER:

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

CRM INSTRUCTIONS:

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

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

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

cust states that the steering lock closed so could not move the steering, the computer svc steering lock indicator came on, contacted roadside assistance and they towed the vehicle to the dealership, the cust left the vehicle at the dealership, and the dealership could not find any information, cust states that they disconnected the battery and therefore it did not have any codes...the cust states that they knowingly did this so they would not be liable if the vehicle was in an accident...colette mcdonald/cars pdx; 0; 328664134
2000-05-31

cust states that vehicle's computer was knowingly disconnected so they could not get a code to repair the vehicle and it is unsafe to drive, and who is responsible if it occurs again and he crashes...colette mcdonald/cars pdx; 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 BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE • BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

DIV: CHEVROLET CASE 000094664 TYPE: G-GENERAL
 NAME: DIMMITT CHEVROLET, INC.
 YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
 ADDRESS: [REDACTED]

CITY: PALM HARBOR
 VIN: 1G1YY22G8XS10S103
 RESP DEALER: 00000
 MILEAGE: 11000
 YEAR/MODEL: 1999/CORVETTE

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

CASE TYPE : G-GENERAL
 OPEN DATE : 02/28/2000
 REOPENED: N

STATUS: C
 ORIG OPEN DATE: 02/28/2000

LAST ACTIVITY DATE: 03/03/2000
 CLOSE DATE: 03/03/2000

BY: WENDY HARBCHTELHEIMER
 SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:
 LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
 LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N
 CONTACTED DATE: 02/28/2000
 DEALER CLOSED : 02/28/2000

DEALER NUMBER: 26144
 NAME: DIMMITT CHEVROLET, INC.
 CITY: CLEARWATER ST: FL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
C45	0		RATTLES/VERY NOISY
M41	0		LOCKED UP/FIRST TIME INCIDENT
N41	0		DO NOT ADJUST WHEN CUST SITS DOWN
N42	0		POWER DOES NOT WORK/MANUALLY HAS TO OPEN

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/28/2000 14:02:04
CUST WAS ADVISED TO CALL CAC AND SET UP A CASE FILE BY THE DLRSHIP
BECAUSE HE IS WANTING TO FILE LEMON LAW. HIS VEH IS IN THE SHOP
NOW FOR HIS STEERING COLUMN LOCKING UP AND THIS JUST ADDS TO THE
NUMEROUS PROBLEMS THAT HE HAS HAD WITH THIS VEH. H.ADEE/AUS

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 03/03/2000 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/31/2000 14:37:24
CRM RECEIVED ACTIVE BBB CASE CHV0090895
CUST SEEKS TO HAVE VEHICLE REPURCHASED
CUST STATES T TOP LEAKING ON VEHICLE
CRM CONTACTED CUSTOMER AND LEFT MESSAGE TO CALL BACK IN REGARDING
CASE. WENDY BECHTELHEIMER/TAMPA/ADR/X58698

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/07/2000 16:30:13
CRM SPOKE WITH CUSTOMER WHO STATED THAT HE WANTS OUT OF THE CAR
AT THIS TIME. CUST STATES DEALERSHIP HAS BEEN UNFAIR AND HAS
MISTREATED HIM. CRM SPOKE WITH AVM GARY O'SHIELDS WHO STATED THAT
WE SHOULD HAVE THE CUSTOMER GO TO MAHER CHEVROLET FOR 2ND OPINION
AND POSSIBLE REPAIRS. CRM SPOKE WITH BRYAN OGLESBY WHO STATES
VEHICLE HAS BEEN TRADED IN AND CASE IS CLOSED. WENDY BECHTELHEIMER/TA
MPA/ADR/X58698

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/10/2000 13:55:45
CRM RECEIVED SETTLEMENT LETTER DOC NO. 001019104
CUST HAS TRADED IN VEHICLE BBB CLOSED FILE
*****EXECUTIVE SUMMARY*****
DECISION - CLOSE FILE
JUSTIFICATION - CUST HAS TRADED IN VEHICLE
DECISION MAKER - CUSTOMER
FOLLOW UP - CRM IS CLOSING FILE AT THIS TIME.
WENDY BECHTELHEIMER/TAMPA/ADR/X58698

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: PALM HARBOR

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION: 111

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4765772	VIN Number:	1G1YY22G8X5107014
Date Opened:	5/25/2001	Model Year:	1999
Date Closed:	7/11/2001	Series:	Corvette
Dealer Code:	B06012	Mileage:	35750
Address:	TRACY CHEVROLET-BUIC TRACY	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT-- STEERING COLUMN IS LOCKED

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

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/25/2001 11:15:58 SBD TEMPLATE - WENGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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.)

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

05/25/2001 11:15:58 HISTORY - WENGER

CONCERN:

STEERING COLUMN LOCKED.

DIAGNOSIS:

TECH CALLED STATES THAT COLUMN IS LOCKED, TECH FOUND PI AND LOOKING FOR

INFO HAS DONE NOTHING YET.

RECOMMENDATION:

ADVISED DEALER ON TO FOLLOW PROCEDURE IN SERVICE MANUAL, FOR OK THE CHECK
GROUND 202,201, CHECK KEY STATUS, CHECK IGNITION CONNECTOR AND PIN
TENSION, IF NOTHING REPLACE LOCK ACTUATOR, AS PER A000285

07/11/2001 14:10:16 KENNEDY - CASE CLOSED

REPLACE STEERING WHEEL LOCK MOTOR

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

SAN MATEO

CA

HOME PHONE:

CASE NUMBER: 05163165

VIN: 1G1YY22G8X5107207

MODEL YEAR: 1999

DATE OPENED: 2001-08-02

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-08-02

MILEAGE: 16000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: ANDERSON CHEVROLET

BRC PARENT:

DEALER ADDRESS: 15600 LOS GATOS BLVD., LOS GATOS, CA, 95032, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
COLUMN LOCKED

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Other
STEERING COLUMN LOCK

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Other
ROADSIDE WILL TOW

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

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

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

Vehicles involved in product recall campaigns

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

CUST STATES FIRST OWNER/RECEIVED RECALL ON STEERING COLUMN LOCKING....CUST SEEKS TO KNOW IF ANY WAY CAN UNLOCK HIMSELF...CRM CALLED SVC ASST/PAIGE/AND WAS ADVISED CUST CANNOT UNLOCK STEERING COLUMN....CRM ADVISED CUST THAT COULD NOT OBTAIN ANY INFO ON UNLOCKING COLUMN....KATHY HODGES/ATX/CARS; 0; 365618188

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3952941	VIN Number:	1G1YY22G8X5107627
Date Opened:	5/24/2000	Model Year:	1999
Date Closed:	6/5/2000	Series:	Corvette
Dealer Code:	B24483	Mileage:	17123
Address:	SERVICE CHEVROLET IN LAFAYETTE	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK PERFORMANCE STEERING STEERING COL

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/24/2000 12:53:58 SBD TEMPLATE - SAFFORD

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

05/24/2000 12:53:58 HISTORY - SAFFORD

CUSTOMER ALLEGES THE STEERING LOCKING . (THAT WAS HOW CONCERN WAS WRITTEN ON THE WORK ORDER .)

TECH HAS NOT BEEN ABLE TO DUPLICATE ON EITHER VISIT . JOHN BOUDREAUX (SF) CALLED IN AND STS NOT SURE IF THE CONCERN WAS STEERING LOCKS WHILE DRIVING? STEERING WHEEL WILL NOT UNLOCK? OR CAR STARTS AND STALLS? TECH

WORKING ON THIS VEHICLE IS TIM GREEN .
TAC SUGG TECH CALL CUSTOMER AND FIND OUT EXACTLY WHAT THE CONCERN IS ,
ALSO CHECK FOR DTC'S IN THE IPC
AND USING THE TECH 2 .
TECH TO CALL BACK WITH MORE INFORMATION .
05/24/2000 14:38:36 JASKULA
DEALER CONTACT NAME (WHO ARE YOU TALKING TO) JOHN BOUDREAUX (SF)

 2 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

 2 NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS
CONDITION

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE
CUSTOMER STATES VEHICLE WILL START COLUMN WILL NOT UNLOCK CUSTOMER PUTS
VEH IN GEAR AND MOVES FORWARD VEH STALLS. DEALER STATS A IGNITION CYLINDER
WAS REPLACED .

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

SEARCHED DATA BASE ADVISED DEALER OF CASE RELATED . REC DEALER TO REPLACE
THE BCM.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4915672	VIN Number:	1G1YY22G8X5107756
Date Opened:	6/22/2000	Model Year:	1999
Date Closed:	7/28/2000	Series:	Corvette
Dealer Code:	B19447	Mileage:	18942
Address:	RON TONKIN CHEVROLET/PORTLAND	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT--- ENGAGE LOCK STEERING UNWANTED WHEEL UNWANTED

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---

06/22/2000 14:49:27 SBD TEMPLATE - MONTEMAYOR

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE 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.)

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

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

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

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

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

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

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

06/22/2000 14:49:27 HISTORY - MONTEMAYOR

CONCERN --- TECH PAT RILEY STS THIS VEHICLE IS IN FOR AN ALLEGED STEERING WHEEL LOCK ENGAGED UNWANTED. HE STS HE HAS NOT BEEN ABLE TO DUPLICATE AT THIS TIME.

RELAYED INSTRUCTIONS FROM PI A000914 AS LISTED BELOW. TL ADRIAN

[REDACTED]

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

NAME: [REDACTED]

PHONE: [REDACTED]

PAGER: [REDACTED]

PLEASE BE PREPARED TO PROVIDE YOUR NAME, THE DEALERSHIP'S NAME AND LOCATION, YOUR TELEPHONE NUMBER, THE VIN OF THE SUBJECT VEHICLE AND A BRIEF DESCRIPTION OF ITS CONDITION. THESE ENGINEERS HAVE AGREED TO RESPOND TO YOUR INITIAL TELEPHONE CALL OR PAGE WITHIN TWO HOURS IF CONTACTED BETWEEN 7:00 AM AND 7:00 PM EST.

GM RESTRICTED

347475

CASE NUMBER: 01418180 VIN: 1G1YY22G8X5108163
 DATE OPENED: 08/30/00 MODEL YEAR: 99
 DATE CLOSED: 09/01/00 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE: 15000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 01418180 VIN: 1G1YY22G8X5108163
 DATE OPENED: 2000-08-30 MODEL YEAR: 1999
 DATE CLOSED: 2000-09-01 SERIES: CORVETTE COUPE
 SOURCE: Phone MILEAGE: 15000
 SRC TYPE: DELIVERY DATE:
 SRC PARENT: DEALER NAME: MAROONE CHEVROLET OF MIAMI
 DEALER ADDRESS: 4181 SW 8TH ST, MIAMI, FL, 33134, USA

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

M01 Steering General	Interference
1 REPAIR ATTEMPT(S)	STERERING COLUMN LOCKS
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	M01

STEERING COLUMN LOCKS

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

CUST STATED THAT HE HAS HAD A CONTINUOUS PROBLEM WITH THE STEERING COLUMN OF HIS 99 CORVETTE SO MUCH THAT HE FEELS LIKE IT'S A LEMON. CUST ALSO STATED THAT HE WENT TO MAROONE CHEV FOR REPAIRS AND THEY ARE SAYING THEY CANNOT DIAGNOSE WHAT IS CAUSING THIS. CRM ADV CUST TO HAVE SVC MGR CONTACT TAC. CUST IS WORRIED THAT THIS PROBLEM WILL CONTINUE AND ULTIMATELY LEAD TO SOME ACCIDENT. CRM ADV CUST TO SEEK OUT TAC IN THE MATTER TO SEE IF THEY CAN HELP AND THEN IF NOT TO CONTACT THE AVM THROUGH THE DLR. CRM ALSO ADV CUST THAT IS THAT DOESN'T SOLVE HIS CONCERNS THEN TO CALL US BACK. CUST WAS SATISFIED. CASPIAN FISCHER/AUSTIN/CARS; 0; 336510818
 2000-09-01

CUST SAYS HIS DLR HAS CONTACTED AVM TWICE CONCERNING VEH BUT AVM HAS NOT CALLED HIM BACK. CUST WORRIED TOO MUCH TIME WILL PASS AND LEMON LAW WILL NOT BE IN EFFECT. CRM SAID WOULD CALLED AVM AGAIN AND ASK HIM TO CONTACT CUST. BARBARA FLEMING/PDX; 0; 336685198

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

347475

2000-09-01

CRM TALKED TO JOSE PAREZ, SRV MGR, AND HE HAD TALKED TO AVM CONCERNING PROBLEM WITH LOCKING STEERING COLUMN. JOSE SAID HE HAD TALKED TO HIS AVM THIS MORNING, THEY HAVE SENT TECHS OUT FROM DETROIT TO TRY TO SOLVE PROBLEM WITH STEERING COLUMN AND HAVE FOUND THE PROBLEM BUT STILL DO NOT HAVE A FIX. JOSE SAYS THEY ARE SAYING TWO MONTHS. CRM CALLED CUSTOMER AND HE SAID HE WAS TOLD A YEAR AGO THEY WERE CLOSE TO A FIX. CUST STATES HE WORKS IN BAD NEIGHBORHOOD AND CAN NOT RISK SITTING OVER AN HOUR WAITING FOR A TOW TRUCK. CUST STATES HE IS TIRED OF WAITING AND IS GOING TO PURSUE LEMON LAW. CRM SAID SORRY HE FEELS HE NEEDS TO DO SO, BUT HE HAS RIGHT TO FOLLOW THROUGH. BARBARA FLEMING/PDX; 0; 336693996

*****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*****

GM RESTRICTED

347475

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:
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:

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

347475

RESOLUTION SOURCE:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

TAMPA, FL

CASE NUMBER: 05808510 VIN: 1G1YY22G8X5108910
MODEL YEAR: 1999
DATE OPENED: 2001-11-05 SERIES: UNKNOWN
DATE CLOSED: 2001-11-05 MILEAGE: 15100
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: AUTOWAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 1700 E HILLSBOROUGH AVE., TAMPA, FL, 33610, USA

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

A01 Open Campaign 0 REPAIR ATTEMPT(S)	Product Campaign Claim 01044A
M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Inoperative LOCKED
S06 Service Delayed 0 REPAIR ATTEMPT(S)	Customer Satisfaction BEHIND ON REPAIRS
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Customer Satisfaction CAMPAIGN REPAIRS

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

CUST STATES THAT HE IS ORIG OWNER OF CORVETTE. CUST STATES THAT HE HAS CAMPAIGN 01044A
ON VEHICLE. CUST STATES IT WAS TONED IN SAT. CUST STATES THAT HE JUST CALLED AUTOWAY CHEV AND
WAS ADVISED THAT THEY DONT KNOW WHAT IS WRONG WITH VEHICLE. CUST STATES HE THOUGHT THAT THE
CAMPAIGN WOULD REPAIR CONCERN WITH COLUMN LOCK. CUST SEEMS CRM TO CHECK UP ON DEALERSHIP AS HE
IS CONCERNED THEY DONT KNOW WHAT THEY ARE DOING. CRM CALLED AND SPOKE WITH SERV MGR, TED
POPE. HE ADVISED THAT IT ISNT THAT THEY DONT KNOW WHAT IS WRONG, BUT THAT THEY HAVENT HAD A
CHANCE TO GET TO IT BECAUSE THEY ARE SHORT ABOUT 5 TECHS. CRM ADVISED CUST OF DELY. CUST
STATES THAT HE UNDERSTANDS AND JUST MISUNDERSTOOD. CRM OFFERED REQUEST NUMBER, HE STATED HE
ALREADY HAS IT. CRM CLOSING REQUEST SATISFIED.
AMY GIBSON/TPA/CAC/57189; 0; 373826452

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Palmyra , PA

CASE NUMBER: 1-111466190 VIN: 1G1YY22G8X5110687
MODEL YEAR: 1999
DATE OPENED: 2003-06-20 SERIES: Corvette
DATE CLOSED: 2003-07-02 MILEAGE: 21000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: E O Miller Chevrolet CO
BRC PARENT: DEALER ADDRESS: 515 E Chocolate Ave, Hershey, PA, 17033-1325, USA

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

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

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

Steering Column; ; 2003-06-20
2003-06-20

Steering Column Locked; ; 2003-06-20
2003-06-20

Cust decline follow up...; ; 2003-06-20
2003-07-02

Service Request has been Closed Dissatisfied.; ; 2003-07-02

*****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:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

MEDFORD , MA

CASE NUMBER: 04897117 VIN: 1G1YY22G8K5111628
MODEL YEAR: 1999
DATE OPENED: 2001-07-12 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-10-18 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DAVIDSON CHEVROLET-OLDSMOBILE
BRC PARENT: DEALER ADDRESS: 530-576 EASTERN AVE., MALDEN, MA, 02148, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

Cust sts the steering column is locked up. He called Roadside assistance who is currently at his house but they cannot get the tow truck to the veh and it can't be rolled out to the truck. Cust seeks info on what he needs to do to get this concern taken care of. Katie Brunswick/cac/pdx; 0; 363822617
2001-07-12

Crm contacted the svc mgr Steve at the dlrship who sts they can't make road calls but he will contact the tow company there dlrship uses and they may be able to get the veh in. Steve requested cust roadside case number. Crm advises that crm will locate that number for him and contact him back, Steve sts he will get incontact with the cust and see what can be done. Katie Brunswick/cac/pdx; 0; 363823680
2001-07-12

Crm contacted Roadside Assistance cust case number with them is 01101501. Katie Brunswick/cac/pdx; 0; 363823714
2001-07-12

Crm contacted Steve with this info, Steve sta they were able to load the veh onto the truck and its on its way to the dlrship. Katie Brunswick/cac/pdx; 0; 363823751
2001-07-12

Crm called cust to follow up, cust had already left for the dlrship, crm left request number if cust has any further concerns. Katie Brunswick/cac/pdx; 0; 363823789
2001-07-17

Cust states the towing company damaged his walkway, crushed the bricks, due to difficulty removing it from the driveway.
Cust states the repair is approx \$150.00.
Cust states he attempted to contact the wrecking company himself 3 times & his calls are being ignored.
Crm adv roadside asst would have to be contacted to file a claim.
phyllis tumlinson/pdx/cars; 0; 364238387
2001-07-17

Crm spoke w/Audrey @ roadside asst., who states case #01101501 indicates the owner req a flatbed that they did not avail through dispatch.
Audrey states a new svc was set up utilizing the dlrship to provide a tow for the veh, check w/dlr as an indep was used for the tow.
Crm adv cust of the above & informed the dlr would be contacted.
phyllis tumlinson/pdx/cars
phyllis tumlinson/pdx/cars; 0; 364239195
2001-07-17

Crm contacted Carrie @ Road One towing company.
Carrie states that roadside asst dispatched them to the cust residence w/a flatbed truck for the tow.
Crm will contact roadside asst.
phyllis tumlinson/pdx/cars; 0; 364240302
2001-07-17

Crm spoke w/Steve svc mgr.
Steve states he was never involved in the tow.
Steve states he was called by Katie @ 3:55 w/the cust concern of not being able to get the veh.
Steve states he was ready to send a tow out, he was asked to contact the cust, when he did, he was informed by the cust the veh was removed & on its way to the dlrship.
Steve states he did not dispatch a tow truck & is not responsible for the damage.
phyllis tumlinson/pdx/cars; 0; 364240409
2001-07-17

Crm spoke w/Sarafina @ roadside asst.
Sarafina states they will turn the case over to cust asst to aid in recovering damages.
Crm transferred cust to Sarafina @ roadside. no further action.
phyllis tumlinson/pdx/cars; 0; 364240742
2001-10-18

CUST STATES THAT IS HAS BEEN A MONTH SINCE HE HAS BEEN CONTACTED BY CAC...CUST SEEKS REIMB OF DAMAGES TO DRIVEWAY...CRM REVIEWED NOTES AND NOTES THAT PREV CRM TRANSFERRED CUST TO SARAFINA AT RDSIDE FOR FURTHER ASST IN RECOVERING DAMAGES....CRM ADV CUST OF THIS INFO..CUST STATES NEVER HEARD BACK...CRM TRANSFERRED CUST TO DANN AT RDSIDE FOR FURTHER ASSISTANCE....TABITHA WRIGHT ATX/CARS; 0; 372285747
2001-10-18

cust states that he wants satisfaction on the damage caused by the tow truck that roadside assistance sent to his house. cust states that roadside assistance will not cover the damages to his property. cust states that roadside assistance states that it is not their

problem. cust states that roadside advised cust to contact CAC. cus tstates that it what he is doing. crm advised cust that this is not a case that CAC deals with. crm advised cust that since roadside sent the tow truck it is their responsibility. crm advised cust that he should pursue a claim through either roadside assistance or the local tow company. cus tstates that he is tired of getting the ran around. crm apologized, but explained that it is not a CAC issue. crm advised cust that all of the discussion will be documented. crm is closing file dissatisfied with no letter. jpschropshire/cac/atx; 0; 372288512

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Bristol , CT

CASE NUMBER: 1-25220407 VIN: 1G1YY22G8X5112830
MODEL YEAR: 1999
DATE OPENED: 2002-08-16 SERIES: Corvette
DATE CLOSED: 2002-08-16 MILEAGE: 50000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Terryville Chevrolet, LLC
BRC PARENT: DEALER ADDRESS: 198 Main St, Terryville, CT, 06786-1313, USA

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

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

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

Campaign 01044; ; 2002-08-16
2002-08-16

Ask about towing for campaign 01044; ; 2002-08-16
2002-08-16

Service Request has been closed Satisfied.; ; 2002-08-16

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

317195

CASE NUMBER: 4065153 VIN: 1G1YY22G8X5112990
DATE OPENED: 07/18/00 MODEL YEAR: 99
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 004299
CUSTOMER: B14076
ADDRESS:
HOME PHONE: 301 4752355 STATE: MD
BUS. PHONE:

SYMPTOM ABSTRACT---- COLUMN ACTUATOR BCM INOPERATIVE INTERMITTENT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/18/2000 09:17:08 CALDWINE - PROVIDED PI INFORMATION

07/18/2000 09:56:35 SEND TEMPLATE - CALDWINE

STRATEGY BASED DIAGNOSTICS

1. NUMBER OF TIMES IN FOR THE SAME CONDITION

1. NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

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

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

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

Y (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.) NO DTC'S

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

07/18/2000 09:56:35 HISTORY - CALDWINE DEALER CONTACT:

CUSTOMER CONCERN: STEERING COLUMN WILL NOT UNLOCK SOMETIMES AFTER STARTING VEHICLE. "REMOVE KEY, WAIT 10 SECONDS" MESSAGE APPEARS ON FIRST TRY, THEN "SERVICE STEERING COLUMN LOCK" MESSAGE APPEARS AFTER SECOND TRY.

DEALER REPORTS: VEHICLE TOWED TO SHOP. STEERING COLUMN DID NOT UNLOCK FOR TECH THE FIRST TIME HE STARTED VEHICLE. STEERING COLUMN DID UNLOCK

FOR TECH ON THE SECOND TRY. TECH DID NOT HAVE TECH 2 ON VEHICLE WHEN CONCERN OCCURRED. TECH NOT ABLE TO DUPLICATE THE CONCERN AGAIN. NO DTC'S IN BCM. TECH HAS PERFORMED NO OTHER DIAGNOSTICS.

TAC RECOMMENDATION:

1. CHECK ALL BCM B+, CHECK FOR POOR FIT AT FUSES. CHECK GROUNDS: G104, G201, G202, SP208.
2. ATTEMPT TO DUPLICATE AND PERFORM STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK.
3. PI A000265

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

PROBABLE CAUSE: UNKNOWN

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 REPORT FINDINGS TO TAC.
- BOB CALDRONE 4-0767

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

PLANO, TX

CASE NUMBER: 04686768 VIN: 1G1YY22G8X5115646
MODEL YEAR: 1999
DATE OPENED: 2001-06-25 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-11-21 MILEAGE: 32000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: RAY HUFFINES CHEVROLET, INC.
ERC PARENT: DEALER ADDRESS: 1001 COIT RD., PLANO, TX, 75075, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
3 REPAIR ATTEMPT(S) CELLINOID
T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) 6/100 CUSTOM

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

cust states he has been to dlr 4X for steering column locking up; it is a part of the security feature. cust states dlr has replaced motor mech in steering column. cust states he loves this veh, but wrnty is almost up. cust states dlr says they are willing to take care of prob, but it's not being fixed

cust seeks repair

crm advised calling dlr, spoke w/svc adv, phillip, he advised the cellinoid is the only part in veh that fits this description for repair. phillip said it is fairly common on this body style, but not as a repeat prob, maybe it is a defective part. he advised there is no way for cust to have any impact on part's defectiveness. crm advised cust there's nothing that can be done, TAC has been notified. cust states he would like some compensation for

inconvenience, repeat repairs, expense; 1st new veh, loves 'vette, wants a new one in 2004, but wants to keep this until then. crm advised research, will c/b dlr, seeks resolution through GM, and c/b cust 6/28, 2-4pm pst. elizabeth grisa/pdx/cac; 0; 362365362
2001-06-25

CUST WORK # 972-608-6555; 0; 362365377
2001-06-26

*****DLR # 972-867-4000*****; 0; 362436948
2001-06-26

crm called dlr, spoke w/receptionist and she advised steve was n/a, to try back later. czm
to c/b dlr later this afternoon. elizabeth grisa/pdx/cac; 0; 362437177
2001-06-27

crm researched, consulted w/GL Nicole Raw, and concluded that a 6/100 custom plan would be best for cust b/c if this issue happens in future, the electrical sys, towing, and rental will be covered. bus reasons are: 1) maintain dlr/GM loyalty (cust's first new veh ever), 2) avoid poss future repurch, 3) repeated repairs on same components. crm rec'd TM approval from annette johnson. crm to offer GMPP to cust 6/28 when c/b is made. elizabeth grisa/pdx/cac; 0; 362530974
2001-06-28

cxm called cust's work # and left vma stating i will c/b later today and again tomorrow.
elizabeth grisa/pdx/cac; 0; 362619144
2001-06-28

cust called in stating that he had just missed crms call. crm offerred cust gmpp. cust accepted. cust seeks for previous crm to contact cust back w/ confirmation. crm forwarding back to previous crm. address and exact mileage has not been verified yet.gabrielle
casino/cac/pdx; 0; 362620957
2001-06-28

crm rec'd msg that cust has called in to confirm group offered, cust left another vms stating
i will try again w/i the hour and then at home number. elizabeth grise/pdx/cac; 0; 362621747
2001-06-28

crm made another attempt on cust's work # before he left, crm left vme stating i will try again in next few hours on home # and then again tomorrow if i don't reach him. elizabeth grisa/pdx/cac; 0; 362623857
2001-06-28

crm called cust at home and left vme stating i will c/b work # tomorrow. elizabeth
grisa/pdx/cac; 0; 362627353
2001-06-29

crm called cust, left vme for cust to call cac to verify info so gupp can begin, i also stated i will be c/b later on today.*****next crm*****if cust calls in, please verify address and exact mi on veh. thank you! please forward back to me as i still need to speak w/him at some point. elizabeth grisa/pdx/cac; 0; 362686162
2001-06-29

cust had pre called in and given cell #, but crm erased it before i had the chance to copy
it down, i called cust to phone back in w/i, and i apologized profusely *****next
crm*****PLEASE GET CELL # FROM CUST, ADD IT IT WORK HIST, ANDFORWARD FILE BACK TO
ME, THANK YOU!!!!!!elizabeth grisa/pdx/cac; 0; 362694379
2001-06-29

CUST CALLED IN TO GIVE PREV CRM CELL [REDACTED] CUST STATES HE CAN BE REACHED ●
THIS PM # LATER TODAY. CRM FORWARDING FILE BACK TO PREV CRM PER REQUEST. ERIC
FERRIS/PDX/CAC; 0; 362706773
2001-06-29

crm tried calling the cell # given, number no longer in svc, crm couldn't get through. crm left vme for cust on home and work # that i tried and couldn't reach him, to c/b cac w/correct # and other info.*****next crm*****please take cell # from cust. IF IT IS DIFFERENT FROM [REDACTED] if it is the same, i cannot call him w/it, it registers unavailable and rings the "de-de-de" on the phone for #'s out of svc. ALSO, please verify the CUST'S ADDRESS, advise him this custom gmpp will cover 1) repairs, 2) towing, 3) rental for 5 days, and any other info for CUSTOM GMPP. please also advise if cust sells veh to family member, keep title in cust's name so gmpp will still be active; if cust sells veh to anyone else, gmpp will be voided. if any other questions, please forward file back to me w/any other #'s to reach cust at. THANK YOU SO MUCH!!!!!! alizabeth grisa/pdx/cac; 0; 362711881
2001-07-02

214-288-0426 CELL # CUST STS HE WAS LEAVING RIGHT NUMBER FOR PREVIOUS CRM. KENYON WILLIS
TRAN CARS/ATX.; 0; 362941536
2001-07-03

CUST CALLED IN. CRM ADVSD OF WHAT GMPP CUSTOM COVERS. CRM ALSO VERIFIED CUST ADDRESS. CRM FORWARDING TO PREVIOUS CRM PER REQUEST IN ORDER TO SUBMIT GOODWILL. SARAH SCHMIDT/CAC/PDX; 0; 363030750
2001-07-09

GL REVIEWED REQUEST AND WILL SUBMIT TO APPROVAL QUEUE FOR APPROVAL PROCESS
NICOLE REW/GL/PDX/CARS; 0; 363565877
2001-07-11

First Approver reviewed file. Further action required. Returning to Crm.
Liz Welland/GL/Pdx; 0; 363730736
2001-07-12

GL CONTACTED RAY HUFFINES CHEV, SPOKE TO SVC DEPT, JAY<I THINK> AND HE STATES THAT ACCORDING TO HIS SVC MGR WHO WAS ON THE OTHER LINE, THIS IS AS OF RIGHT NOW NOT CONSIDERED A CHARACTERISTIC, AND THAT THEY WILL JUST CONTINUE TO FIX AND RECTIFY THE CONCERNS, AND AS OF RIGHT NOW THE VEH IS UP TO GM SPECS
NICOLE REW/GL/PDX/CARS; 0; 363832342
2001-07-12

GL RESUBMITTING FOR APPROVAL
NICOLE REW/GL/PDX/CARS; 0; 363832354
2001-07-13

FIRST APPROVER REVIEWED FILE. FORWARDING TO GM FOR REVIEW OF FINAL APPROVAL.
LIZ WELAND/GL/PDX; 0; 363897132
2001-07-17

--Rcv'd Final Approval from BMBPL--Sent letter RS0011 "GMPP on it Way" to MSX. -- Will leave file open until confirmation from MSX is rcv'd that letter was sent. --
Liz Welland/gl/pdx; 0; 364249719
2001-07-31

Letter sent to cust by MSX on 7-18-01
Darcie Horlacher/Goodwill Liaison/Portland; 0; 365460811
2001-11-21

CUST STATED THE CLATCH WENT OUT, AND WOULD LIKE TO KNOW IF HIS PLAN COVERS THE PART OR NOT. CRM CALLED GMPP. CRM SPOKE W/ JIM . CRM TRANSFERRED CUST.
CUST NEW ADDRESS IS 3729 MARTIN RD #305. PLANO TX 75024; 0; 375215202
2001-11-21

SAMANTHA KNEPPER PDX CAC; 0; 375215209

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
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:

June 27, 2001

[REDACTED]
The Colony, TX [REDACTED]

Request: C04686768

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Custom plan for your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G8X5115646, is for the following:

- 72 months or 100,000 miles, whichever occurs first
- Standard rental
- \$0 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Elizabeth Grisa
Customer Relationship Manager

RS0011-P

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6885
Chicago, IL 60680-6885

08-06-01 P02:55-RCVD

Please process the attached GMPP Contract Registration form:

Customer Information:

Customer Name: [REDACTED]

File Number: C-04684768

Personal Use: ☒

Commercial Use: ☐

Reason for offering GMPP:

Future concerns, unusual amount
of repeated past repairs... same issue

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN # 1G1YY22G8X5115046

Year: 1999

In service Date: 12/29/98

Mileage: 52,000

Division Dealer Code Information: (Circle one below)

Pontiac - 16-99123

GMC Truck - 48-61784

Oldsmobile - 15-99001

Buick - 11-99001

Chevrolet - 13-70011

Cadillac - 12-99000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

☒
☐
☐
☐
☐

Approve and pay for a new plan - No GMPP coverage currently

Authorize a new plan or upgrade; Customer will pay total cost

Approve and pay for an upgrade; apply original coverage refund to Division making request

Pay for all coverage costs; refund the original coverage cost to customer

Cancellation

Payment Approval:

CRM (division maker):

Plan Selection:

Team Manager/Supervisor:

Elizabeth Grisa
6/100 Custom
Annette Johnson Date: 6/27/00

976615298

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1Y422G8X5115646

YEAR

1999

MAKE

Chevrolet

MODEL

Corvette

CURRENT ODOMETER

32000

PLAN PURCH. DATE

6.28.01

COMM.

TOW/

EMER.

4WD

(SELECT ONLY ONE)

GMPP*

MRP*

MAJOR GUARD*

CUSTOM

POWERTRAIN

X

or

X

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

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

MECHANICAL TERM

10 Deduct.

VEHICLE IN SERVICE DATE

12.29.98

MONTHS	36	48	60	72	OPTIONAL DEDUCTIBLE
				X	\$100
MILES	38,000	60,000	75,000	100,000	\$200
				X	

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

MECHANICAL TERM

12/12,800	24/24,000	36/36,000	OPTIONAL DEDUCTIBLE
			\$100
			\$200

SmartCare® and Mech. Coverage

TOTAL \$

00

MECHANICAL COVERAGE

PRICE \$

TAX \$

TOTAL \$

SMARTCARE™ TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,800	36	38,000	36	58,000
	19,000			48	60,000
	24,000			60	75,000
24	38,000	36	45,000	72	100,000

SMARTCARE™

PRICE \$

00

TAX \$

TOTAL \$

FIRST NAME

MI

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

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

CITY

The Colony

STATE

TX

ZIP

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

DEALER NAME

Chevrolet

DEALER CODE

13-70011

ADDRESS

P.O. Box 33170

CITY

Detroit

STATE

MI

ZIP

48232

LIENHOLDER NAME

GMAC or Chevrolet

MAILING ADDRESS

P.O. Box 33170

CITY

Detroit

STATE

MI

ZIP

48232

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

on file # [redacted]
CUSTOMER SIGNATURE

DATE

3/7/01

- ☐ Mailed to National Mechanical Service Center, P.O. Box 6855, Chicago, Illinois 60680-6855
In the state of Arizona, the service company for the MRP program is MIC Services Corporation.
☐ Submitted by GM Access (CNR).

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Like U.S.A. All Rights Reserved.

DATE

ORIGINAL COPY

NOTE: IF YOU DO NOT RECEIVE YOUR AGREEMENT AND LT, CALL WITHIN 90 DAYS, CALL 1-800-821-5599.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

MIAMI , FL

CASE NUMBER: 04441908 VIN: 1G1YY22G8X5115971
DATE OPENED: 2001-06-05 MODEL YEAR: 1999
DATE CLOSED: 2001-06-08 SERIES: CORVETTE COUPE
SOURCE: Mail MILEAGE: 24761
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME: GRAND PRIZE CHEVROLET OLDSMOBILE
DEALER ADDRESS: 11701 SW 152ND ST, MIAMI, FL, 33177, USA

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)

Customer Satisfaction
SERVICE SURVEY

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

Other
HAS LOCKE UP 3 X'S ALREADY

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Customer Satisfaction
FUTURE CONCERNS

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
2. If dealer has not been able to resolve concern, has dealership contacted TAC?
3. If TAC contacted, what is the TAC number?
4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
5. If needed, contact AVN about vehicle concern.

Dealer unable to resolve vehicle concern.

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

CRM REC'D SURVEY ON 1999 CHEV CORVETTE ON 6/05/01. CRM FOUND NO PREVIOUS CONTACTS. CRM FOUND NO OPEN CAMPAIGNS. CRM/MEX#VIN. CUST STATES SHE IS COMPLETELY SATISFIED W/ THE DLR AND IS VERY SATISFIED W/ THE VEH. CUST STATES ALL OF HIS SVC CONCERNS WERE ADDRESSED AT THIS SVC VISIT

CUST STATES THE STEERING COLUMN HAS LOCKED UP ON HIM 3 TIMES SO FAR.

CRM COULD NOT CONTACT CUST DUE TO TIME. CRM WILL ATTEMPT TO CONTACT CUST ON 6/8/01 BETWEEN 6 -8PM DENISE TAYLOR/CORR/ATX/CARS; 0; 360649336
2001-06-08

CRM CONTACTED CUST AND SHE STATED SHE HAD HAD RECURRING PROBLEMS W/ THE VEH STEERING COLUMN LOCKING UP WHEN IT WAS PARKED, IT WOULD SAY "REMOVE KEY AND WAIT 10 SEC" THEN AFTER DOING THAT AND PUTTING THE KEY BACK IN IT WOULD SAY "STEERING LOCKED". CUST STATED THE DLR HAS RESOLVED THE PROBLEM AT THIS TIME HOWEVER SHE IS SOMEWHAT CONCERNED ABOUT THE FREQUENCY OF THE REPAIR.

CRM ADVISED CUST TO CONTACT DLR IF ANY FURTHER PROBLEMS AND IF NECESSARY CONTACT CUST ASSISTANCE IF DLR UNABLE TO ASSIST.

CRM ADVISED CUST OF 1-800 AND REQ NUMBERS NO FURTHER ACTION AT THIS TIME. CRM WILL CLOSE FILE.

DENISE TAYLOR/CORR/CARS/ATX; 0; 360895266
2001-06-08

*NOTE CUST STATED SHE HAD A DIFFERENT PHONE # TO USE (305) 238-0253 IF WE NEED TO CONTACT HER AGAIN.

DENISE TALOR/CORR/ATX/CARS; 0; 360895404

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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



Service Satisfaction Survey

Model PL

Year

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

Home telephone:

Change to:

Dear

Our records indicate that you had your 1989 Corvette serviced at Grand Prix Chevrolet on April 24, 1991. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Grand Prix Chevrolet.

Sincerely,

Dawn L. Wright

Dawn L. Wright
Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 1989 Corvette, and return the questionnaire

**** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON APRIL 24, 1991, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--|---|---|---|---|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Requested <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When asking for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | 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 |
|--|---|-----------------------------|---|-------------------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you offered transportation options? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Requested <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input type="checkbox"/> | | |

Please continue on next page

101WY230200175971 28306

21175402580 00000114794 378880

050

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
 - The ease of getting your vehicle?.....
 - The condition in which it was returned?.....

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Grand Price Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1993 Corvette?.....

19. Do you have any comments/recommendations about your:

Dealership: Everyone is very helpful & courteous.

Vehicle: Steering column has locked 3 times already while parked

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

CHEVROLET MOTOR DIVISION, P.O. BOX 10663, TOLEDO, OH 43686-0663

GM RESTRICTED

382131

CASE NUMBER: 05718694 VIN: 1G1YY22G8X5116893
 DATE OPENED: 10/19/01 MODEL YEAR: 99
 DATE CLOSED: 11/05/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 12900
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: SC
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] NEWBERRY SC [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05718694 VIN: 1G1YY22G8X5116893
 MODEL YEAR: 1999
 DATE OPENED: 2001-10-19 SERIES: UNKNOWN
 DATE CLOSED: 2001-11-05 MILEAGE: 12900
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: STOKES-TRAINOR CHE-OLD-PON-CAD-BUI
 BRC PARENT: DEALER ADDRESS: 2004 WILSON RD., NEWBERRY, SC, 29108, USA

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

M01 Steering General Broken
 5 REPAIR ATTEMPT(S) LOCKS UP;/RELAY/WIRING HARNESS

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus\Micros-1\explore.exe
 http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\explore.exe
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.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*****

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

382131

CUST STATES @ 9000 MILES STEERING COLUMN LOCKS UP. VEH TOWED TO DLR 2X'S. SRV MGR-PAUL BEETENBALL ASSIST CUST. CUST SEEKS TO START FILE FOR DOCUMENTATION. TAC ADVISED CAMPAIGN #01044-HARNESSES TO BE COMPLETED. TAC CASE # 4929671. NO CURRENT CAMPAIGNS OPEN @THIS X. CODES ARE HISTORY CODES. NOT CURRENT CODES. VEH ONLY SAME /MAKE/MODEL VEH TO HAVE SAME CONCERNS. STEERING COLUMN WILL NOT LOCK NOW. SRV COLUMN LOCK APPEARS AS SOON AS VEH STARTS. CUST FRUSTRATED W/CONCERNS. CUST STATES FACTORY DEFECTIVE PART- STEERING COLUMN. CRM ADVISED CUST / AS LONG AS CUST OWNS VEH GM WILL CONT TO COVER REPAIR COSTS. SAME TECH HAS WORKED ON VEH. EACH X VEH IN DLR. TAC IS CALLED FOR CONSULTATION. CUST WILL TAKE VEH TO DLR TODAY -10/19/01 TO HAVE DIAG. CRM ADVISED CUST SEEKS TO HAVE REPURCH OF VEH. CRM WILL FOLLOW UP W/CUST & DLR ON 10/23/01 @5-8EST. 3-4PST. CYNTHIA LUKENS/CAC/PDX; 0; 372367956
2001-10-23

CRM SPOKE W/LYNN-WRNTY ADMINISTRATOR. LYNN STATES CUST STOPPED BY TO HAVE DLR TAKE QUICK LOOK @ STEERING COLUMN. CUST WILL TAKE VEH TO DLR ON 10/24/01. CRM WILL KEEP CALLBACK APPT W/CUST. CYNTHIA LUKENS/CAC/PDX; 0; 372712880
2001-10-23

CRM UNABLE TO L/M ON CUST HOME PH @ APPOINTED CALLBACK X. CRM WILL CALL CUST & DLR ON 10/24/01 @3-5CST 1-2PST FOR STEERING COLUMN UPDATE W/AREA REP. CYNTHIA LUKENS/CAC/PDX; 0; 372732236
2001-10-24

CRM SPOKE W/JEANIE-SRV CONSULTANT. CUST UNABLE TO TAKE VEH TO DLR FOR SCHEDULED APPT TODAY-10/24/01. CRM SPOKE W/CUST. CUST WILL RESCHEDULE APPT TO TAKE VEH TO DLR TO HAVE STEERING COLUMN RECHECKED. CRM ADVISED CUST CRM WILL CALL DLR & CUST ON 11/02/01 @1-3EST 10-11PST. CYNTHIA LUKENS/CAC/PDX; 0; 372814199
2001-11-02

CRM OPENED FILE, THEN CALL CAME IN. CRM WILL KEEP CALLBACK APPT W/CUST. CYNTHIA LUKENS/CAC/PDX; 0; 373579507
2001-11-02

CRM SPOKE W/SRV MGR. CUST DID NOT TAKE VEH TO DLR TO HAVE STEERING COLUMN RECHECKED. CRM WILL KEEP CALLBACK APPT W/CUST. CYNTHIA LUKENS/CAC/PDX; 0; 373581222
2001-11-02

CRM SPOKE W/CUST. CUST DOES NOT HAVE APPT W/DLR TO HAVE BYPASS INSTALLED. CRM ADVISED CUST FATHER TO HAVE CUST CALL CAC WHEN REPAIR COMPLETED TO UPDATE FILE. CRM CLOSING FILE SATIS. CYNTHIA LUKENS/CAC/PDX; 0; 373583033
2001-11-05

CRM CLOSING FILE SATIS. CYNTHIA LUKENS/CAC/PDX; 0; 373842178

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

382131

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:

GM RESTRICTED

382131

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4059331	VIN Number:	1G1YY22G8X5110893
Date Opened:	7/14/2000	Model Year:	1999
Date Closed:	10/19/2000	Series:	Corvette
Dealer Code:	B16069	Mileage:	0050
Address:	STOKES-TRAINOR CHE-ONEWBERRY	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/14/2000 08:15:02 SBD TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

1 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)

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.)

07/14/2000 08:15:02 HISTORY - NICOLETTI

CUSTOMER ALLEGES STEERING WHEEL LOCK INTERMITTENTLY (WHEN STARTING).

TECH HAS NOT VERIFIED AND STATES DTC'S ARE AS FOLLOWS:

RFA- U1016, U1064, U1096

LEFT DOOR MODULE - B2282, B2284, U1064

RIGHT DOOR MODULE - B2283, B2285, U1064

TECH ALSO LOOKING FOR INFO ON PI A000265.

TAC SUGGEST TECH TO CHECK BATTERY CONNECTIONS AND INFORMED TECH OF PI INFO.

10/09/2000 09:21:09 ELERT

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

DOUG THOMPSON, TECH.

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

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

6

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH. HAD REPLACED THE STEERING COLUMN LOCK MOTOR, AND IT WORKED OK UNTIL RECENTLY. CAR HAS NOW RETURNED WITH THE SERVICE STEERING COLUMN LOCK MESSAGE IN THE DIC. HE REPORTS THAT HE CAN DISCONNECT THE BATTERY AND THEN RE-CONNECT IT, AND THAT THIS MAKES THE CONCERN GO AWAY FOR A SHORT TIME. HE ALSO REPORTS THAT THIS CAR IS INFREQUENTLY DRIVEN, CAUSING THE BATTERY TO BE IN AN ALMOST CONSTANT STATE OF LOW CHARGE. HE WONDERS IF THAT HAS ANYTHING TO DO WITH THE CONCERN. HE AGAIN REQUESTED PI # A000265.

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

RE-ADVISED TECH. OF PI # A000265, AND HE STATED THAT HE DIDN'T REMEMBER THE PART OF THE PI CONCERNING THE GROUNDS. I EXPLAINED TO HIM ABOUT PAST CASES CONCERNING THE GROUND SPLICE PACKS BEING BOLTED ONTO PAINTED METAL, AND ADVISED HIM TO ENSURE THAT THAT IS NOT THE CASE.

REPORT FINDINGS TO TAC.

BOB ELERT, 4-0580

10/18/2000 10:32:18 CHOUINARD II

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

DOUG - TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

3

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

8

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

DLR REPLACED COLUMN LOCK MOTOR 2000 MILES PREVIOUSLY. DLR HAS CHECKED GROUNDS AND CLEANED ON A PILLARS. ONE GROUND WAS COATED WITH SILICONE AND SO DLR CLEANED AND SHIPPED VEHICLE.

DLR THEN MONITORED STEERING COLUMN LOCK STATE AND IGNITION SWITCH STATE. DLR THEN SEEING LOCK MOTOR INDICATOR CHANGING WHILE LOCKED. DLR REPLACED MOTOR AND IS NOW ATTEMPTING TO DUPLICATE CONCERN.

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

JENISON , MI

CASE NUMBER: 04037248 VIN: 1G1YY22G8X5117199
MODEL YEAR: 1999
DATE OPENED: 2001-05-02 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-05-02 MILEAGE: 4400
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: KOOL CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 3770 PLAINFIELD NE, GRAND RAPIDS, MI, 49525, USA

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

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
TOWING QUESTIONSM41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
LOCKED, WONT START, THEFT PREVENTION DEVICE

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES SHE WAS HAVING HER CAR TOWED AND THAT IT WOULD NEED TO BE TOWED USING A FLAT BED...CUST WANTS TO KNOW IF A FLAT BED WILL BE USED...CRM ADV CUST THAT SHE WOULD NEED TO ADDRESS THIS ISSUE AT THE DLR SHIP AS THEY ARE THE ONES HAVING THE VEH TOWED TO THE DLR SHIP...CUST THEN ASKED ABOUT THE CARD KEY, THAT SHE DIDNT RECEIVE ONE...CRM ADV THEY MAY NOT MAKE THOSE ANY MORE THAT THEY COME FROM THE FACTORY, SHE COULD CALL CHEVY RD SIDE ASSIST AS WELL AS THE DLR TO ASK ABOUT THAT...CRM GAVE CUST PR # TO RD SIDE...MARY GRIMM/ATK/CHEVY/CAC...; 0; 357676273

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:
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:

*****ADJ 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:

TEQUESTA, FL

CASE NUMBER: 03787116 VIN: 1G1YY22G8X5117803
MODEL YEAR: 1999
DATE OPENED: 2001-04-10 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-05-15 MILEAGE: 7034
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) LOCKED

ROADSIDE ASSISTANCE

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

CUST STATES HIS STEERING COLUMN LOCKED UP AND THE LIGHT CAME ON. CUST STATES HE CAN NOT MOVE HIS STEERING WHEEL. CUST SEEKS INFORMATION. CRM ADVISED CUST THAT HE NEEDED TO SPEAK TO ROADSIDE. CRM GAVE NUMBER TO ROADSIDE-1800-243-8872. CRM TRANSFERRED CUST TO ROADSIDE WITH GENE ON THE LINE. REBECCA JOHNSON/CARS/TAMPA/TIER1; 0; 355783212

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

DATE:

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:

TULSA , OK

CASE NUMBER: 02216737 VIN: 1G1YY22G8X5120426
MODEL YEAR: 1999
DATE OPENED: 2000-11-10 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-12-02 MILEAGE: 19200
SOURCE: Mail DELIVERY DATE:
BRC TYPE: DEALER NAME: RIVERSIDE CHEVROLET
BRC PARENT: DEALER ADDRESS: 501 STEPHENSON, ESCANABA, MI, 49829, USA

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

T22 CSI Reply 0 REPAIR ATTEMPT(S)	Customer Satisfaction REC'S SVC SURVEY
N02 Battery 1 REPAIR ATTEMPT(S)	Other REPLACED BY DLR
M01 Steering General 1 REPAIR ATTEMPT(S)	Other COLUMN
J51 Alternator 1 REPAIR ATTEMPT(S)	Other REPLACED BY DLR
H23 Brake Rotors 1 REPAIR ATTEMPT(S)	Other TURNED BY DLR
A12 Miscellaneous - Not Classified 1 REPAIR ATTEMPT(S)	Other SEAT MEMORY

CSI REPLY

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

REC'D SVC SURVEY. CUST VERY SATIS W/DLRSHIP SVC DEPT, SVC ADVISOR & COMPLETELY SATIS W/SVC DELIVERY. CUST COMMENTS: "VERY COOPERATIVE. DISAPPOINTED W/# OF PROBLEMS - TOWED 2 XS, STEERING COLUMN, LOCK & DEAD BATTERY & REPLACED ALTERNATOR, BRAKES SQUEAKING, ROTORS TURNED, SPEAKERS RATTLE, LOSTS MEMORY ON SEAT ASSIGNMENT, LATCH DOESN'T ALWAYS LATCH." CRM TRIED TO CONTACT CUST - NO ANS.....CRM LINDA REYNOLDS/ATX/CAC; 0; 342749973
2000-12-01

CRM TRIED TO CONTACT CUST - NO ANS.....CRM LINDA REYNOLDS/ATX/CAC; 0;
344550397
2000-12-02

letter approved/percy edwards/approver/atx; 0; 344643183

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

December 1, 2000

[REDACTED]

Request: C02216737

Dear [REDACTED]

Thank you for taking the time to respond to our Service Satisfaction Survey regarding your 1999 Corvette Coupe. Your valuable feedback will assist us in improving our products and services.

Customer satisfaction is extremely important to all of us at Chevrolet. Our objective is for all our customers to be completely satisfied with their dealer's services as well as their Chevrolet vehicle.

If we can be of further assistance, please contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Thank you for selecting Chevrolet.

Sincerely,

Linda Reynolds
Customer Relationship Manager

S101B-A/pmc



Chapman, 1961; [1965]

Thank you for having your vehicle serviced at Riverside Chevrolet

Director – Customer & Relationship Services

Investment Decision

☐ Please check this box if you no longer own this 1996 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON SEPTEMBER 25, 2008, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

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

About Your Service Consultant/Advisor

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

2165737784 0000167209 100638

About Your Service Consultant/Adviser - Continued

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

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?
 - The ease of getting your vehicle?
 - The condition in which it was returned?
12. Were ALL of your service concerns corrected on this service visit?

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Riverside Chevrolet?
17. Would you recommend this dealership for service?
18. Overall, how satisfied are you with your 1999 Corvette?

19. Do you have any comments/recommendations about your

Dealership: Very cooperative

Vehicle: Shopped w/ 4 diff problems - currently 19,200 miles -

lower AX - steering column lock dead battery replaced alternator

brake squeaking - rotors turned, speakers failed, head memory on

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: 1-800-225-1829

THANKS FOR YOUR OPINION. WE'LL USE IT TO IMPROVE OUR SERVICE.

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

CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43000-0001

1011Y220000120426 06228
21087377856 4487462018 100000

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4848180	VIN Number:	1G1YY22G8X5121351
Date Opened:	6/28/2001	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B15471	Mileage:	17130
Address:	DJ WALTERS CHEVROLETGOUVERNEUR	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE INTERMITTENT LOCK COLUMN W

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/28/2001 14:09:31 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

06/28/2001 14:09:31 HISTORY - RADZIOCH

CUSTOMER CONCERN: STEERING COLUMN WON'T UNLOCK

TECH DIAG: JIM STATES THE COLUMN IS WORKING PROPERLY NOW. TECH STATES
LAST TIME IN HE REPLACED THE IGNITION LOCK. TECH STATES THE VFA HAS U1016
U1064 U1096.

ADVISED TECH PER A000285 MAKE SURE TO DO A VOLTAGE DROP ON THE GROUNDS.

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

ROCKWELL, TX

CASE NUMBER: 03128467 VIN: 1G1YY22G8X5122001
MODEL YEAR: 1999
DATE OPENED: 2001-02-07 SERIES: UNKNOWN
DATE CLOSED: 2001-11-05 MILEAGE: 7200
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: LAKESIDE CHEVROLET COMPANY
ERC PARENT: DEALER ADDRESS: 2005 S GOLIAD, ROCKWALL, TX, 75087, USA

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) STEERING COLUMN LOCKUP
T04 General Information Customer Satisfaction
0 REPAIR ATTEMPT(S) GM POLICY

INFORM CALLER:

For more information about [REDACTED] call [REDACTED] or log
on to their website [REDACTED] or owners can email them at: [REDACTED]

ADDRESS:
[REDACTED]

CORVETTE: CUST QUESTION: IS IT GENERAL MOTORS POLICY TO NOT HONOR THE WARRANTY OF CORVETTES
AT SOME DEALERSHIPS THAT SELL CORVETTES AND DO NOT SERVICE THEM.

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

CUST STATES, HAD A STEERING COLUMN LOCKUP ISSUE WITH 99 CORVETTE, CUST STATES BROUGHT
VEHICLE TO LAKESIDE CHEVROLET, CUST STATES LAKESIDE CHEVROLET ADVISED THAT THEY COULD NOT DO
WORK ON CORVETTES AND REFERRED CUST TO YOUNG CHEVROLET IN DALLAS FOR REPAIR, VEHICLE IS BEING
REPAIRED @ YOUNG. CUST SEEKS INFORMATION ON WHY GM ALLOWS DEALERS TO SELL VEHICLE THAT THEY
CANNOT SERVICE. CRM ADVISED WOULD NEED TO LOOK INTO THE MATTER. CRM WILL CALL CUST BACK ON
FRIDAY AM. WILLIAM FISHMAN/PDX; 0; 350420351
2001-02-09

CRM CONSULTED WITH TM, TM ADVISED, THAT ALL DEALERS CAN DO SOME WORK ON CORVETTES, HOWEVER
CERTAIN REPAIRS ARE CONSIDERED MORE COMPLICATED AND REQUIRE A CORVETTE SPECIALIST. WILLIAM
FISHMAN/PDX; 0; 350601901
2001-02-09

TM took escalated call, cust is upset that Lakeside Chevy never even looked @ the veh, they
refused to take it in they just sent him to Young Chev. Cust is seeking a list of the
services he can expect from the dlrs and which dlrs in the Dallas area will be able to svc
the veh. (Corvette Certified) TM advsd no list avail as to what svc's dlrs can provide but
am able to compile a list of dlrs in Dallas area that are certified, verified address and
advsd he will rcv in a few days. Valerie Barrow/PDX/CAC/34022; 0; 350604708
2001-02-12

CRM FORWARDING FILE TO TM WILLIAM FISHMAN/PDX; 0; 350830439
2001-10-20

TM to review file. tm/valerie barrow/pdx/cac; 0; 372454003
2001-10-23

TM called and left voice mail for customer at work. *****IF CUST CALLS IN, PLEASE GET A
DAY AND TIME THAT I CAN REACH HIM AND FORWARD THE FILE BACK TO MR. ANDREW BECK/TM/PDX; 0;
372717316
2001-11-05

TM CLOSING FILE SATISFIED.
ANDREW BECK/TM/PDX; 0; 373820441

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CASE NUMBER: 06447158 VIN: 1G1YY22G8X5122452
MODEL YEAR: 1999
DATE OPENED: 2002-03-01 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-29 MILEAGE: 24700
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SANBORN CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 1210 S CHEROKEE LN, LODI, CA, 95240, USA

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

H01 Brakes	Other
3 REPAIR ATTEMPT(S)	NUMEROUS REPAIRS
M01 Steering General	Other
3 REPAIR ATTEMPT(S)	NUMEROUS REPAIRS
M15 Headlamp Wiring/Switch	Other
4 REPAIR ATTEMPT(S)	NUMEROUS REPAIRS
M40 Power Windows Motor/Switch/Wiring	Other
4 REPAIR ATTEMPT(S)	VARIOUS REPAIRS

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

(PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Sherena Walters, ext. 58433. AVM: Chris Farmer.; 0; 386261627
2002-03-01

Cust states his veh is currently @ Sanborn Chev (209-334-5000) Cust states he was referred to CAC by sales mgr. Cust states this is his 3rd vette, and he has owned 16 GM veh in his life. Cust states he has had nothing but problems with this veh. Cust states he has taken it into the dlr numerous times for top leaking, window motors replaced, cust was stranded twice due to steering column not unlocking, fuel gauges are erratic and do not show the correct fuel amt. Cust states the dlr has been working on the leak for awhile. Cust states the dlr is doing everything they can for him, and they are a great dlr. Cust states when it rains, his driver side seat will be soaked. Cust states he is a corvette fan and would like to stay that way. Cust seeking assist into another veh. Cust states he is concerned about out of

pocket expense after this veh is out of warranty. Crm spoke with svc mgr, Ron Fisher @ Sanborn. Ron states cust has had a lot of concerns with this veh, however they have not been major concerns.....; 0; 383863251
2002-03-01

...CONT'D.....Ron states cust has had a lot of concerns with this veh, however they have not been major concerns. Ron states cust is a very good cust and has purch many veh from dlr. Crm advised Ron msg is going to be left for AVN, to get his recommendations on satisfying this cust. Crm advised cust crm will contact him on Tues 3/05 between 8-10am pt. Crm leaving msg for AVN. Trina kellar/pdx/cac; 0; 383863264
2002-03-05

Crm advised cust crm is still looking into concern and will contact cust twn or thurs (cell 209-481-0815) Trina kellar/pdx/cac; 0; 384203374
2002-03-07

CRM CALLED CUST FOR TRANSMATE THAT IS OUT DUE TO ILLNESS. CRM CALLED CUST AND RESET A CALL BACK FOR 3/8/02 BETWEEN 9-11AM PST. CRM SENT FILE BACK TO PREVIOUS CRM. KATE ANDRES.CAC.PDX; 0; 384384776
2002-03-11

CUST CALLED IN REQUESTING TO SPEAK WITH PREVIOUS CRM KELLARK. CRM ADVISED CUST THAT CRM WAS OUT ILL AND THAT THE REQUEST HAS NOT BEEN UPDATES TO REFLECT FIELD RESPONSE. CUST REQUEST THAT KELLARK CONTACT CUST. CRM ADVISED CUST THAT CRM CAN NOT TRANSFER CALL BUT CAN SEND A NOTIFICATION LETTING HER KNOW YOU WOULD LIKE A CALLBACK. CRM FORWARDING FILE TO KELLARK AS PER CUST REQUEST. NICOLE REIS/CARS/TPA; 0; 384729410
2002-03-14

CUST STATES DISSAT WITH THE VEH AND ITS OPERATION.
CUST SEEKS TO GET OUT OF THIS VEH AND INTO ANOTHER CORVETTE.
CRM CALLED SLS MGR JIM PEAK WHO ADVSD CRM THAT THIS IS A GOOD CUST AND WE SHOULD SEE WHAT CAN BE DONE BECAUSE THIS CUST HAS HAD NUMEROUS CONCERNS WITH THIS VEH.
CRM ASKED IF AVN HAS BEEN INVOLVED AND HE STATES HE WAS TO MEET WITH HIM A FEW WEEKS AGO ABOUT IT AND THEY HAVENT MET UP YET.
HE SUGGESTED CRM CALL TO SEE WHAT CAN BE DONE.
TRISHCHAMBERS/PDX/CAC; 0; 384993825
2002-03-19

CRM DID NOT DOC C/B DATE AND TIME IN NOTES.,
C/B IS SET FOR 3/19 @ 3-4 PM PST.
TRISHCHAMBERS/PDX/CAC; 0; 385431158
2002-03-19

CRM CALLED CUST AND ADVSD MORE TIME WOULD BE NEEDED ON HIS MACHINE AS HE WAS UNVAIL.
CRM LEFT C/B DATE OF 3/26 @ 4-6 PM PST.
CRM ADVSD HIM TO CALL CAC AND DOC A BETTER DATE AND TIME TO REACH HIM IF THIS C/B DOES NOT WORK FOR HIM.
TRISHCHAMBERS/PDX/CAC; 0; 385435381
2002-03-20

CUST CALLED AND SEEKS UPDATE..
CUST SEEKS TO GET AN UPDATE ASAP..AND KNOW WHAT IS MAKING
CUST STATES THAT IF HE IS NOT AT HOME [REDACTED] THEN HIS CELL PHONE WILL ALWAYS BE ON AND HE CAN BE REACHED ON THAT #..
CUST CELL PHONE [REDACTED]..
CRM WILL ALARM HANDLING CRM..
LEAH WILLIAMS/CAC/ATK; 0; 385496823
2002-03-21

CRM CALLED CUST ON 3/26 AND DID NOT ADD WK HISTORY.
CRM ADVSD CUST WE COULD LOOK INTO A EXT WENTY OR AN OLC.
CUST SEEKS FOR CRM TO FIND OUT WHAT AMOUNT THE OLC WOULD BE AND WHAT TIME FRAME THE WENTY WOULD BE FOR AND CALL HIM BACK TONIGHT 3/21.@ 5-7 PST.

CRM REVIEWED WITH TM DAN PASLIN AND WAS ADVSD THAT WE WILL NOT OFFER A GMPP AND THAT IF WE OFFER A OLC THAT WE CANT GIVE AN AMOUNT BECAUSE THAT WOULD BE AN OFFER AND IT WOULD VOID THE OFFER BECAUSE HE IS STILL UNDER WRNTY.

CRM WAS ADVSD TO CALL THE CUST AT C/B DATE AND TIME AND TELL HIM THAT WE CAN DISCUSS OFFER OF OLC ONCE THE WRNTY IS UP.

CRM CALLED CUST 3/21 TO ADVISE OF THIS AND CUST STATES THE OWNER OF THE DLRSHP CALLED HIM AND ADVSD THEY ARE TAKING THE VEH BACK AND REPURCHASING IT.

CUST THANKED FOR ASST BUT THE DLRSHP IS TAKING CARE OF THIS.

REQUEST CLOSED SATISFIED.

TRISHCHAMBERS/PDX/CAC; 0; 385616165

2002-03-21

CRM CALLING DLRSHP TO SEE WHO DECIDED TO DO THIS BECAUSE THE AVM ADVSD CRM TO OFFER OLC AND DENIED REPURCHASE.

TRISHCHAMBERS/PDX/CAC; 0; 385616191

2002-03-26

CRM LEFT MESSAGE WITH AVM ON ISSUE FOR CLARIFICATION OF REPURCHASE AND INFO ON CUST AND DLRSHP DECISION TO BUY IT BACK.

CRM WILL DOC INFO RECVD ONCE RECVD IF ANY.

TRISHCHAMBERS/PDX/CAC; 0; 386047444

2002-03-27

CRM RECVD MESSAGE FROM THE AVM CHRIS FARMER APOLOGIZING THAT HE DID NOT KEEP CRM IN THE LOOP WITH THE DECISION TO REPURCHASE.

HE REALIZED THE CUST HAS HAD ALOT OF CONCERNS AFTER RETURNING MY CALL TO OFFER THE OLC AND DECIDED TO GET THE CUST OUT OF THEVEH.

TRISHCHAMBERS/PDX/CAC; 0; 386110348

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:

DATE:

% BUSINESS: 0

ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

DARIEN , IL

CASE NUMBER: 01543761 VIN: 1G1YY22G8X5122967
MODEL YEAR: 1999
DATE OPENED: 2000-09-12 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-30 MILEAGE: 8000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL KAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 591-631 OGDEN AVE, , Lisle, IL, 60572, USA

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

T49 Technical Question Other
0 REPAIR ATTEMPT(S) STEERING WHEEL LOCKED UP

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

M41 Steering Column/Lock/Attaching Parts Inoperative
1 REPAIR ATTEMPT(S) steering locks campaign 01044

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

TECHNICAL QUESTION
STEERING WHEEL LOCKED UP

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

CUST STATES THAT HIS STEERING WHEEL LOCKED UP ON HIM, AND AFTER A WHILE HAS NOT DONE IT SINCE. CUST SEEKING HOTLINE TO CALL FOR TECHNICAL QUESTIONS...CRM REFERRED CUST TO DLHSP FOR ANY TECHNICAL INFO NEEDED. NICOLE REM//PDX; 0; 337650458
2001-07-30

cust states that he received a letter stating that the steering column locks. cust states that he had contacted the dlhsp and was informed that the campaign had already been performed. cust states that the veh is still having concern. crm advised cust that i do see that the repair has not been performed yet. crm advised cust that i can contact the dlhsp. cust states that he can call dlhsp and set up appt. cust seeks to know of warranty expiration. crm advised cust 4/10/2002 or 36000 miles. cust thanked crm and ended call. gabriella casino/cac/pdx; 0; 365366226

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3258677	VIN Number:	1G1YY22G8X5123584
Date Opened:	6/1/1999	Model Year:	1999
Date Closed:	6/28/1999	Series:	Corvette
Dealer Code:	B30402	Mileage:	3000
Address:	LANDMARK CHEVROLET HOUSTON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING TOWED IN, STRG COL LOCKE

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 09:00:38 SBD TEMPLATE - ROGERS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3-5 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

NONE YET (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/01/1999 09:00:38 HISTORY - ROGERS

VEHICLE BEING TOWED IN, STRG COL LOCKED 3X

VEHICLE NOT YET AT DEALERSHIP

TECH WILL CALL BACK WHEN VEHICLE IS THERE

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

POTOMAC FALLS
VA

HOME PHONE:

CASE NUMBER: 01217506 VIN: 1G1XY22G8X5124458
MODEL YEAR: 1999
DATE OPENED: 2000-08-11 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-08-18 MILEAGE: 10698
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: POHANKA CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 13915 LEE-JACKSON HWY, CHANTILLY, VA, 20151, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) SHORT CAUSED LOCK UP

S13 Reimbursement Requested Other
1 REPAIR ATTEMPT(S) RENTAL 74.00

REIMBURSEMENT /RENTAL

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

CUST SEEKS REIMBURSEMENT FOR RENTAL. CUST STATES VEH STEERING COLUMN HAD A SHORT AND THE STEERING LOCKED UP ON HIM. CUST STATES HE HAD VEH TOWED TO POHANKA CHEV FOR SVC AND RENTED A VEH AT BUDGET RENTAL. CRM WILL RESEARCH WHETHER WE NEED TO REFER TO ROADSIDE AND IF NOT WILL CAL CUST BACK TO SEND IN PROOF OF OWNERSHIP AND COPY OF CREDIT CARD STATEMENT. LIZ RUIZ/ATX; 0; 334896679
2000-08-18

CRM LEFT MSG ON VOICEMAIL FOR CUST TO CONTACT ROADSIDE PRO REIMBURSEMENT AND IF THEY ARE NOT RESPONSIBLE TO CONTACT CAC W/ REQUEST & PRO FURTHER ASSISTANCE. LIZ RUIZ/ATX; 0; 335467094
2000-08-18

CUST STATED THAT HE HAD CALL ROADSIDE AND WAS REFER BACK HERE. CUST STATED HAD THE RENTAL FOR 1 DAY. CRM CALL DLR AND SVC MGR MARK WAS NOT IN. CRM ADV CUST CRM WILL VERIFIED W/ DLR AND THEN WILL SEND IT IN FOR REIMBURSEMENT.

PAT WALTERS/AUSTIN CARS; 0; 335469524
2000-08-21

CUST SEEKS REIMBURSEMENT FOR RENTAL CAR. CUST ST PROOF OF PYMT SENT A WEEK AGO. CRM GAVE CUST ADDRESS AND REP#. GERRY OLIVER. PDX; 0; 335732964

*****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:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



POTOMAC FALLS, VA



07-31-00P01:04 RCVD

GENERAL MOTORS
P.O. BOX 33170
DETROIT, MI 48252-5170

48252+5170



44 0117506

27 July 2000

General Motors
P.O. Box 33270
Detroit, MI 48232-5170

To whom it may concern:

On 17 July 2000, my 1999 Corvette steering column shorted out causing my steering wheel to lock. The car had to be towed to Polanski Chevrolet for service. It happened at 6:30pm and by the time I called all the rental car agencies like Enterprise all their cars had been rented. I found one car left a Budget Rent A Car.

Attached is the paperwork for reimbursement. Please send to

Polanski Falls, V/

Phone number is

Thank You

WASHINGTON, DC RA# IADMR0350418
DATE: 07/17/00 12:43 VEHICLE: 808246
IN: 07/16/00 17:11 CLASS: STAR
MILES DRIVEN: 156 RET LOC: IADMR

1 BY 0	69.99	=	69.99
DISCOUNT CREDIT		=	7.00
CONCESSION FEE		=	8.30
TAX @ 8.000%		=	5.54

TOTAL = \$ 74.63

BILL TO: NC-
Open: 60600

FOR CUSTOMER INQUIRIES PLEASE CALL
1-800-824-9117

THANK YOU for renting from BUDGET
This is your receipt
No other copies will be provided
Closed rental subject to final audit

Original



CHEVROLET, INC.
18015 LEE JACOBSON HIGHWAY
CHANTILLY, VIRGINIA 20151
Main 703-688-8877
Direct 703-602-8716
Fax 703-688-3389
WWW.POANKA.COM

STERLING, VA

SERVICE ADVISOR RONALD R. ROSE JR

DATE RECEIVED	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	P.O. NO.	INVOICE NO.
18JUL00	18JUL00		1G1YY22G8X5124458	5124458	TB782		18JUL00 186813
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. PAY LATE FEE	ORDER DATE	ORDER BY
06:43	11:30	1999	CHEVROLET CORVETTE		0.00	01JAN00	490 490
WARRANTY NO.	WARRANTY DATE	WARRANTY NO.	WARRANTY DATE	WARRANTY NO.	WARRANTY DATE	WARRANTY NO.	WARRANTY DATE
10698	10698						

A TOWING SERVICES

772 WAR4

SUEL HENRY'S WRECKER SERVICE

WAR4
B CUST. STATES THAT THE STEERING COLUMN LOCK IS ON THE DASH / /

CAUSE: COMPONENT SHORTED

E7501 LOCKING PARTS, RACK/SECTOR/LOCK

BOLT/AGREEMENTS/STEERING COLUMN

REPLACE R/L

26050960 LOCK

PG: 50

PART#: 26050960

COUNT: 4

CLAIM TYPE:

AUTH CODE:

OF

(N/C)

(N/C)

(N/C)

(N/C)



RIGHT THE FIRST TIME

READY WHEN PROMISED

POHANKA BODY SHOP

14000 WILLARD RD.
REPAIRS ALL MAKES
AND MODELS.

CALL FOR APPOINTMENT
OR
SIMPLY STOP BY.
(703) 502-8381

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS/OIL/LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

REPAIRS ARE WARRANTED FOR 12 MONTH OR 12,000 MILES, WHICHEVER OCCURS FIRST (GENUINE GM PARTS ONLY). ADJUSTMENT ARE WARRANTED FOR 90 DAYS OR 2,000 MILES, WHICHEVER OCCURS FIRST. THIS INVOICE MUST ACCOMPANY ALL CLAIMS. THIS WARRANTY DOES NOT EXCLUDE OR MODIFY ANY OTHER WARRANTY PRESCRIBED BY LAW.

THE SUPPLY CHARGE CONSISTS OF ENVIRONMENTAL PROTECTION MEASURES INCLUDING RECYCLING: OIL, ANTIFREEZE, CARDBOARD, AND METALS AS WELL AS THE REMOVAL OF TIRES, USED OIL FILTER, AND OTHER HAZARDOUS MATERIALS.

THANK YOU FOR YOUR COOPERATION.

CUSTOMER COPY

FORM # VAS-115-4 (5/88)

INSURANCE CERTIFICATE NO. (TRUCKS ONLY)

Budget**SEARS**
STREET ☐

BUDGET ROADSIDE CARE (800) 856-5377

CREDIT IDENTIFICATION OF BILLING RESTRICTIONS

NAME

[REDACTED]

CITY/STATE

[REDACTED] 100.0

TERMINAL NAME

NONE

TERMINAL ADDRESS

IADAP

TERMINAL PHONE

IADAP

TERMINAL FAX

[REDACTED]

STATION: IADAP

DATE OF RENTAL

04/18/83

APPROXIMATE

041180

VEHICLE LICENSE

[REDACTED]

EXPIRATION DATE

1982

DATE OF RETURN

07/18/88

WASHINGTON, DC. SERVICE ROAD 20041

800248

DC458

93

M305175 MD

[REDACTED]

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FORM # VAB-115-4 (5/88)

RENTAL CONTRACT NO. (RATES ONLY)

Budget

BUDGET RENTAL CARE

(800) 858-5477

8/1/88

STATION: IADW

HEALTHY RENTAL SERVICE KUPA

FIRST CERTIFICATION OF RENTAL INSTRUCTIONS

DATE

DATE RENTED

04/10/88

0800-10

14

DUNED

93

VEHICLE NO./

OTHERS

LOCATION

RENTAL

AGREEMENT

NUMBER

1ADRR6356418

RENTAL

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NOTICE REGARDING THEFT, VANDALISM AND DAMAGE TO RENTED VEHICLE. BUDGET OFFERS, FOR AN ADDITIONAL CHARGE, A LOSS DAMAGE WAIVER (LDW) TO COVER RENTER'S RESPONSIBILITY FOR LOSS OF AND DAMAGE TO THE VEHICLE (PARAGRAPH 4). BEFORE DECIDING WHETHER TO PURCHASE LDW, RENTER MAY WISH TO DETERMINE WHETHER RENTER'S OWN VEHICLE INSURANCE AFFORDS RENTER COVERAGE FOR LOSS OF AND DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE DEDUCTIBLE. THE PURCHASE OF LDW IS NOT MANDATORY.

ALL INFORMATION ENTERED ON THIS PAGE IS CORRECT INCLUDING OFFERS ACCEPTED OR DECLINED BY RENTER. I ACKNOWLEDGE THE ABOVE NOTICE AND AGREE TO ALL TERMS OF THIS AGREEMENT. (PARA 1, 2, 3 AND 4)

LOAN DAMAGE WAIVER (LDW)

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EMERGENCY REPAIR PROTECTION (ERP)

OR AUTO TOW PROTECTION (ATP)

DECLINES

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RENTER IS RESPONSIBLE FOR ALL LOSS AND DAMAGE TO

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DAY 69.99

HOUR 23.34

MILE 349.93

MILE 8.25

DISCOUNT 10.00

CONCESSION FEE 10.00

TAX 8.00

REFUELING SERVICE CHG 93.95

FULL OUT 8/8 IN /BAL.

YOUR ESTIMATED CHARGES INCLUDING

TAXES AND OPTIONAL SERVICES

RETURNED BY 7-18-00 1243

WITH H FULL TANK OF FUEL

WILL BE \$ 74.00

DATE 8/1/88

SIGNATURE

ALL CHARGES SUBJECT TO AUDIT

FORM # VAB-115-4 (5/88)

DIV: CHEVROLET CASE 990495515 TYPE: G-GENERAL
NAME: CLASSIC CHEVROLET
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: BEAUMONT
VIN: 1G1YY22G8X5125786
RESP DEALER: 00000
MILEAGE: 4000
YEAR/MODEL: 1999/CORVETTE

STATE: TX ZIP: [REDACTED]
DELIVERY DATE: 04/16/1999
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 09/07/1999 ORIG OPEN DATE: 09/07/1999
REOPENED: N
LAST ACTIVITY DATE: 09/07/1999 BY: HELEN JELINEK
CLOSE DATE: 09/07/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00
RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 09/07/1999
DEALER CLOSED : 09/07/1999

DEALER NUMBER: 30043
NAME: CLASSIC CHEVROLET
CITY: BEAUMONT ST: TX

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		LOCKED UP
T55	0		GMPP 60/50 MAJOR GUARD

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/07/1999 00:00:01
FOR CAC/DLE INFO
FOR CAC/DLE INFO

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/07/1999 10:42:44
CUSTOMER STATES THAT SHE HAS TAKEN IT INTO DEALER 2X FOR THE SERVICE C
COLUMN LOCKING UP HAS HAPPENED 3 X BEFORE BUT WAS ABLE TO UNLOCK IT THE
HSELVES....DEALER HAS ONLY PACIFIED THE PROBLEM WANTS THIS PROBLEM TAK
EN CARE OF
CUSTOMER SEEKS PROPER REPAIR
CRM TRANSFERS TO TIER 2
JAY LEE/AUSTIN
SHE MENTIONED THAT THIS COULD BE A POSSIBLE LEMON AND WOULD POSSIBLY
WANT TO RETURN OR EXCHANGE IT
G-7-*****

C/RM REC'D TRANSFERRED C/FROM AUSTIN TX...O/REQ ASST W/VEH CONCERN...
O/STS ORIG O/...O/STS CMPP EXT WARR...O/STS PREV HIST...O/STS THAT
THE STEERING COLUMN KEEPS LOCKING UP & THE VEH SHUTS OFF WHILE THE
O/IS DRIVING THE VEH...CRM ADV O/OFF NO RECALLS & FILE# ON VEH...O/STS
THE LAST X THE VEH WAS TOWED INTO THE DLR THE DLR COULDN'T DUPLICATE
THE PROBLEM ON THE VEH...O/STS NOW THE VEH STEERING COLUMN LOCKED UP
AGAIN IN THE VEH...O/STS THAT O/WAS ON HOLD FOR A GOOD PERIOD OF X W/
ROADSIDE ASST & THE O/WAS DISCONNECTED BY ROADSIDE ASST AFTER O/WAS
HOLDING FOR A LONG X...CRM APOLOGIZED TO O/FOR ROADSIDE ASST HANGING
UP ON O/AFTER O/FINALLY GOT THROUGH TO THEM ON SUNDAY...CRM ADV O/IN
THE FUTURE TO C/B/CMD IF O/HAS ANY FURTHER PROBLEMS W/THE VEH & ANY
CRM CAN ASST O/FURTHER AT THAT X...CRM APOLOGIZED TO O/FOR ALL THE
PROBLEMS THE O/IS HAVING W/THE VEH BEING SO NEW...O/STS IF THE DLRSHIP
CANNOT CORRECT THE PROBLEM THIS X ON THE VEH THEN O/STS>>>>>>>>>>>>
>>>>>>>>O/WILL PURSUE THE STATE LEMON LAW...CRM ACK & CONFERENCED O/
OVER TO ROADSIDE ASST TO HAVE THE VEH TOWED INTO A CHEV DLR...CRM
THANKED O/FOR C/...O/THANKED CRM FOR HELP...MICHAEL MADERA/TROY SITE
9/7/99 OWNER CALLED BACK THIS DATE AND STATES SHE GOT DISCONNECTED FROM
ROADSIDE. CRM CONFERENCED O/ TO LORI @ ROADSIDE WITH HER PERMISSION.

ANN VANASSEHE/TROY SITE
9-7-99**** CUST CALLED BACK STATING DISSAT W/ROADSIDE PUTTING HER
ON HOLD & LINE DISCONNECTING WHEN TRANSFERED...CRM ACKNOWLEDGED &
APOLOGIZED...CUST REQUESTS FOR A MGR...CRM LEFT A MESSAGE FOR A
MGR TO CALL BACK CUST AT BUSINESS #...CRM ADVISED CUST THAT LINE
MAY DISCONNECT IF CRM TRANSFERS CALL...CRM ADVISED CUST THAT IT'S
BEST SHE CALL ROADSIDE DIRECT & STAY ON LINE FOR ASSISTANCE...
CRM TRANSFERED CALL & DISENGAGED...CRM LATER CALLED DLR SVC MGR
PAM WILLIAMS TO VERIFY PREVIOUS REPAIR...SVC MGR WILLIAMS STATES
HAVE NOT DONE ANY REPAIR AT ALL..SVC PAM STATES SPOKE W/MR. GAY
TODAY & HE ADVISED DLR KEEP VEHICLE UNTIL CODE CAN BE DUPLICATED...
CRM THANKED SVC PAM...

PATRICK AKANDU

CEM TROY SITE

09/07/99

MANAGER CONTACTED OWNER AT BUSINESS NUMBER AS REQUESTED PER OWNER. OWNER STATES ROADSIDE WAS CONTACTED EARLIER AND HAS NOT SHOWN UP AT THIS TIME. OWNER STATES THAT BASE DEALER IS THE DEALER THAT RAC STATES VEHICLE WILL BE TOWED TO. MANAGER ADVISED OWNER THAT OWNER

SHOULD STAY IN TOUCH WITH RAC AND THAT THE DEALERSHIP SERVICE MANAGER,
PAM WILLIAMS HAS BEEN ADVISED TO EXPECT VEHICLE TO ARRIVE AT
DEALERSHIP. OWNER STATES DOES NOT HAVE ANY FURTHER QUESTIONS AT THIS
TIME.

JACKIE JELINEK/TROY SITE

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: BRAUMONT

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: TX

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

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

ALAMO

CASE NUMBER: 00554890 VIN: 1G1YY22G8X5126016
MODEL YEAR: 1999
DATE OPENED: 2000-06-07 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-06-20 MILEAGE: 4800
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: CROWN CHEVROLET
BRC PARENT: DEALER ADDRESS: 1800 N MAIN ST., HIGH POINT, NC, 27262, USA

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

N41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) locked

component failure w/in warranty

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

cust states: he purchase veh brand new, on june 3rd he got into veh to drive it and the steering colum on the veh locked up , cust could not drive veh, he got code on dash adv service steering colum. cust states: he called to chevy road side assistance, request veh be towed to crown chev in dublin, this is the dlr of purchase., cust states: the tow company damaged his veh when towing it. the cust could see this damage at the time of tow. the dlr was closed for the weekend, and cust was out of town on monday june 5th. cust states: he talked to service adv who adv they found the steering concerns on monday june 5th. cust states: he then called the dlr back and talked to marty, cust belives this person to be the svm, cust states: on june 6th cust asked marty to check the front end of the veh. keeping in mind he so the tow company damage the veh at time of tow. cust states: marty adv that not only was the air dam broken but the radiator was bent and air housing was damaged as well. cust states: the company towing the veh was american towing but the company that did the damage to veh was triple a. cust states: marty adv cust that he called cac about this concern and cac adv him that the towing companys insurance should cover repairs. cust states: he was adv by marty to call to cac. / 0; 99999
2000-06-07

cust states: he purchase veh brand new, on june 3rd he got into veh to drive it and the steering colum on the veh locked up , cust could not drive veh, he got code on dash adv service steering colum. cust states: he called to chevy road side assistance, request veh be towed to crown chev in dublin, this is the dlr of purchase., cust states: the tow company damaged his veh when towing it. the cust could see this damage at the time of tow. the dlr was closed for the weekend, and cust was out of town on monday june 5th. cust states: he talked to service adv who adv they found the steering concerns on monday june 5th. cust states: he then called the dlr back and talked to marty, cust belives this person to be the svm, cust states: on june 6th cust asked marty to check the front end of the veh. keeping in mind he so the tow company damage the veh at time of tow. cust states: marty adv that not only was the air dam broken but the radiator was bent and air housing was damaged as well. cust states: the company towing the veh was american towing but the company that did the damage to veh was triple a. cust states: marty adv cust that he called cac about this concern and cac adv him that the towing companys insurance should cover repairs. cust states: he was adv by marty to call to cac. crm adv: apologetic to cust for these concerns. crm plan: called to dlr and talked to marty, who is service adv the svm is john thorn. marty adv that the area zone rep svm, wendal wigel was at the dlr yesterday, the svm took frist hard look at cust veh. svm called to triple a and adv of concerns, wigel adv marty that triple a will be sending an adjustor out to review the veh. at this time dlr is awaiting

the adjustor to come out. crm adv: cust that triple insurance is to come and and review cust concerns. cust states: he understands: will await word from dlr, crm adv cust of the request # please call w/other concerns. lisa mitchell, atx; 0; 99999
2000-06-07

cust states:he purchase veh brand new, on june 3rd he got into veh to drive it and the steering colum on the veh locked up , cust could not drive veh, he got code on dash adv service steering colum. cust states: he called to chevy road side assistance,request veh be towed to crown chev in dublin, this is the dlr of purchase., cust states: the tow company damaged his veh when towing it. the cust could see this damage at the time of tow. the dlr was closed for the weekend, and cust was out of town on monday june 5th. cust states: he talked to service adv who adv they found the steering concerns on monday june 5th. cust states: he then called the dlr back and talked to marty, cust belives this person to be the svn, cust states: on june 6th cust asked marty to check the front end of the veh. keeping in mind he so the tow company damage the veh at time of tow. cust states: marty adv that not only was the air dam broken but the radiator was bent and air housing was damaged as well. cust states: the company towing the veh was american towing but the company that did the damage to veh was triple a. cust states: marty adv cust that he called cac about this concern and cac adv him that the towing companys insurance should cover repairs. cust states: he was adv by marty to call to cac. crm adv: apologetic to cust for these concerns. crm plan: called to dlr and talked to marty, who is service adv the svn is john thorn. marty adv that the area zone rep svn, wendal wigel was at the dlr yesterday, the svn took frist hand look at cust veh. svn called to triple a and adv of concerns, wigel adv marty that triple a will be sending an adjustor out to review the veh. at this time dlr is awaiting the adjustor to come out. crm adv: cust that triple insurance is to come and and review cust concerns. cust states: he understands: will await word from dlr, crm adv cust of the request # please call w/other concerns. lisa mitchell, atx; 0; 99999
2000-06-15

CUST SEEKS HELP W/PAIR OF VEH. VEH HAS BEEN IN SHOP FOR A WEEK AND 1/2 AND HAS NOT BEEN REPAIRED . CUST STATES WAITING FOR TRIPLE A ADJUSTER TO COME OUT AND AUTHORIZE REPAIRS. CRM UNABLE TO CONTACT SVC MGR. WILL TRY TOMORROW. CRM LEFT MESSAGE ON VM FORCUST. KATHY WATSON/PDX; 0; 329966806
2000-06-16

CRM CALLED ROADSIDE ASSIST. R.A. SAID THE DLR CALLED ABOUT CUST CONCERNS AND THAT AN ADJUSTER WOULD BE CONTACTING DLR WITHIN 48HRS. R.A. STATES THERE IS NO DIRECT PHONE NO. TO CALL ADJUSTER DIRECTLY.CRM WILL GIVE INFO TO CUST. KATHY WATSON/PDX; 0; 330028994
2000-06-16

crm left message on v.m updating cust on status. Kathy Watson/pdx; 0; 330031179
2000-06-16

CUST STATES HE WOULD LIKE CHEVROLET TO AUTHORIZE THE WORK TO BE DONE ON THE VEH SO HE DOESN'T HAVE TO WAIT FOR THE ADJUSTER TO COME OUT AND LOOK AND THE VEH BEFORE IT CAN BE REPAIRED. CRM ADVISED THE CUST THAT WE CANNOT DO SO, THIS IS SOMETHING HE WOULDHAVE TO TALK WITH ROADSIDE ASSIST ABOUT. CRM WARM TRANSFERRED THE CUST TO ROADSIDE ASSISTANCE.***SHAYLA HACKER/PDX***; 0; 330033800
2000-06-20

RECEIVED EMAIL FROM CUST DATED 3 DAYS AGO. S/M AND AVM HAVE BEEN DIRECTLY INVOLVED IN ATTEMPTS TO GET ROADSIDE ADJUSTER TO INSPECT VEHICLE. AVM HAS PERSONALLY SPOKEN TO ROADSIDE. ROADSIDE SUPERVISOR, SCOTT, REFUSED INVOLVEMENT ON CUST'S BEHALF. ACTION WAS TAKEN WHEN S/M, JOHN THORNE, THREATENED INVOLVEMENT BY CAM. WRITTEN AUTHORIZATION VIA FAX THEN FOLLOWED WITHOUT AN ADJUSTER'S INSPECTION. CUST IS AWARE THAT VEHICLE IS NOW BEING REPAIRED AND CUST SHOULD GET VEHICLE TOMORROW. CRM WOULD LIKE TO NOTE THAT IT APPEARS THAT S/M DID AN OUTSTANDING JOB ON BEHALF OF THE CUST. CUST WILL LIKELY NOT BE AWARE OF THIS. CRM CLOSING FILE.

RICH COLLIS/TAMPA; 0; 330371869

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CORDOVA , TN

CASE NUMBER: 04543913 VIN: 1G1YY22G8X5128199
MODEL YEAR: 1999
DATE OPENED: 2001-06-13 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-11 MILEAGE: 30500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CHUCK HUTTON CHEVROLET CO
BRC PARENT: DEALER ADDRESS: 2471 MT MORIAH RD, MEMPHIS, TN, 38115, USA

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

N01 Electrical General Other
4 REPAIR ATTEMPT(S) electrical glitch

N02 Battery Other
1 REPAIR ATTEMPT(S) dead

H71 ABS Sensors ABS Brake Light
0 REPAIR ATTEMPT(S) light coming on

M01 Steering General Other
0 REPAIR ATTEMPT(S) steering column locking up

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

Cust states that he would like to file a complaint. Cust states that his vehicle is having major electrical glitches which are causing the steering column locking up and making the vehicle inoperable. Cust states that they have done 4 different repairs but all of the results have been the same. Cust states that his Battery was replaced last time and now he is having the problem again. Cust states that the Dealer referred him to CAC #. Cust states that he feels he has a lemon and would like to get out of the vehicle. Cust seeks Crm advised; called dealer and was informed that Svc Mgr is out of the office until Monday 6/18/01. Crm spoke with Mark Maranchin he states that he was contacted by the service administrator and he requested that he inspect the vehicle. he states that he thought the cust would be bringing the vehicle in on monday but he has yet to see it. he states that

tac and the avm will be involved in any repair to keep cust satisfied. CONT..... MONICA
RAGSDALE/CAC/PDX; 0; 361324194
2001-06-13

CONT.....Crm advised the customer that the dealer was willing to contact avm and tac
and continue to working with the customer. Cust states that he has had it done already 4
times and does not want to work with the dealer anymore. crm advised thatat this point that
was the only option. Cust states that he will call dealer and Crm to call cust back 1:30-
3:30 pst 6/20 to check on status of repair.....Cust seeks to be released from his
vehicle. Monica Ragsdale/cac/pdx; 0; 361324399
2001-06-20

CRM CONTACTED THE CUST AND SPOKE WITH [REDACTED] AND SHE STATES THAT THEY DID TAKE THE
VEHICLE INTO THE DEALER AND THEY SAID THEY FIXED IT HOWEVER THEY ARE STILL HAVING THE SAME
CONCERN. SHE STATES THAT THEY ARE NOT GOING TO TAKE IT TO THE DEALER AGAINUNTIL THE DEALER
CAN GIVE A DEFINATE ANSWER AS TO WHAT THEY ARE GOING TO DO TO FIX THE CONCERN. SHE STATES
THAT HER HUSBAND WILL NOT BE HOME UNTIL AFTER 6PM EST. CRM ADVISED THAT I WILL CALL DEALER
AND GET BACK WITH THE CUST TOMORROW AFTER 6PM EST. MONICA RAGSDALE/CAC/PDX; 0; 361927751
2001-06-20

CRM CONTACTED THE SHERRY SOPAR THE SERVICE MANAGER AND SHE STATES THAT THE VEHICLE HAS NOT
BEEN TO THE DEALER SINCE 6/6 AND THE AREA REP HAS BEEN CONTACTED AND HE REQUEST THAT THE
DEALER TAKE VEHICLE AND WORK WITH TAC TO GET IT REPAIRED AND THE CUST IS REFUSING TO HAVE
THE VEHICLE IN. CRM TO CONTACT THE CUST BACK TO FIND FURTHER INFORMATION. MONICA
RAGSDALE/CAC/PDX; 0; 361927974
2001-07-11

CRM CONTACTED THE CUSOTMERS WIFE. SHE STATES THAT THEY STILL HAVE NOT BEEN TO THE DEALER.
CRM ADVISED THAT AT THIS POINT THE AVM IS REQUESTING INSPECTION AND TAC ASSISTANCE. CUST
STATES THAT THEY WILL CONTINUE TO WORK WITH THE DEALER AND IF FURTHER ASSISTANCE IS NEEDED
AFTER NEXT INSPECTION CONTACT CAC BACK. CRM THANKED CUST AND IS CLOSING FILE. MONICA
RAGSDALE/CAC/PDX; 0; 363728654

*****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:

HAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

HAS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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



AUTO LINE

AGREEMENT TO ARBITRATE

Date: 08/08/00 Case Number: CHV0033900
Customer: [REDACTED]
Business: Chevrolet Motor Division
Mfr-Info: 1716 SC 1G1YY22G9X5116854

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette
Year : 1999

All parties named above submit to arbitration the following:

Current Problems:

1. Steering column keeps locking up.

Past Problems:

2. Driver side window not working.
3. CD player was not working properly.

The parties have come to agreement on the following: not applicable

Each party requests the arbitrator(s) render the following decision:

Consumer : repurchase
Manufacturer : denial

If a repurchase is sought by one of the above parties, the actual amounts sought are:

Purchase Price: TBD

GM RESTRICTED

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CASE NUMBER: 05061547 VIN: 1G1YY22G8X5128302
 DATE OPENED: 07/25/01 MODEL YEAR: 99
 DATE CLOSED: 08/23/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 28735
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MD
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CHESAPEAKE CITY MD [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05061547 VIN: 1G1YY22G8X5128302
 MODEL YEAR: 1999
 DATE OPENED: 2001-07-25 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-08-23 MILEAGE: 28735
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: WILLIAMS CHEVROLET-OLDSMOBILE
 BRC PARENT: DEALER ADDRESS: 2 AUTOMOTIVE BLVD., ELKTON, MD, 21921, USA

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

N41 Power Seats Motor/Switch/Wiring	Other
3 REPAIR ATTEMPT(S)	REPLACED
N41 Steering Column/Lock/Attaching Parts	Inoperative
3 REPAIR ATTEMPT(S)	POWER SEATS
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
4 REPAIR ATTEMPT(S)	MAJOR GUARD 50/60

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify & Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Goodwill/GoodwillMain.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

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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/html/DawinWrightLetters/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/Contacting%20GM%20Field%20Personnel%20SBS%207-14.htm]]

Vehicle reimbursement or Goodwill decision - Repair already done

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

M REC'VD CALL FROM CUST. WHO STATES THAT SHE IS REALLY CONCERNED ABOUT THE CAR, AND FEELS LIKE SHE NEEDS SOME TYPE OF EXTENDED WARRANTY, TM CHECKED VIN PROFILE, AND FOUND 4 OTHER TIMES THAT THE CAR WAS IN THE SHOP FOR STEERING CONCERNS, TM IS GOING TO AGREE WITH GMPP MAJOR GUARD 5/60. TM CONTACTED GMPP TO MAKE SURE THAT THIS WOULD BE THE ONE TO BEST COVER THE CUST CONCERNS, AND IT IS.

BUSINESS REASONS ARE: 1) REPEATED CONCERNS. 2) CUSTOMER GROSSLY INCONVENIENCED BY PARTS DELAY ON GMS PART. 3) RETAIN CUSTOMER LOYALTY. 4) INCREASE CUSTOMER ENTHUSIASM. ANNETTE JOHNSON/PDX/TM.; 0; 364944402

2001-07-25

PLEASE REFER TO REQUEST# 04864925, FOR OTHER DETAILS, REQUEST # 05061547 CREATED TO PROCESS GMPP. DUE TO CUST. NAME BEING MISPELLED. ANNETTE JOHNSON/PDX/TM.; 0; 364944544

2001-07-25

TM CALLED CUST TO OFFER THE GMPP, CUST SAYS NOW THAT SHE NEEDS TO TALK IT OVER WITH HER HUSBAND. TM WILL CALL HER 7/26 IN THE AFTERNOON TO TRY TO OFFER AGAIN. ANNETTE JOHNSON/PDX/TM.; 0; 364948438

2001-07-30

Removing from Queue & forwarding to teams's GL for her to review & submit. Anny VanNatta/GL/pdxCAC; 0; 365404432

2001-07-31

<><>COPIED AND PASTED FROM OLD FILE # 4864925<><>; 0; 365485046

2001-07-31

CUST STATED SHE IS LEASING THE VEH FROM ROTHROCK CHEV. CUST STATED SHE NO LONGER WANTS THE VEH, SHE WANTS CHEV TO BUY VEH FROM HER B/C SHE HAS EXPERIENCED MANY REPAIRS UNDER WARRANTY AND HAS CAUSED HER INCONVIENCE. CUST WENT OVER THE VIN - WARRANTY REPAIR HISTORY. CUST HAD THE STEERING COLUMN LOCK REPLACED/FIXED 3 TIMES AND ALSO THE SEAT CONCERN. CUST STATED

IS CURRENTLY WORKING W/ IS PORTER CHEV. CRM GAVE CUST REQ#. CRM INFORMED CUST WILL DO RESEARCH AND WILL GIVE HER A CALL BACK ON 7/13/01 AT WORK 302 369 1000. SAMANTHA KNEPPER PDX CAC; 0; 365485056

2001-07-31

CRM SPOKE W/ TM ABT CUST FILE AND SHE SUGGESTED FOR CRM TO CALL PORTER CHEV AND GET THEIR FEED BACK ABT THE VEH AND SEE IF THE CUST HAS BEEN ABUSING THE VEH OR NOT. PLUS, IF CUST IS LEASING HER VEH, SHE WILL NEED TO GO THRU GMAC OR THE LEASE HOLDER. CRM WILL CALL PORTER CHEV ON 7/11/01. SAMANTHA KNEPPER PDX CAC; 0; 365485067

2001-07-31

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CRM CALLED PORTER CHEV 302 453 6800. CRM SPOKE W/ SVC MGR HERB. HE STATED THE FRONT FENDER REPAIR THAT WAS DONE ON 5/05/01 WAS TIGHTENING THE NUTS AND BOLTS B/C THEY WERE LOOSE- TO CORRECT A RATTLE COMPLAINT. HE STATED HE DOES NOT BELIEVE THE CUST ABUSES HER VEH. HE ALSO STATED THE VEH WAS IN A COUPLE OF DAYS AGO FOR STEERING WHEEL COLUMN. SAMANTHA KNEPPER PDX CAC
CRM CONSULTER W/ TM ON FILE AND WAS ADVISED THE VEH DOES NOT QUALIFY FOR REPURCHASE. IF CUST SEEKS FOR REPURCHASE, SHE WILL NEED TO PERSUE IT ON HER OWN. SAMANTHA KNEPPER PDX CAC; 0; 365485077
2001-07-31

CRM CALLED CUST AT WORK AND INFORMED HER CHEV WILL NOT BE ABLE TO REPURCHASE HER VEH. CUST NOT SATISFIED W/ ANSWER. CUST REQUEST TO SPEAK W/ CRM TM. CRM INFORMED CUST CRM IS A MGR. CUST STILL REQUESTED TO SPEAK W/ TM. CRM INFORMED CUST CRM WILL LEAVE A NPOTE W/ TM TO POSSIBLY CALL HER NEXT WEEK APT CASE. CUST IS NOT CLEAR APT WHY CHEV WILL NOT BUY HER VEH. SAMANTHA KNEPPER PDX CAC; 0; 365485087
2001-07-31

CUST CALLED IN REGARDING STEERING WHEEL LOCKING UP AGAIN. CUST STATES HER SON TOOK VEHIC ON TRIP AND WHILE IN NC STEERING WHEEL LOCKED UP. CUST STATES VEHIC IS BEING TOWED TO A DLR AND REPAIRED FOR THE FOURTH TIME. CUST STATES SHE WAS LOOKING ON INTERNET AND FOUND CAMPAIGN 01044 REGARDING THIS SITUATION HOWEVER WHEN SHE CALLED HER DLR THEY STATED THEY DID NOT HAVE THE PARTS FOR IT. CUST STATES SHE HAS BEEN DENIED FOR REPURCHASE, HOWEVER SHE IS STILL SEEKING REPURCHASE AND WILL TAKE NOTHING LESS THAN THIS. CRM ADV THAT SHE WILL PLACE A CALL TO HER AREA REP TO MAKE A DECISION ON THIS. CUST STATES SHE DOES NOT FEEL SAFE DRIVING THE VEHIC AND WILL NOT PURCHASE THE VEHIC AT THE END OF HER LEASE. CRM SET UP CALL BACK FOR CUST FOR WED ANYTIME **PER CUST REQUEST**. CUST STATES IF SHE DOES NOT HEAR BACK FROM CRM ON WED SHE WILL BE CALLING HER LAWYER. PATTY JOHNSTON/PDX CAC; 0; 365485098
2001-07-31

CUST WK NUMBER [REDACTED] 0; 365485112
2001-07-31

cust called in stating that they never received a return call from a prev crm
crm advised cust that AVM has been notified about cust repurchase request and that prev crm would contact cust in approx 24 to 48 hours-jason rico/pdx cac 7/16; 0; 365485121
2001-07-31

CRM CALLED CUST AND DENIED ASSIST. CUST NOT HAPPY. CUST ADV SHE WILL NEVER BUY A CHEVROLET AGAIN. CRM ADV CUST TO THE BBB AUTOLINE. CUST SEEKED ASSIST IN SPEEDING UP THE PROCESS OF GETTING HER VEHIC REPAIRED DOWN IN NC. CRM CALLED DLR 252-756-2150 AND SPOKE WITH BARRY SVC MGR WHO ADV HE IS IN THE PROCESS OF PUTTING A SPAC ON THIS PART AND WILL CALL CRM BACK WITH NUMBER. CRM ADV THIS TO CUST AND ADV CUST AS SOON AS SHE GETS THE NUMBER SHE WILL CALL AND CHECK ON WHERE THE PART IS IN TRANSIT. PATTY JOHNSTON/PDX CAC
CRM RECVD CALL FROM DLR WITH SPAC #08395265. CRM CALLED GMSPO WHO ADV THAT THE CASE HAS ALREADY BEEN CLOSED BECAUSE THE PART WAS LOCATED AND IS BEING FED EX TONIGHT. CRM CALLED CUST AND LEFT MESSAGE WITH HUSBAND REGARDING PART. PATTY JOHNSTON/PDX CAC; 0; 365485131
2001-07-31

CRM WAS ABSENT ON 7/16 TO 7/18. CRM REVIEWED FILE AND NOTICED AVM WAS CALLED AGAIN ON THE ISSUE. CUST WAS DENIED REPURCHASE. CUST WAS NOT SATISFIED. CRM JOHNSTON SENDING CUST BBB LETTER. SAMANTHA KNEPPER PDX CAC; 0; 365485139
2001-07-31

cust states wants to speak to patty johnson, says she promised he would receive part yesterday. cust states called phelps chev and got no new information.
crm seeks confirmation of part. arriving for veh repair.

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

373424

CRM ADVISES CUST WILL TRY TO CONTACT PHELP CHEV (352-756-2150) TO FIND OUT ABOUT PART. CRM UNABLE TO GET THROUGH, ADVISES CUST SAME AND CUST AGAIN STATES WANTS TO SPEAK TO PATTY JOHNSON. CRM ADVISES CUST WILL FORWARD FILE TO MS. JOHNSON AND CONFIRMS MR WALLS ONLY PHONE CONTACT # AS [REDACTED]
rick railey/atx/cars; 0; 365485152
2001-07-31

CUST STATES THAT SHE WANTS ANETTE JOHNSON TM RIGHT NOW. THIS CRM TRIED TO ASST THE CUST BUT ALL SHE WANTED WAS MS JOHNSON. TM JOHNSON CAME TO PHONE AND TALK TO A VERY UPSET CUST. KIMBERLEE WEISKER/PDX-CAC; 0; 365485161
2001-07-31

CRM REC'VD CALL FROM CUST BEFORE CRM 'WEISKER' CAME INTO FILE. CUST ORIGINALLY WAS SEEKING STATUS OF PART. CRM ADV CUST WHAT PREV NOTES HAD STD, THAT PART HAS BEEN FED EX. CUST SEEK TO HAVE CRM TRACK PART DOWN BECAUSE CUST HAS BEEN RECEIVING WRONG INFO FROM CAC. CRM CONTACTED GMSPO AND PROVIDED SPAC #08395265 TO TRY AND OBTAIN A FED EX TRACKING #. REP @ GMSPO STD THAT PART WAS COMING IN FROM CANADA AND THERE WAS NO TRACKING #. CRM ADV THIS TO CUST, CUST GOT VERY UPSET AND REQ TO SPK TO TM. CRM HAD TM ANNETTE JOHNSON TAKE ESC CALL. DURING THE CONVERSATION, PHONE GOT DISCON. CUST CALLED BACK IN BEFORE THIS CRM WAS ABLE TO EDIT AND DCC NOTES. CRM WAS ADV BY TM JOHNSON, TO REVIEW FILE W/ TM ON 07/20 MORNING. DAVID NOLAN/PDX/CAC; 0; 365485169
2001-07-31

TM CLD CUST AT [REDACTED] AND ADV. THAT WE DID FIND OUT THAT THE PART HAD BEEN SHIPPED ON WEDNESDAY, AND THAT IT WAS SCHEDULED TO ARRIVE ON MONDAY 07/23. TM ONCE AGAIN APOLOGIZED FOR THE INCONVENIENCE. CUST THANKED TM FOR THE CALL, TM WILL FOLLOW UP WITH THE CUST NEXT TUESDAY, TO MAKE SURE EVERYTHING WENT ALRIGHT. TM WILL ALSO BE WORKING WITH DAVID NOLAN TO ISSUE \$100 AMEX. BUSINESS REASONS ARE AS FOLLOWS: 1) AS AN APOLOGETIC GESTURE. 2) CUST WAS SEVERELY INCONVENIENCED. 3) TO RESTORE FAITH IN GM. WE WILL BEGAN THE PROCESS MONDAY MORNING. ANNETTE JOHNSON/PDX; 0; 365485180
2001-07-31

TM REC'VD CALL FROM CUST. WHO STATES THAT SHE IS REALLY CONCERNED ABOUT THE CAR, AND FEELS LIKE SHE NEEDS SOME TYPE OF EXTENDED WARRANTY, TM CHECKED VIN PROFILE, AND FOUND 4 OTHER TIMES THAT THE CAR WAS IN THE SHOP FOR STEERING CONCERNS, TM IS GOING TO AGREE WITH GMPP MAJOR GUARD 5/60. TM CONTACTED GMPP TO MAKE SURE THAT THIS WOULD BE THE ONE TO BEST COVER THE CUST CONCERNS, AND IT IS.
BUSINESS REASONS ARE: 1) REPEATED CONCERNS. 2) CUSTOMER GROSSLY INCONVENIENCED BY PARTS DELAY ON GMS PART. 3) RETAIN CUSTOMER LOYALTY. 4) INCREASE CUSTOMER ENTHUSIASM. ANNETTE JOHNSON/PDX/TM.; 0; 365485188
2001-07-31

ADDITION TO BUSINESS REASONS,
REPURCHASE WAS DENIED
RESTORE FAITH IN VEH/DLR/GM
MAINTAIN CUST SATISFACTION
MECHANICAL CONCERNS FOR FUTURE
NICOLE REW/GL/PDX/CAC; 0; 365485248
2001-07-31

OFFER HAS BEEN ACCEPTED AND ADDRESS WAS VERIFIED....GL WILL SUBMIT TO QUEUE FOR APPROVAL PROCESS
NICOLE REW/GL/PDX/CARS; 0; 365485277
2001-07-31

GL SUBMITTED GMPP 60/60 MAJOR GUARD TO QUEUE FOR APPROVAL
NICOLE REW/GL/PDX; 0; 365485384

GM RESTRICTED

373424

2001-08-02

CAMPAIGN FOR STEERING COLUMN SHOWS REPAIRED IN VIN PROFILE. FORWARDING TO GM FOR FINAL APPROVAL.

LIZ WELLAND/GL/PDX; 0; 365623668

2001-08-06

Final APP rec'd by GMBPL ----- sent letter reference # RS0011 to MSX ----- GMPP on it's way ----- Will leave file open until confirmation from MSX is rec'd that letter was sent.

darcie horlacher/goodwill liaison/portland; 0; 365979451

2001-08-13

TM REC'D A CALL OVER THE WEEKEND FROM [REDACTED] STATING THAT THE VEH. HAS BROKEN DOWN AGAIN FOR THE 11TH TIME. [REDACTED] ALSO STATES THAT WHEN HE GOT THE VEH. OUT OF THE SHOP THAT HE WOULD DRIVE IT TO THE SELLING DEALERSHIP AND LEAVE IT THERE. TM ATTEMPTED TO CALL, THE LINE WAS BUSY. TM WILL TRY BACK BETWEEN 9:30-11AM TODAY. ANNETTE JOHNSON/PDX/TM.; 0; 366572970

2001-08-13

TM REC'D CALL FROM [REDACTED] WHO STATES THAT SHE WANTS OUT OF THE CAR. SHE STATES THAT SHE WAS ABSOLUTELY TERRIFIED WHEN THE HATCHBACK OPENED AS SHE WAS DRIVING DOWN THE FREEWAY. [REDACTED] ALSO STATES THAT THE TRACTION CONTROL KEPT GOING ON AND OFF AND INSTEAD OF THE LIGHTS GOING OFF, THEY CAME UP AND STAYED ON. CUST ALSO STATES THAT SHE SPOKE WITH TONY STRACCIOLINI AND ROSS CHEV. THE SELLING DEALERSHIP ON SATURDAY, AND HE STATES THAT HE HAD BEEN IN TOUCH WITH THE AVM, WHO AT THIS TIME DENIED REPURCHASE REQUEST. CUST STATES THAT SHE CONTACTED BBB THIS MORNING AND A CASE HAS BEEN SET UP. TM ADV. THAT SINCE SHE HAD FILED WITH THE BBB, THIS DEPT. WOULD NOT HANDLE CASE ANYMORE...TM DID NOT ADV. CUST. BUT WILL FOLLOW UP WITH OUR ADR DEPT. AND WATCH CASE TO SEE WHO PICKS IT UP, TO SEE IF I CAN BE OF ANY ASSISTANCE. ANNETTE JOHNSON/PDX/TM.; 0; 366575560

2001-08-20

GMPP letter sent to cust by MSX on 8/7/01.....Closed file.

Connie Herb/Goodwill Liaison/Portland/CAC; 0; 367191696

2001-08-23

[REDACTED] CALLED IN TO STATE THAT TODAY THE STEERING COLUMN LOCKED UP THIS MORNING. CUST JUST WANTED TO STATE THAT THIS HAD HAPPENED. CHEVROLET IS ALREADY BUYING THE VEH. BACK NO ASSISTANCE IS NEEDED AT THIS LEVEL. THIS IS JUST A DOCUMENTATION...; 0; 367461783

*****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:

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

373424

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:

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

373424

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: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: 4108852001

CASE NUMBER:	05292753	VIN:	1G1YY22G8X5128302
		MODEL YEAR:	1999
DATE OPENED:	2001-08-13	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-09-24	MILEAGE:	32100
SOURCE:	BBB Import	DELIVERY DATE:	
BRC TYPE:	ADR No	DEALER NAME:	ROTHSACK CHEVROLET INC
BRC PARTENT:		DEALER ADDRESS:	780 BALTIMORE PIKE, SPRINGFIELD, PA, 19064, USA

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

M41 Steering Column/Lock/Attaching Parts	Broken
6 REPAIR ATTEMPT(S)	keeps locking up
N01 Electrical General	Other
3 REPAIR ATTEMPT(S)	body control module being replaced
S13 Reimbursement Requested	Customer Satisfaction
3 REPAIR ATTEMPT(S)	to settle bbb case. to reimburse cust for
car rental.	

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

crm calld cust and left a voice message. CRM CALLD SERV MGR AT PHELPS CHEV WHO STATED THAT HER SON WAS ON A TRIP TO N.C. TO VISIT COLLEGE FRIENDS WHEN THE VEH HAD A PROBLEM WITH STEERING WHEEL LOCKED UP. THEY PERFORMED RECALL#01044. SERV MGR STATES SON HAD TO STAY THERE A WEEK WHILE VEH WAS BEING REPAIRED. HE HAD TO SPAC ORDER PART. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 366661046
2001-08-15

CRM RECVD CALL FROM CUST HUSBAND-STATES VEH IS AT PORTER CHEV-REAR HATCH POPPED OPEN WHILE CUST WAS DRIVING-SHE DROVE VEH HOME, ATTEMPTED TO SHUT VEH OFF-HORN KEPT BEEPING-HAD TO TURN VEH ON TO TURN HORN OFF-BATTERY DIED. CUST DEMANDS ANSWER WHETHER GM WILL REPURCHASE VEH BY FRIDAY. CUST ADVISED CUST THAT CRM WILL RESEARCH CONCERNS, BUT WILL FOCUS ON REPAIRING VEH, OFFERING CDDP, AND REIMBURSING CUST FOR RENTAL VEH. CUST STATED THAT HE WILL BE CONTACTING ATTORNEY TO GO OVER LEMON LAW WITH HIM. CRM ADVISED CUST THAT CRM UNDERSTANDS CONCERNS, BUT FOR VEH TO BE CONSIDERED FOR REPURCHASE, CLAIM WOULD HAVE HAD TO BE FILED BEFORE 5/19/01 OR 24,000 MILES, WHICHEVER CAME FIRST. CUST INDICATED VEH WAS PURCHASED IN PENNSYLVANIA AND THAT THEY MAY FILE IN THAT STATE. CRM ADVISED CUST PENN HAS SAME GUIDELINES. CRM ADVISED CUST THAT CRM WILL RESEARCH CONCERNS AND CONTACT THEM. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 366737751
2001-08-15

CRM CALLD SERV MGR HERB HOESLINGER OF PORTER CHEV, WHO ADVISED CRM THAT VEH IS AT DLRSHP, BUT THEY HAVE NOT DIAGNOSED CONCERN. WILL CALL CRM WHEN THEY HAVE DIAGNOSED CONCERN, AND WILL FAX CRM COPIES OF ALL R.O.'S. CRM CALLD WILLIAMS CHEV AND LEFT MESSAGE FOR SERV MGR ERIK HAMMOND ASKING SERV MGR TO FAX CRM COPIES OF R.O.'S. CRM CALLD AVM CARL CHRISTIANSEN AND LEFT VOICE MESSAGE UPDATING HIM OF BBB CASE. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 366739421
2001-08-15

CRM CALLED ROTHROCK CHEVROLET AND SPOKE WITH SALES MGR BRENT. CRM ASKED FOR COPY OF PURCHASE AGREEMENT, INCENTIVE ACKNOWLEDGEMENT, AND A COPY OF ACV OF TRADE-IN, IF THERE WAS A TRADE.

██████████ AGREED TO FAX INFO. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 366739910

2001-08-17

CRM RECEIVED CALL FROM ██████████, HUSBAND OF CUST- ASKED CRM IF I HAD RECVD COPIES OF THE R.O.'S AND ASKED IF I HAD ANY INFORMATION ON THE STATUS OF THEIR VEH AT PORTER CHEV. CRM INFORMED HIM THAT CRM WILL HAVE TO CALLSERV MGR- CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 366910238

2001-08-17

CRM CALLED SERV MGR HERB HOESLINGER OF PORTER CHEV WHO INFORMED ME THAT HE JUST HUNG UP THE PHONE WITH ██████████. HE INFORMED ME THAT THEY HAVE TO REPLACE THE BODY CONTROL MODULE AND THAT ONCE THEY HAVE PART AND HAVE IT INSTALLED, HE WILL SEE IF THERE ARE ANY MORE CODES GIVEN OFF, AND WILL MAKE ANY NECESSARY REPAIRS. CRM CALLED ██████████. CRM ADVISED CUST OF STATUS- CRM OFFERED GMPP (DID NOT GIVE ANY SPECIFICS- CUST DEMANDED REPURCHASE- CRM ADVISED CUST ONLY ELIGIBLE FOR REPAIRS- CUST ASKED WHAT HAPPENED TO REPURCHASE THAT ROTHROCK WAS WORKING ON- CUST PROVIDED PHONE NUMBER AND NAME OF OWNER AND STATED THAT THEY WERE WORKING ON BUYBACK WITH CHEVROLET- CRM CALLED AND LEFT VOICE MESSAGE WITH BRUCE ROTHROCK AND AVM CARL CHRISTIANSEN AND ASKED TO HAVE THEM CALL CRM AND UPDATE CRM WITH ANY INFO- CUST CLAIMS THEY ARE LOOKING INTO DLR BUYING VEH BACK FOR MARKET VALUE, AND GM PAYING DIFFERENCE. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 366910740

2001-08-17

CRM RCVD CALL FROM AVM WHO STATED THAT HE ADVISED DLR THAT HE IS WILLING TO REPURCHASE VEH AND ALLOW CUST TO WALK AWAY FROM VEH WITH NO FURTHER OBLIGATION, BUT THAT CUST WOULD NOT RECEIVE ANY PAYMENTS BACK OR ANY MONETARY VALUE BACK WHATSOEVER. CRM ADVISED AVM THAT CRM BELIEVES THAT IS ACCEPTABLE TO CUST, ALONG WITH REIMBURSEMENT OF CAR RENTAL. AVM STATED THAT IS JUST FINE. CRM CALLED CUST- CUST SATISFIED, ACCEPTED OFFER. CUST TO MAIL ORIGINAL CAR RENTAL PAYMENT. CRM CALLED AVM, LEFT VOICE MESSAGE INDICATING THAT WHEN AVM RETURNS FROM VACATION, TO COMPLETE PRA - THAT CUST ACCEPTED OFFER. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 366922431

2001-08-23

2001-08-23

CRM RETURNED CALL TO AVM, BUT CRM HAD TO LEAVE MESSAGE. AVM INDICATED THAT HE IS DOING A PRA ON VEHICLE FOR A TRADE REPURCHASE, BUT CAUTIONED CRM THAT HE HAD TO TALK WITH CRM. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 367463471

2001-08-24

CRM RECVD RENTAL RECEIPTS FROM CUST. CRM FILLED OUT PAPERWORK, BUT NEEDS R.O.. CRM CALLED DLR. MOONE AVAILABLE. CRM WILL CALL MONDAY FOR R.O.. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 367544004

2001-08-25

CRM RECVD VOICE MESSAGE FROM CUST. CUST STATES THAT STEERING WHEEL LOCKED UP AGAIN ON HER AND THAT SHE WANTS OUT OF VEH. CRM CALLED DLR WHERE VEH MAY BE AT AND WAS ASKED TO CALL BACK AT 10 A.M.. CRM CALLED DLR IN N.C. TO ASK FOR COPY OF R.O. BUT DLRSHIPNOT OPEN. CRM WILL CONTACT AVM TO SEE IF HE IS DOING A PRA AS CUSTOMER DOES NOT WANT VEHICLE. VEHICLE DEFINITELY MEETS PRESUMPTION. CRM POSITION: REPURCHASE VEHICLE. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 367597583

2001-08-25

CRM CALLED AND LEFT VOICE MESSAGE TO AVM. CRM ADVISED AVM THAT CUST CLAIMS STEERING WHEEL HAS LOCKED UP AGAIN AND CUST WANTS CRM TO CALL CUST. CRM ADVISED AVM THAT CUST INDICATES SHE NO LONGER WANTS VEH. CRM ASKED AVM TO CALL CRM SO THAT CRM CAN LEARNWHAT AVM WANTS CRM TO KNOW BEFORE HE DOES PRA ON VOLUNTARY REPURCHASE. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 367604198

2001-08-27

CRM RCVD VOICE MESSAGE FROM AVM CARL CHRISTIANSEN WHO STATED THAT THEY ARE REIMBURSING THE CUSTOMER FOR 1 LEASE PAYMENT AT THE DEALERSHIP LEVEL. HE STATED THAT WE SHOULD GET THE CUSTOMER OUT OF THE VEHICLE AS QUICKLY AS POSSIBLE BECAUSE CUST HAS A RENTAL UNTIL SHE TURNS VEHICLE IN. CRM WENT OVER TO WORKFLOW AND FOUND EDRA AVM HAD SENT. CRM CALLED

SELLING DLR AND TALKED WITH BRIAN IN THE SALES DEPT WHO TOOK ALL NECESSARY INFORMATION AND STATED THAT IT WOULD BE FAXED AND THAT THEY WOULD CALL CRM WHEN IT WAS FAXED. CRM ASKED FOR SALES CONTRACT, INCENTIVE ACKNOWLEDGEMENT, AND ACV. CRM TO CALL AVM LATER TODAY. CRM
 TEDBROWN/BRC/ADR/TAMPA X57104; 0; 367774588
 2001-08-27

CRM RCVD EPRA FROM AVM. CRM COMPLETED REPURCHASE FOLDER. FORWARDED TO TM TO GO TO REPURCHASE. AVM STATES THAT CUST HAS A RENTAL AND REPURCHASE SHOULD PROCEED AS QUICKLY AS POSSIBLE. CRM TED BROWN/BRC/ADR/TAMPA X57104; 0; 367807666
 2001-08-27

***** EXECUTIVE SUMMARY *****

DECISION: CLOSE FILE AFTER CRM COMPLETES REIMBURSEMENT OF CAR RENTAL. CRM COMPLETED VOLUNTARY REPURCHASE FOLDER. FILE BEING FORWARDED TO REPURCHASE

JUSTIFICATION: VOLUNTARY REPURCHASE BY AVM.

DECISION MAKER: TED BROWN

FOLLOW UP: COMPLETE REIMBURSEMENT FOR CAR RENTAL; 0; 367807803
 2001-08-28

ADR Voluntary Repurchase, Preliminary Repurchase Authorization forwarded to repurchase crm Nancy Klotz, ext. 58184. AVM: Carl E. Christiansen. Related requests: 05061547, & 03572978. Robyn Starks/Tampa workflow.; 0; 367869056
 2001-09-01

CRM CALLED DLR. SERV DEPT CLOSED, BUT SPOKE WITH SALESMAN WHO TOOK INFORMATION. CRM ASKED TO HAVE R.O. FAXED TO CRM, AND HE STATED THAT HE WOULD TRY TO FAX INFORMATION TODAY. CRM
 TED BROWN/BRC/ADR/TAMPA X57104; 0; 368209027
 2001-09-01

CRM RCVD CALL BACK FROM JOEL AT DLR WHO STATED INFORMATION WILL BE FAXED ON TUESDAY. CRM
 TED BROWN/BRC/ADR/TAMPA X57104; 0; 368209143
 2001-09-21

TM agrees with decision offer reimbursement Ken New/ADR; 0; 369960298

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

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

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

EXTERNAL CASE NUMBER: CHV0174324 DATE:
TITLE NAMES: CHRISTINE WELLS
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:

September 21, 2001

[REDACTED]
Chesapeake City, MD [REDACTED]

Request: C05292753

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1999 Chevrolet Corvette which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$180.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Theodore Brown
Customer Relationship Manager
Business Resource Center

To: Ted Brown

Fax#:

From:

Aug 13, 2001

Re: Chevrolet Motor Division/CHV0174324

TotalPages: 13

BBB AUTO LINE

August 13, 2001

Re: c01 1716 X CHV0174324 [REDACTED] vs Chevrolet Motor Division

[REDACTED]
Chesapeake City, MD [REDACTED]

Dear [REDACTED]

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form* is returned to our office.

Please review the information outlined below and follow the instructions.

- **Instructions to the Customer** - Please read this document first. It walks you through the material contained in the mailing and explains what you need to do to help us handle your claim.
- **Program Summary** - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- **Customer Claim Form (CCF)** - Information we have on file regarding your complaint is recorded on the *Customer Claim Form*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).
- **How BBB AUTO LINE Works** - This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.

We have notified the manufacturer about your contact with us. The manufacturer may contact you to discuss settlement options, and you may want to explore these options. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss and explain the Telephone Settlement Conference process we may utilize prior to arbitration. Our goal is to assist you and the manufacturer in reaching a mutually satisfactory resolution to your dispute. If that is unsuccessful, we will provide you, if eligible, with the opportunity to have an arbitrator make a decision to resolve the dispute.

Sincerely,

Margie Jordan at Extension 513

INSTRUCTIONS TO THE CUSTOMER

Step 1

Read the enclosed *Program Summary* and the other information regarding the BBB AUTO LINE process.

Step 2

Review and sign the *Customer Claim Form*. Make sure all information on the form is accurate. If any information is missing or incorrect, please write the corrections or additions directly on the form using black ball point ink.

Please complete a section of the enclosed grids for each problem. If you fail to list problems now, they may not be able to be added later in the program. We can not accept forms which state "please see attached repair orders." You must take the time to complete the form and grid. Please attach additional sheets if the grid does not provide enough space.

Please make sure the VIN (vehicle identification number) is noted and correct. Make corrections to the VIN right on this form.

The *Customer Claim Form* must be signed by all titled owners of the vehicle.

Step 3

~~Attach the following documents to the signed Customer Claim Form:~~

Sales Agreement/ Purchase Invoice containing the cash purchase price, sales tax and other miscellaneous expenses associated with your purchase; or,

Lease Agreement (obtain requested information from the lessor);

Current Vehicle Registration; and,

Repair Orders that relate to your claim, including proof of payment if you are seeking reimbursement.

Step 4

~~Submit~~ your copy of the documents listed above in Step 3 to the signed *Customer Claim Form*. All documents you submit will be scanned into a computer. We will keep electronic copies of any documents you send, and we will dispose of the hard copies. You may wish to make a complete set of copies for your file before mailing ~~the documents.~~

Step 5

~~Mail~~ Place all your documentation in a suitable size envelope and mail to the address provided on the *Customer Claim Form*. You should return this information to us no later than seven days after you receive this package or you may fax it to us at 703.247.9700.

BBB AUTO LINE

CHV0174324

LEASED VEHICLE INFORMATION

Account number: _____

Leasing company: _____

Leasing company's address: _____

Leasing company's contact person: _____

Contact person's telephone number: _____

Contact person's fax number: _____

I authorize and request _____ to provide to BBB AUTO LINE the
information listed below. [Leasing Company]

Signed: _____ Date: _____

Print Name: _____

*****The following information is to be provided by the leasing company*****

Today's Date: _____

Vehicle's M.S.R.P. (Manufacturer's Suggested Retail Price) _____ \$

Vehicle's actual purchase price _____ \$

Capitalized cost _____ \$

Capitalized cost reduction: downpayment _____ \$

rebate _____ \$

trade-in allowance _____ \$

Vehicle's residual value at end of lease term _____ \$

Security deposit _____ \$

Sales/use tax, title or registration fee, or similar charges paid at lease inception _____ \$

Refund that lessee will receive for any extended warranty or insurance

policy included in the lease contract _____ \$

Total amount of each monthly payment _____ \$

Amount of each monthly base or rental payment (excluding any sales and/or use tax) _____ \$

Number of monthly payments made _____

Number of monthly payments past due _____

Payoff amount _____ \$

Date through which the above figures are correct _____

Customer Claim Form

Case Number: CHV0174324
Contract Date: 08/13/01
Start Date :

Customer Name Address

CHESAPEAKE CITY, MD

Day Phone :
Fax Number:

Evening Phone:
E-mail address :

Vehicle Information

Name(s) that appear on vehicle title:
Is Vehicle titled to a business: no Percentage of time vehicle used for business purposes:
Transmission Type: Standard Number of vehicles owned or leased by the business : 0
Make: Chevrolet Model: Corvette Model Year: 1999 Current Mileage: 32100
Vehicle Identification Number:
Serving Dealer/City/State :
Selling Dealer/City/State : Roth Rock Chevrolet, Springfield, PA
Insurance Carrier : Policy Number:
Has vehicle been in an accident/had body damage? Yes ___ No ☒ Date of accident:
Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date:	Mileage at purchase:	Lease Date: 08/1999	Mileage at lease:
Purchased As :		Leased As : New	
Is the vehicle in your possession?		Is the vehicle in your possession? yes	
Lienholder's Name:		Lending Company's Name:	
Address:		Address:	
City/St/Zip:		City/St/Zip:	
Phone:		Phone: () -	

Resolution Sought

The consumer is seeking to get out of her lease and to walk away from the vehicle with no more obligation. She is also seeking reimbursement for rental car expenses and compensation for time off.

Signature of Owner(s): _____ Date: _____

I am authorizing my lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claims Form

Customer Name: [REDACTED]

Case Number: GHVD174324

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
problem with the steering column locking up		yes	4			
problem with the electrical system (computer)		yes	1			
problem with the vehicle squeaking		yes	3			
problem with the power seats		yes	4			
problem with the driver seat cushions blow out		yes	2			
problem with the parking park being inoperable		yes	2			
problem with the seat belt		yes	1			
problem with the headlight assembly vibrating		yes	1			
problem with front air dam falling off		yes	1			

(Please indicate whether each problem is current)



General Motors-U.S.

AGE/MILEAGE REQUIREMENTS

If you are seeking repairs to your vehicle or reimbursement for past repairs, your claim must be received by the BBB before the expiration of your General Motors Bumper-to-Bumper new vehicle warranty.

If you are seeking the repurchase or replacement of your vehicle, your claim must be received by the BBB within two years or 24,000 miles -- whichever comes first -- of the date your vehicle was first put into use.

ELIGIBLE VEHICLES

Claims within the above age/mileage requirements may be filed for cars, light duty trucks and vans (up to 10,000 G.V.W.R.), and GM chassis or chassis cabs in motor homes (up to 21,000 G.V.W.R.).

Vehicles must be:

- owned or leased in the name of an individual; OR
- owned or leased by a business that owns or leases no more than three vehicles.

ELIGIBLE CLAIMS

Claims must allege a defect in material or workmanship of a General Motors vehicle.

Unless you are seeking reimbursement for past repairs, your vehicle must have a current defect.

BBB AUTO LINE REMEDIES

- You may seek repairs to your vehicle.
- You may seek reimbursement for money you paid to repair your vehicle.
- You may seek the repurchase of your vehicle.
- You may seek to have your vehicle replaced with a new vehicle.
- You may seek reimbursement for reasonably incurred towing costs.

REPAIRS

The arbitrator may award repairs to correct a defect in your vehicle's material or workmanship. The arbitrator may not order a change in your vehicle's options or its design.

REPURCHASE/REPLACEMENT

Repurchase

Owned Vehicles

If you are seeking the repurchase of a vehicle you own, the maximum amount that may be arbitrated is the actual amount you paid for the vehicle. This will not include debt from a previous transaction, taxes, fees, finance charges, General Motors rebates and GM Card earnings.

Leased Vehicles

If you are seeking the repurchase of a leased vehicle, please review the attached **REMEDIES IF REPURCHASE IS AWARDED-Leased Vehicle** sheet to determine the remedies that you are eligible to seek.

Replacement

The arbitrator may award a replacement vehicle that:

1. is new and is substantially identical to your current vehicle (not including any modifications or additions after the vehicle's purchase or lease), and
2. is the same model year as your current vehicle. If no such vehicle is available, the arbitrator may award a replacement from the next year model.

If a replacement vehicle from the same or next model year is not available, the arbitrator may award a replacement vehicle from subsequent model years; in that case, however, you will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of your current vehicle and the M.S.R.P. of the replacement vehicle.

Deduction from Award if Repurchase or Replacement is Awarded

If a repurchase or replacement is awarded, the arbitrator will reduce your award by deducting for the vehicle's use in accordance with the following formula:

$$\text{Use Deduction} = \frac{\text{\$ miles at time of arbitration hearing}}{100,000} \times \text{purchase price}$$

The arbitrator will also make a deduction for any damage to your vehicle exceeding normal wear and tear.

Customer responsibilities if repurchase or replacement is awarded

If a repurchase or replacement is awarded, you will be responsible for turning over the vehicle with a current registration and in a similar condition as it was at the time of the hearing. You will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT MAY OR MAY NOT BE ARBITRATED

General Motors is not precommitted to arbitrate the following claims, although it may do so on a case-by-case basis:

- Claims for legal fees, loss of wages, depreciation or loss of value, replacement transportation, or any other incidental or consequential damages;
- Claims covered by insurance or by warranties of other manufacturers;
- Claims involving a vehicle defect if you allege — either as part of your BBB AUTO LINE claim or at any other time — that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property;
- Repair or reimbursement claims that are not covered by the General Motors new vehicle warranty but are covered by a service contract.

The following claims will NEVER be arbitrated in BBB AUTO LINE:

- Claims for personal injury or mental anguish;
- Claims involving a vehicle defect if you allege — either as part of your BBB AUTO LINE claim or at any other time — that the vehicle defect has caused bodily injury;
- Claims for punitive damages;
- Allegations of fraud or other violations of law;
- Claims involving vehicles currently or previously titled as salvage, scrapped, junked, or totaled;
- Claims that have been resolved by a previous mediation or arbitration, court action, settlement, or agreement between you and General Motors.

OTHER IMPORTANT INFORMATION

- You must own or lease the vehicle throughout the entire arbitration process.
- Your vehicle must be purchased, registered, and normally operated in the United States.
- If you file suit against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive will not be taken in your vehicle unless you have liability insurance that satisfies your state's minimum requirements.

Your BBB will let you know if other restrictions apply.

REMEDIES IF REPURCHASE IS AWARDED-Leased Vehicle

If you are seeking the repurchase of a leased vehicle, the maximum amount that may be arbitrated is:

To the Lessor:

Lease balance* at time of repurchase calculated on an actuarial (level-yield) basis. This does not include any early termination fees or disposition fees;

- MINUS the security deposit held by lessor;
- MINUS any refund due for the unexpired portion of an extended warranty and/or insurance policy included in the lease contract.

To the Lessee:

Base monthly payments paid until time of repurchase UP TO A MAXIMUM AMOUNT CALCULATED ACCORDING TO THE FOLLOWING FORMULA:

Maximum = 105% of [net capitalized cost of the lease or vehicle M.S.R.P., whichever is lower]
MINUS lease balance at the time of repurchase calculated on an actuarial basis;

- + PLUS the security deposit;
- + PLUS the trade-in allowance/down payment (capitalized cost reduction).

REASONABLE USE DEDUCTION:

In determining a repurchase award for a leased vehicle, the arbitrator will make a deduction for use in accordance with the following formula:

$$\text{use deduction} = \frac{\# \text{ miles at time of arbitration bearing}}{100,000} \times \text{capitalized cost}$$

OTHER DEDUCTIONS:

The arbitrator will also make a deduction for any damage to your vehicle exceeding normal wear and tear.

* Lease balance is the difference between the net capitalized cost and the sum of all depreciation amounts accrued to date and the first base monthly payment.



AUTO LINE

August 18, 2001

Re: m01 1716 X 1638 CHV0174324 [REDACTED] vs Chevrolet Motor Division

Mr. Ted Brown
Chevrolet Motor Division
Tampa, FL

Dear Mr. Brown:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Margie Jordan at Extension 513

Customer Claim Form

Case Number: CHV0174324

Contact Date: 08/13/01

Start Date :

Customer Name Address

CHESAPEAKE CITY, MD

Day Phone :

Fax Number:

Evening Phone:

E-mail address :

Vehicle Information

Name(s) that appear on vehicle title:

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Standard

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Corvette

Model Year: 1999

Current Mileage: 32100

Vehicle Identification Number: _____

Servicing Dealer/City/State :

Selling Dealer/City/State : Roth Rock Chevrolet, Springfield, PA

Insurance Carrier :

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No ☒ Date of accident:

Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: Mileage at purchase:

Lease Date: 05/1999 Mileage at lease:

Purchased As :

Leased As : New

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name:

Leasing Company's Name: _____

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone:

Phone: () -

Resolution Sought

The consumer is seeking to get out of her lease and to walk away from the vehicle with no more obligation. She is also seeking reimbursement for rental car expenses and compensation for time off.

Signature of Owner(s): _____ Date: _____

I am authorizing my lessor/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: XXXXXXXXXX

Case Number: CHV0174324

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
problem with the steering column locking up		yes	4			
problem with the electrical system (computer)		yes	1			
problem with the vehicle squeaking		yes	3			
problem with the power seats		yes	4			
problem with the driver seat cushions blow out		yes	2			
problem with the parking park being inoperable		yes	2			
problem with the seat belt		yes	1			
problem with the headlight assembly vibrating		yes	1			
problem with front air dam falling off		yes	1			

(Please indicate whether each problem is current)

PORTER

CHEVROLET-GEO / HYUNDAI
414 E. CLEVELAND AVENUE
NEWARK, DE 19711
302-453-6800

FROM: Herb Heflinger EXT: 3319

TO: Ted Brown

R/a copies 

NUMBER OF PAGES INCLUDING THIS COVER PAGE 11

PAGE 1

CHESAPEAKE CITY, MD



PORTER
 CHEVROLET HYUNDAI
 414 E. CLARK ROAD
 NEWARK, DELAWARE 19711
 800 455-8800
 www.porterchrysler.com

SERVICE ADVISOR ROBERT A. KERR

06AUG01	06AUG01	1G1XY22G8X3128302	124150	T761	06AUG01	230117
08:57	10:02	99 CHEVROLET CORVETTE	0.00	01JAN99	482	482
31452	31452					

A GOODWRENCH QUICKLUBE PLUS CHANGE OIL,
 CHASSIS, CHECK FLUIDS, DRIVE BELTS,
 FILTER
 OIL, INSTALL A/C DELCO OIL FILTER,
 BELTS, COOLANT HOSES, TIRE PRESSURE
 388 TADV (N/C)
 6 12945885 OIL 5W30 (N/C)

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS/OIL LOSE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY
THIS AMOUNT

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

LABOR CHARGE IS BASED ON A FLAT RATE.

WE warrant the workmanship of the repairs performed by our technicians for a period of 90 days or 10,000 miles, whichever comes first. This warranty does not cover any pre-existing conditions or damage caused by misuse, neglect, or accidents. A written copy of this warranty is provided to you at the time of service.

PAGE 1

CHESAPEAKE CITY, MD



PORTER
 CHEVROLET HYUNDAI
 414 E. CLEVELAND AVENUE
 NEWARK, DELAWARE 19711
 800-424-2829
 www.porterchevy.com

SERVICE ADVISOR MATTHEW J COMBS

10JUL01	18JUL01		1G1XY22G8E5128302	124150	T000		18JUL01	228308
11:50	10:56	99 CHEVROLET CORVETTE			0.00	01JAN99	423	423
28375	28735							

A CUST STATES THAT WHEN PUTTING KEY IN
 WAS FLASHING FULL KEY WAIT TEN SECONDS
 REMOVED.

388 W94

(N/C)

PC: 93

COUNT: 1

AUTH CODE:

B CUST STATES THAT COLUMN LOCK IS FLASHING

388 CC

0.00

0.00

YOU START MOVING IT WILL SHUT OFF

388 CC

0.00

0.00

LABOR AMOUNT

PARTS AMOUNT

SALES TAX

SALES TAX

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY

THIS AMOUNT

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

PLEASE PRINT NAME AND ADDRESS OF THE PERSON TO WHOM THIS COPY OF THE SERVICE ORDER IS BEING SENT. IF NO ADDRESS IS PROVIDED, THE COPY WILL BE SENT TO THE ADDRESS ON FILE. IF NO ADDRESS IS PROVIDED, THE COPY WILL BE SENT TO THE ADDRESS ON FILE.

DATE

NAME, ADDRESS AND PHONE OF SERVICE CENTER

DATE

PAGE 2

CHESAPEAKE CITY, MD



PORTER
 CHEVROLET HYUNDAI
 414 S. GAYLARD AVENUE
 NEWARK, DELAWARE 19711
 (800) 483-9800
 www.porterrental.com

SERVICE ADVISOR MATTHEW J COMBS

10JUL01	18JUL01	1G1YY22G8X5128302	124150	T000	18JUL01	228308
11:50	10:56	99 CHEVROLET CORVETTE		0.00	01JAN99	423 423
28375	28735					

CR RENTAL VEHICLE (CHEVROLET)
 BUHL ENTERPRISE/106692
 W94 (N/C)

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY THIS AMOUNT ☒ X

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

LABOR CHARGE IS BASED ON A FLAT RATE.

RENTAL OF EQUIPMENT UNDER A RENTAL AGREEMENT THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE AND COMPLETE. THE RENTOR AGREES TO HOLD THE LESSOR HARMLESS FROM AND AGAINST ALL CLAIMS, DAMAGES, LOSSES AND EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST OR INCURRED BY THE LESSOR OR ITS EMPLOYEES, AGENTS OR SUBLESSEES AS A RESULT OF THE RENTAL OF EQUIPMENT OR THE PERFORMANCE OF THE SERVICES PROVIDED BY THE LESSOR OR ITS EMPLOYEES, AGENTS OR SUBLESSEES.

PAGE 1

PORTER

CHEVROLET HYUNDAI
414 E. CLEVELAND AVENUE
NEWARK, DELAWARE 19711
800 455 0000
www.porterhonda.com

CHESAPEAKE CITY, MD



SERVICE ADVISOR ROBERT A. HERR

20APR01	20APR01		1G1YY22G8X5128302	124150	T565A		20APR01	223230
07:50	17:10	99 CHEVROLET CORVETTE			0.00	01JAN99	564	482
25534	25534							

A CUBT STATES SEAT EASY ENTRY OPERATION AND
RE SCHEDULE APPOINTMENT FOR FURTHER

388 CC 0.00 0.00

REPLACE OIL AND OIL FILTER, CHECK

388 CC 9.99 9.99

6 12345885 OIL 5W30S 7.02 5.95 35.70

LABOR AMOUNT 9.99
PARTS AMOUNT 39.80
GAS, OIL, LUBE 0.00
SMILEY AMOUNT 0.00
MSOL CHARGES 0.00
TOTAL CHARGES 49.79
LESS INSURANCE 0.00
SALES TAX 0.00

PLEASE PAY
THIS AMOUNT X

I HERBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

LABOR CHARGE IS BASED ON A FLAT RATE.

PLEASE PRINT NAME, ADDRESS, CITY, STATE, ZIP, PHONE NO. () - - -
NAME, ADDRESS, CITY, STATE, ZIP, PHONE NO. () - - -

DATE

NAME, ADDRESS, CITY, STATE, ZIP, PHONE NO.

DATE

PAGE 1

CHESAPEAKE CITY, MD


PORTER
 CHEVROLET HYUNDAI
 414 S. CLYDELAND AVENUE
 NEWARK, DELAWARE 19711
 (302) 485-1000
 www.porterhonda.com

SERVICE ADVISOR ROBERT A. HERR

30APR01	09MAY01		1G1YY22G8X512B302	124150	T024		09MAY01	223895
16:58	14:23	99 CHEVROLET CORVETTE		0.00	01JAN99	482	482	
25820	25820							
A CUST STATES P/SEAT IS INOP C6040 REPLACE PASSENGER SEAT ADJUSTER 1 12455495 ADJUSTER (N/C) PART#: 12455495 CLAIM TYPE: OJ 388 W94 (N/C) CAUSE: 388 W94 (N/C) CLAIM TYPE: MJ								
				LABOR AMOUNT PARTS AMOUNT GAILOR, LIME BULLET AMOUNT AMEC. CHARGES TOTAL CHARGES LIME INSURANCE SALES TAX PLEASE PAY THIS AMOUNT				
				I HERBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF. X				
ON BEHALF OF SERVICE ADVISOR, I HERBY CERTIFY THAT ALL INFORMATION CONTAINED HEREIN ACCORDS TO FACTS AND THAT THE SERVICE ADVISOR HAS BEEN ADVISED OF THE FACTS AND HAS ADVISED THE CUSTOMER OF THE NATURE OF THE DEFECT, THE REPAIRS TO BE MADE, THE ESTIMATED COST OF THE REPAIRS, AND THE NATURE OF THE DEFECT, THE REPAIRS TO BE MADE, THE ESTIMATED COST OF THE REPAIRS, AND THE								

PAGE 2

PORTER
CHEVROLET HYUNDAI
414 S. CLEVELAND AVENUE
ANN ARBOR, MI 48106-1711
(313) 483-8900
www.porterchevy.com



CRESSAPRAKE CITY, MD

SERVICE ADVISOR **ROBERT A. HERR**

30APR01	09MAY01		1G1YY22G8X5128302	124150	T024		09MAY01	223895
16:58	14:23	99 CHEVROLET CORVETTE		0.00	01JAN99	482	482	
25820	25820							

PO#482
FC: 670311
WARM THE STEERING WHEEL SQUEAKS
THE SOUND
DUST STATES THE DRIVER HEADLIGHT VIBRATES
CAUSE:
REPLACE LEFT
1 10302673 HEADLAMP (N/C)
1 10435412 WHEEL (N/C)
FC: 2W
COUNT: 5

	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS/OIL, LUBE	
	WASHER FLUID	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	
<p>I HEREBY ACKNOWLEDGE RECEIPT OF A COPY THEREOF.</p> <p>X _____</p>		
<p>PLEASE PRINT NAME AND ADDRESS OF PERSON TO WHOM INVOICE IS TO BE SENT. IF NO ADDRESS IS GIVEN, INVOICE WILL BE SENT TO THE ADDRESS ON FILE. IF YOU HAVE A NEW ADDRESS, PLEASE ADVISE US BY PHONE OR MAIL. IF YOU HAVE A NEW ADDRESS, PLEASE ADVISE US BY PHONE OR MAIL. IF YOU HAVE A NEW ADDRESS, PLEASE ADVISE US BY PHONE OR MAIL.</p>		

PAGE 3

PORTER
 CHEVROLET HYUNDAI
 414 E. CLEVELAND AVENUE
 NEWARK, DELAWARE 19711
 (302) 261-4400
 www.porterhatch.com



CHESAPEAKE CITY, MD

SERVICE ADVISOR **ROBERT A. HERR**

30APR01	09MAY01		1G1YY22G8X5128302	124150	T024		09MAY01	223895
16:58	14:23	99 CHEVROLET CORVETTE		0.00	01JAN99	482	482	
25820	25820							

AUTH CODE:

CUST STATES THERE IS A RATTLE UNDER THE
 CAUSE: LATCHES OUT OF ADJUSTMENT

388 W94

(N/C)

CLAIM TYPE:

NO

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
OIL, LUBE	0.00
SUMMIT AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

PLEASE PAY
 THIS AMOUNT

X

LABOR CHARGE IS BASED ON A FLAT RATE.

WE HEREBY AGREE TO HOLD THE CUSTOMER HARMLESS FROM ANY AND ALL CLAIMS, DAMAGES, LOSSES, AND EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST OR INCURRED BY THE CUSTOMER AS A RESULT OF THE PERFORMANCE OF THE WORK ORDERED BY THE CUSTOMER, EVEN IF SUCH CLAIMS, DAMAGES, LOSSES, AND EXPENSES ARE CAUSED IN WHOLE OR IN PART BY THE NEGLIGENCE OF THE SERVICE CENTER FOR WHICH THIS WARRANTY IS INTENDED.

GROUP

DATE, SERIAL NUMBER OR APPROVED SIGNATURE

DATE

PAGE 1

CHESAPEAKE CITY, MD



PORTER
 CHEVROLET HYUNDAI
 444 E. CLEVELAND AVENUE
 MEMPHIS, TENNESSEE 38111
 (901) 524-4444
 www.porterworld.com

SERVICE ADVISOR MATTHEW J COMBE

05MAY01	14MAY01		1G1YY22G8X5128302	124150	T231		14MAY01	224267
09:51	17:13	99 CHEVROLET CORVETTE				0.00	01JAN99	423 423
25939	25950							

A CUSTOMER STATES THAT DRIVERS SEAT WILL NOT MOVE

388 IPWS

(N/C)

TECH DROVE INTO SHOP AND
 REMOVED SEAT FROM CAR AND CHECKED TRACKS AND
 REINSTALLED SEAT AND IT WORKED FINE

CAUSE:

423 W94

(N/C)

CLAIM TYPE:

M7

PO#423

PC: 670417

LABOR AMOUNT

PARTS AMOUNT

GAS OIL, LUBE

SUBLET AMOUNT

WRC, CHARGE

TOTAL CHARGE

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

WE warrant the quality of the parts and labor we provide. If you are not satisfied with the work we have done, we will redo the work at no charge. This warranty is void if the vehicle is not driven for 100 miles or more after the work is done.

SALES

SALES TAX, LICENSE, AND OTHER FEES

TOTAL

PAGE 2

CHESEBROUGH CITY, MD



PORTER
 CHEVROLET HYUNDAI
 414 E. CLEVELAND AVENUE
 NEWARK, DELAWARE 19711
 800 488-2525
 www.porterdelaware.com

SERVICE ADVISOR MATTHEW J COMBS

05MAY01	14MAY01		1G1YY22G8X5128302	124150	T231		14MAY01	224267
09:51	17:13	99 CHEVROLET CORVETTE		0.00	01JAN99	423	423	
25939	25950							
DO#423 PC: 670417 SPEEDS ON BUMPY ROADS B0046 RETORQUE RETAINING HARDWARE ON 388 W94 (N/C) CLAIM TYPE: NO 388 W94 (N/C) WHEN TURNING B7660 RAR STEERING COLUMN AND LUBRICATE 388 W94 (N/C)								
				LABOR AMOUNT PARTS AMOUNT OIL/OIL LUBE BULLET AMOUNT MISC. CHARGE TOTAL CHARGE LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT				
				I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF. X				
SIGNATURE OF SERVICE ADVISOR: _____ DATE: _____ SIGNATURE OF CUSTOMER: _____ DATE: _____								

Chesapeake City MD



08-20-01P02:07 RCVD

General Motors Business Resource Center
1464 John A Papalas Dr.
Lincoln Park Michigan
48146

Attn: Ted Brown /ADR

48146+1460

Ted -

- I hope that this
is all you need to
refund me the
\$180.-



5-76 Tony-

Here is the copy of my
rental agreement - I had
this car while my son
had mine. The amt of
time I would have "not"
needed the car total
7 days.

Mon July 16. -

Mon July 23rd

a) \$ 179.⁹⁹ per week

faxed to
Tony Strac.
on 7/31/01

CAR - TRUCK - VAN RENTALS




700 Philadelphia Pike
Wilmington, DE 19825
(302) 788-8815

1130 D. P. Way
Newark, DE 19710
(302) 214-1154

515 S. Chapel Street
Newark, DE 19713
(302) 288-8860

428 E. D. Jones Hwy.
Dover, DE 19901
(302) 874-3300

800 Delaware Pike
Springfield, PA 19084
(610) 644-8888

RENTER [REDACTED] ADDRESS [REDACTED] CITY CHESTER CITY ND STATE [REDACTED] DRIVER/OWNER NO. [REDACTED] EXPIRATION DATE [REDACTED] DRIVER/OWNER NO. [REDACTED] EXPIRATION DATE [REDACTED] DRIVER/OWNER NO. [REDACTED] EXPIRATION DATE [REDACTED] NAME OF BUSINESS/COMPANY [REDACTED] PHONE [REDACTED] BUSINESS ADDRESS [REDACTED] CITY NEWARK DE STATE [REDACTED] ZIP [REDACTED]		DATE AND TIME IN DATE AND TIME OUT 7/1/80 17:00 7/2/80 17:00 1980 KTSL MIAMI 30601 DE 0601   	
RENTAL RATES 7.00 8 CHARGES MIAMI 0175.00 MILES 0 0.00		DATE AND TIME IN 07/15/1981 17:00 1981 KTSL MIAMI 30601 DE 0601	

PERSONAL ACCIDENT INSURANCE \$_____ per day. By your initials you accept or decline Personal Accident Insurance, the terms of which are explained in a separate brochure.	ACCEPT INITIALS [REDACTED]	REP. PREVIOUS CU FUEL OUT: 5/8
SUPPLEMENTAL LIABILITY INSURANCE \$_____ per day. By your initials you accept or decline Supplemental Liability Insurance, the terms of which are explained in a separate brochure.	ACCEPT INITIALS [REDACTED]	
COLLISION DAMAGE WAIVER OPTIONS (CDW)* Increase Deductible Collision Damage Waiver: By initiating here, you agree to purchase our Insurance Deductible Collision Damage Waiver for a fee of \$_____ per rental day. In return we will waive our right to collect from you up to the first \$250 of Physical Damage to the Vehicle. You and your insurance company remain responsible for the balance of damage to the Vehicle. Our damage waiver does not cover all losses. There are exclusions. Please read paragraph 5 on the reverse before purchasing. Collision Damage Waiver: By initiating here, you agree to purchase our Collision Damage Waiver for a fee of \$_____ per rental day. In return we will waive our right to collect from you for all Physical Damage to the Vehicle except the first \$250 of Physical Damage. You remain responsible for the first \$250 of damage to the Vehicle. Our damage waiver does not cover all losses. There are exclusions. Please read paragraph 5 on the reverse before purchasing. Decline All Damage Waivers: By initiating here, you decline both of the damage waivers above, and you agree to be responsible for all damage to, or loss of, the Vehicle, including loss of use and depreciation of value.		

3713-854240-31031

AT

05/31/2004

RUTH ANT. : 300.00 AUTH : 573275

*Reminder - You must report all accidents or damage involving the vehicle to the police as soon as possible.

Return the Vehicle to the Station office from which it was rented. Check all fuel levels and fill as necessary. You must pay for all traffic charges. On check-in return to us any warnings or copies of citations you receive. Report all accidents to us immediately. You authorize us to process a credit card voucher for all items due under this agreement. All charges are subject to our final audit. If you return the Vehicle after your rental period we will charge you a cleaning fee.

ADDITIONAL DRIVERS		NONE		-Riders in the vehicle for injuries or damage sustained as a result of your negligence.	
NAME		YOU HAVE INSURANCE COVERING OUR VEHICLE		YES	NO
DATE OF BIRTH		NAME OF INSURANCE COMPANY		OFFENSE/VIOLATION	
SEX		POLICY NUMBER		[REDACTED]	
ADDRESS		YOUR SIGNATURE X		[REDACTED]	
AUTHORIZED RENTAL SIGNATURE		CHECKED OUT BY : MICHAEL		(GAS NOT INCLUDED IN RENTAL PRICE.)	

White - Passenger File Copy Green - Customer Receipt Pink - Customer Copy PAGE 1

Bill To :

CHESTER CITY, MD

Driver :

CHESTER CITY, MD

Client Ref # 3751

Lic #

Lic Expires:

P.O. #:

Bill To Code :

Agreement Number: 246951

Statement Date : 05/17/2001

VEHICLE NUMBER	VEHICLE TYPE	VEHICLE PLATE	DATE RENTED	DATE RETURNED
DE-2505	99 MITSUBISHI MIRAGE	392259	07/12/2001 17:10	08/02/2001 17:20

Rental Period : 21 day(s) - Rate Type : WEEKLY

STATEMENT OF CHARGES :

Rate Charge	529.97	Add'l Charges	0.00
MI/MD Charge	0.00	Surcharges	0.00
Damage Waiver	0.00	Credits	0.00
Pers. Accident Ins.	0.00	Sub-Total	529.97
Additional Driver	0.00		
HTK/TOW/SE	0.00	Local Tax	0.00
FUEL	0.00	Sales Tax	10.37
SLT	0.00		
CREDITCARD	0.00	Total Charges	539.34
UPSELL	0.00		
Fuel Charge	0.00		

Company Authorized	0.00
Driver Payments	000.34

Net Due From Driver 0.00

FED ID# 22-2727491

Please Make Check Payable To and Rebit To :

DUE UPON RECEIPT

SPALLCO RENTALS
702 PHILADELPHIA PK
WILMINGTON, DE 19809
Phone 368-2500 Fax 368-762-5427 Loc 2

Please Pay
This Amount

0.00

495 N. - Ignored out crossover
gov prints
50 over price
All side for Travel - Hotel

ans St Price on 12-20-2001

or this

in the car, or this

and

in the car

SMALL CAR RENTAL 1975
915 S CHAPEL STREET
NEWARK, DE 19713

TIME 5:42 PM DATE 8/7/78
TERM 00148574 SER# 000177566630951
TRAN TYPE PRE-AUTH

EXP INGE [REDACTED] CARD TYPE [REDACTED]

R.A. # 244951

TICKET # 828530

AUTH CODE 575276 SER # 000 0300

RENTAL CODE

RENTAL AMT

TOTAL AMT

\$550.34

SEEN [REDACTED]

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT

Rental
pd for
w/ American
Express
Card.

Copy of Corvette Registration



Maryland Motor
Vehicle Administration
6801 Ritchie Highway, N.E.
Glen Burnie, Maryland 21061

REGISTRATION CERTIFICATE

[REDACTED]		1658445	
[REDACTED]		CHEV BH	
99	ASP	N-A	161YY2268X517A302
3750	00077A	120.00	07731/02
[REDACTED]		[REDACTED]	
CHESAPEAKE CITY MD			

NOTE: When vehicle insurance is canceled or terminated, the MVA suspends the registration and the plates must be returned immediately. The MVA must receive the plates on or before the insurance ends. Failure to return plates will result in substantial fines and the withholding of future registration privileges.

GM BUSINESS
RESOURCE CENTER**Fax**

To: MSX From: Ted Brown
Fax: _____ Page: _____
Phone: _____ Date: _____
Ref: _____ On: _____

☐ Urgent ☒ For Review ☐ Please Acknowledge ☐ Please Reply ☐ Please Acknowledge

Comments: PLEASE image to file
C05292753

This information is strictly confidential and was intended for the individual(s) specified above.
If you received this fax and are not the individual(s) specified above, please disregard
and discard the information received. THANK YOU.

electronic Preliminary Repurchase Authorization (ePRA)

(*To go from field to field, use the TAB KEY)

- 1.Date (mm/dd/yyyy): 08/22/2001
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Chesapeake City
 5.Primary Customer Phone #: [REDACTED]
 6.Additional Customer Phone #: [REDACTED]
 7.Additional Customer Phone #: [REDACTED]

Customer Vehicle Information

- 8.Year/Make/Model: 99 Chev Corvette
 9.VIN (17 Digits): 1G1YY2222226125302 10.Current Mileage: 82,000
 11.Purchased: [REDACTED]

TAC case number is required and if not available, Please explain why not?

- 12.CAC Case Number: [REDACTED] 13.YAC Case Number: [REDACTED]
 14.Explanation: There was never any real unsolvable problem, except steering column that campaign finally fixed. Customer has had all unsolvable in vehicle especially after last round of electrical problems (8/13/01). There is a CAC case but I do not know number.

Detail your agreement with the Dealer and Customer on the following items:

- Dealership that will handle entire transaction:
 15.Dealership Name: Boltneck Chevrolet
 16.Dealership Phone #: 810-544-7300
 17.Dealership Contact Name: Bud Mockley
 18.Dealership Contact Phone # (if different than Dealership #): [REDACTED]
 19.Dealership BAC: 115788 Region:

20.What GOODWILL TOOLS were offered?

Component Coverage Letter
 Maintenance Letter
 Owner Loyalty Certificate
 GM SmartCare
 GMPP

Miscellaneous Reimbursement
 Customer Expense Check
 Other
 NOTHING OFFERED

21.Was a TRADE Repurchase offered?

22.If this will not be a Trade Repurchase, Please explain Why?: Customer just would like to get out of vehicle

23.Reason for Repurchase (include specific mechanical failure): Steering column locked up on customer numerous times, electrical problems PCM, and other misc.

24.This case was received by:

25.Does this vehicle meet the presumption of Lemon Law in applicable state?

26.Recommended Disposition of Repurchased Vehicle:

27.Type of WARRANTY

28.Vehicle Damage (explain what damage is present and who is responsible): none

29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (9 Digits):

30.New Vehicle Year/Make/Model:

31.Upgrade Downgrade Difference Amount(FUNCT LACED NEW ONLY/OWN MERR to New MRRP):

32.Usage/Depreciation Amount:

(Standard Usage Formula - Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: lease vehicle customers payments are usage.

33.Aftermarket Items:

-if don't win on response, please supply detail of the terms and cost (whether used or offer).

34.Loan Termination Terms: customer just wants out of vehicle, we will break lease and pay any and all necessary.

See**35. Who will be responsible for the Taxes and/or Fees?****-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)****Explain: all fees and taxes paid for by GM****36. I have reviewed with the customer what is Negative Equity/Overallowance and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get credit):*****NO Rebates are to be applied to the replacement vehicle*****Special Lease Rates and Financing will be allowed on replacement vehicle*****GM Card points are only refunded back to the card, Current points may be applied to replacement vehicle****Dealer must NOT DELIVER replacement until Final Transaction Documents are Completed****37. General Comments/Special Instructions: Please forward to Ted Brown****38. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/21/2001****39. Authorizer Name: Carl E. Christensen****40. GM Position: AVM****41. VoiceMail Node: 914088 Mailbox Number: 9004****42. Email Address: carl.christensen@gm.com****Save this document using the customers last name plus the last 8 of the VIN as the Filename.****Attach this saved file to a Lotus Notes document and E-mail this ePRA to gpra@GMTruck.com****Forward any supporting documentation to FAX- 813-636-4282****Any questions please contact the BRC Repurchase Group in Tampa at 1-800-831-1841 prompts 2,1,2**

GM BUSINESS
RESOURCE CENTER

Fax

To MSX From Ted Brown
Fax _____ Pages: _____
Phone: _____ Date: _____
Ref: _____ CC: _____

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

Please image to file
CD 5292753

This information is strictly confidential and was intended for the individual (s) specified above ONLY. If you received this fax and are not the individual (s) specified above, please disregard and discard the information received. THANK YOU.

[illegible]

PHILIP C. CHRISTOPHER - 615-222-7214
JOHN S. MEMPHIAL DR. - P.O. BOX 2800
GREENSBORO, N.C. 27435
875-1200 (240) 722-1200



Abstract

TOLL FREE: 1 800 417 0323

95.97563210

PAGE 09

SEP 21 2001 16:50

* **TITLE** 9035 03 14

North American Operations

General Motors Corporation
 Disturbments (2813)
 PO Box 62530
 Phoenix, AZ 85062-2530



CHECK NO. 908485727

MM
 YY

DATE
 09/28/01

*****180 DOLLARS

*****00 CENTS

AMOUNT
 *****180.00

PAY
 TO THE
 ORDER
 OF

CHESAPEAKE CITY MD

North American Operations
 General Motors Corporation
 Disturbment Account

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

AMT

10-01-DIPCS:30 RCVD

#900485727# 021309379# 601-2-62520#

ENDORSE
 (M) NO. BY 000000100

ENDOR NAME CHRISTINE WELLS

North American Operations

General Motors Corporation
 Disturbments (2813)
 PO Box 62530
 Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 908485727

PAYMENT
 DATE 10/28/01

INVOICE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1N1Y228XK512000	09/24/01	VH 00000000028295	00.0000	180.00	.00	180.00
000000000028295	09/28/01	000000000028295				
TOTAL				180.00	.00	180.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT OR QUESTIONS CALL 800-468-8782

VS

DIV: CHEVROLET CASE 990520292 TYPE: G-GENERAL
NAME:
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: MEDIA STATE: PA ZIP: [REDACTED]
VIN: 1G1YY22G8X5128302 DELIVERY DATE:
RESP DEALER: 00000
MILEAGE: 3300 CORPORATE CASE #:
YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 09/24/1999 ORIG OPEN DATE: 09/24/1999
REOPENED: N
LAST ACTIVITY DATE: 10/01/1999 BY: DONALD BEARD
CLOSE DATE: 10/01/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV OWNER DEMAND AMT: \$0.00
WARRANTY: I (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: N CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: I VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 13030
CONTACTED DATE: 09/24/1999 NAME:
DEALER CLOSED : 09/24/1999 CITY: ST:

REQUEST CODES AND COMMENTS

CD	#	CLOSE	DESC
M41	2		STEERING COLUMN LOCKED UP
W03	0		HAD IGNITION LOCK CHANGED

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/24/1999 11:07:58
CUSTOMER STATES THAT SHE IS HAVING PROBLEMS WITH THE STEERING COLUMN
IN HER VEHICLE. CUSTOMER HAS HAD IGNITION LOCK CHANGED ONCE ALREADY.
VEHICLE IS CURRENTLY AT THE DEALERSHIP BECAUSE 30 MINUTES AFTER SHE
GOT IT OUT OF THE SHOP THE COLUMN LOCKED UP AND HAD TO BE TOWED IN AGA
IN. CUSTOMER SAYS SHE HAS HAD IT IN THE SHOP MORE THAN SHE HAS DRIVEN
IT. CUSTOMER IS UPSET AND SAYS IF IT DOES IT AGAIN THE VEHICLE IS
GOING BACK FOR GOOD. CUSTOMER SEEKS TO FORM A COMPLAINT AND TO HAVE PR
OBLEM FIXED FOR A LAST TIME. CRM ADVISE TRANSFER TO TIER II FOR FURTHER
R ASSISTANCE.
TIER II DON BEARD
CHANTE GARDNER/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/27/1999 10:34:32
CRM ACCEPTED CALL FROM TIER 1 ON 9/24 BUT CRM SYSTEM WAS DOWN. CUST ST
ATED SAME INFO TO TIER 2 AND WANTED ADDITIONAL INFOR ON LOCK MECHANISM
FOR COUPE TOP AND AN UPGRADE TO EXISTING ALARM.
CRM WILL EXPLORE ADDITIONAL INFO AND LET CUST KNOW THAT AT THIS TIME T
HERE IS NO KNOW LOCK MECH FOR COUPE AND IN ORDER TO GET WHAT SHE WANTS
IN HER SECURITY SYSTEMS SHE WILL NEED TO PURCHASE A SEPARATE SYSTEM.
DON BEARD/AUSTIN, TX

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

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: MEDIA

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: PA

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

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

NAPLES, FL

CASE NUMBER: 03926307 VIN: 1G1YY22G8X5129031
MODEL YEAR: 1999
DATE OPENED: 2001-04-23 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-04-24 MILEAGE: 28000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BOB TAYLOR CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 5665 N AIRPORT PULLING RD., NAPLES, FL, 34109, USA

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

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

Roadside Assistance: Miscellaneous complaint

CRM INSTRUCTIONS:

Advise customer that their comments are appreciated and are being documented. Advise customer that Roadside Assistance will be in a better position to address their concerns. Transfer customer to Roadside Assistance for further assistance.

[[Phone List RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/plists/]]

Roadside Assistance: Miscellaneous complaint

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

CUST STATES THAT ON 4/22/01 THE VEH WOULD NOT START. CUST STATES THAT SHE WAS STRANDED FAR OUT. CUST STATES THAT THE VEH WEN TTO THE DEALERSHIP TO HAVE THE VEH REPAIRED. CUST STATES THAT SHE GOT A RENTAL VEH AND IT IS COSTING HER \$138.00. A DAY. CUST STATES THAT SHE GOT READY TO RETURN THE RENTAL AND THE CUST VEH WOULD NOT AGAIN. CUST STATES THAT SHE CALLED ROADSIDE AT 6:23 AND WAS TOLD THAT THERE WAS A TWO HOUR WAIT. CUST STATES THAT THEY DID NOT BRING A FLAT BED TO TOW THE VEH. CUST STATES THAT THE VEH IS IN THE GARAGE AND EVERYTHING IS LOCKED UP AND CUST CAN NOT GET OUT OF GARAGE. CUST STATES THAT WHEN SHE CALLED ROADSIDE ASSISTANCE SHE ASKED TO SPEAK TO A SUPERVISOR AND WHEN SHE WAS BEING TRANSFERRED THE PERSON AT ROADSIDE ANSWERED THE PHONE "YO" AND THEN YOU SHE WAS HUNG UP WHEN SHE SAID EXCUSE ME. CUST IS VERY UPSET AND DOES NOT WANT TO WANT ANOTHER CHEV AND WILL NOT RECCOMEND UNLESS SOMETHING IS DONE. CUST SEEKING ASSISTANCE WITH GETTING VEH TO DEALERSHIP AND GETTING VEH FIXED. CONT....; 0; 356928367
2001-04-23

CONTI... CRM ESCA;LATING TO TIER2. NICOLE DAY/CARS/TAMPA/TIER1; 0; 356928387
2001-04-24

CRM CONTACTED CUST AT RESIDENCE. SHE STATED SHE WAS SUPPOSE TO BE AT WORK AT 7 AM TODAY. SHE STATED THEY HAVE 1999 CORVETTE AND THERE IS A STEERING COLUMN PROBLEM. SHE STATED TANT BOB TAYLOR'S IS SENDING SOMEONE OUT SO THEY CAN THEN GENT THE VEHICLE ON FLATBED TRUCK TO BE TAKEN TO DEALERSHIP. CUST VERY UPSET. SHE STATED THE WAY THE PEOPLE AT ROADSIDE SPOKE TO HER WAS BELITTLING; NOT HELPFUL AND RUDE. CUST STATED WHERE SHE LIVES THERE IS A SHORTAGE OF RENTAL VEHICLES AVAILABLE. THE SUVs CAN NOT GO OUT OF STATE SO SHE HAD TO RENT AN SUV. CUST CONCERNED ABOUT RETURNING RENTAL VEHICLE. CRM ADVISED CUST TO CALL THIS CRM. GAVE THE PHONE NUMBER AND EXT NUMBER. THIS CRM ADVISED CUST WILL ASSIST HER WITH ROADSIDE IF NECESSARY. CUST STATED SHE WILL CALL THIS CRM. EARLENE HADDOCK/CARS/TAMPA; 0; 356971905
2001-04-24

CUST CALL THIS CRM. SHE STATED THAT THE DEALER RELEASED THE TRANSMISSION FROM UNDERNEATH VEHICLE SO IT COULD BE TOWED. DEALER CALLED B&B TOWING. CUST STATED SHE HAD TO GO TO WORK. SHE STATED DEALER IS ALSO GOING TO ASSIST HER FOR GETTING VEHICLE FROM ENTERPRISE AT A CHEAPER RATE. CRM ADVISED CUST IF ANY FURTHER CONCERN, PLEASE CALL US AND REFER TO REQUEST FILE NUMBER. CRM ADVISED CUST ABOUT THE EXT NUMBER AS WELL. EARLENE HADDOCK/CARS/TAMPA; 0; 356974002

*****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:

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

TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4831548	VIN Number:	1G1YY22G8X5131005
Date Opened:	6/29/2001	Model Year:	1999
Date Closed:	6/29/2001	Series:	Corvette
Dealer Code:	B44214	Mileage:	6563
Address:	CLASSIC CHEVROLET IN GRAND RAPIDS	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING INTERMITTENTLY LOCKING UP A0

RESOLUTION ABSTRACT- BODY EXTERIOR - SYMPTOM DIAGNOSIS

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/29/2001 14:44:17 SBD TEMPLATE - STRETLIEN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

06/29/2001 14:44:17 HISTORY - STRETLIEN

TRENT SALL TECH

CONCERN; STEERING COLUMN LOCKS UP INTERMITTENTLY

TECH STATES; CALLING FOR PI INFO A000265

TAC DISCUSSED PI A000265

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

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

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

06/29/2001 14:51:40 STRETLIEN - CASE CLOSED INFORMATION ONLY