

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:CASE NUMBER: 05620098 VIN: 1G1YY22G8X5131863
MODEL YEAR: 1999
DATE OPENED: 2001-10-02 SERIES: UNKNOWN
DATE CLOSED: 2001-10-02 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PART#: DEALER ADDRESS:

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

M40 Steering Wheel	Other
0 REPAIR ATTEMPT(S)	LOCKED UP
C28 Seat Belt System	Other
0 REPAIR ATTEMPT(S)	LAP BELT WEBBING TWISTED
A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	00034 & 0144

VEHICLE ACCESSORIES

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/Manuals/owners/OwnersManualsDecision.htm]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.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 ACCESSORIES

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

CUST STATES STEERING WHEEL LOCKED UP. CUST SEEKS WHAT COULD BE DONE, IS THIS SECURITY DEVICE. CUST STATES DOES NOT HAVE OWNER'S MANUAL, NO VIN. CUST STATES DLR DOWN THE ROAD IS CLOSED, SLS MAN REFERRED TO CAC-SVC CLOSED. CRM ADVISED WILL RESEARCH OWNER'S MANUAL. CRM REVIEWED FILE WITH TM & ADVISED CUST WILL HAVE TO WORK WITH DLR, BECAUSE NO INFO WITH MANUAL. CUST STATES WHILE ON HOLD, LOCATED CAMAPIGN FOR STEERING WHEEL LOCKING UP. CUST PROVIDED VIN TO CRM. CRM ADVISED CUST THAT ALSO CAMAPIGN FOR LAP BELT. CUST STATES HAS HAD DONE ALREADY, BUT SAME CONCERN AGAIN. CUST STATES WILL WORK WITH DLR. CUS SEEKS IF TOWING IS COVERED PAST WARRANTY-36,000 MILES. CRM ADVISED ROADSIDE WILL COVER 3/36, CUST STATES MILEAGE OUTSIDE. CUST APPRICATES INFO. CRM WILL CLOSE FILE SATISFIED. NADIA ALEX/CAC/PDX; 0; 370915807

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

EAST MEADOW

NY

HOME PHONE:

CASE NUMBER: 05895170

VIN:

1G1XY22G8X5132737

MODEL YEAR:

1999

DATE OPENED: 2001-11-19

SERIES:

UNKNOWN

DATE CLOSED: 2001-11-19

MILEAGE:

15377

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: Yes

DEALER NAME: PERFORMANCE CHEVROLET, LLC

BRC PARENT:

DEALER ADDRESS: 2520 HEMPSTEAD TPKE, EAST MEADOW, NY, 11554, USA

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

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

Other
LOCKED/IMOBILE

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Customer Satisfaction
NOTIFICATION

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

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

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

CUST STATES: 1999 CORVETTE'S STEERING COLUMN LOCKED TWICE. THE FIRST REPAIR ●
PERFORMANCE CHEV WAS NOT UNDER RECALL, BUT THE PRESENT ATTEMPT IS
CUST SKEKS: TO KNOW WHY SHE WAS NOT AWARE OF RECALL
CRM ADVISED: CAMPAIGN IS RECENT, CUST HAS SIMPLY NOT YET RECIEVED NOTIFICATIONS.
CRM NOTIFIED CUST OF BOTH 00034, AND 01044 RECALLS. REQUEST CLOSED SATISFIED. CHRIS
TRAFTON/CAC/ATX; 0; 375036820

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:
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:

*****AIR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

1 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:

JUPITER , FL

CASE NUMBER: 02180416 VIN: 1G1YY22G8Y5102400
MODEL YEAR: 2000
DATE OPENED: 2000-11-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-11-22 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: ED MORSE CHEVROLET
BRC PARENT: DEALER ADDRESS: 1640 N STATE RD 7 (441) , LAUDERHILL, FL, 33313, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) DOCUMENT CUST CONCERNS
M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) STEERING COLUMN LOCKS

CSI REPLY

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

CUST STATES THAT THE STEERING COLUMN LOCKS FOR NO REASON. WHEN THE CUST TOOK THE VEHICLE IN FOR SERVICE THE SERVICE DEPT WAS NOT ABLE TO EXPLAIN TO THE CUST WHY THIS PROBLEM WAS HAPPENING, EVEN THOUGH IT HAS HAPPENED TO A NUMBER OF CORVETTES. CUST SEEKS REPAIR OF THE VEHICLE'S STEERING COLUMN PROBLEM. CRM ADVISED TO CONTACT THE DLR AND THE CUST TO SEE IF THE PROBLEM HAS BEEN FIXED. TRACYFOWLER/CARS-TAMPA; 0; 99999
2000-11-08

CRM CONTACTED THE DLR TO SPEAK W/ THE SVC MGR, KEVIN KANIEVAL, WHO WAS NOT IN AT THE TIME. CRM LEFT A MESSAGE FOR THE SVC MGR TO CONTACT CAC W/ INFO ON THE PROBLEM W/ THE CUST'S STEERING COLUMN LOCKING. PLEASE UPDATE FILE W/ INFO FROM THE SVC MGR. THANKYOU.
TRACYFOWLER/CARS-TAMPA; 0; 342548876

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

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

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

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



Service Satisfaction Survey

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

Home telephone:

Change to: ()

Dear _____

Our records indicate that you had your 2000 Corvette serviced at Ed Marie Chevrolet on September 8, 2000. 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 Ed Marie 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 2000 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON SEPTEMBER 8, 2000, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

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

101Y220975102400 28314

21026364085 00000114784 W76786

About Your Service Consultant/Adviser - Continued

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

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Ed Morse Chevrolet? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☐ Definitely Would ☐ Probably Would ☒ Might/Mightnot ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 2006 Corvette? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your:
- Dealership: SERVICE DELIVERY WAS NOT EXPLANATION CAUSE FOR PROBLEM EVER
- Vehicle: THROUGH THIS HAS HINDERED TO A NUMBER OF CONSUMERS
- Vehicle: SERVICE DELIVERY (CUMULATIVE) LEADS WITHOUT ANY AWARENESS (REPAIRS)

20. Are you ... ☒ Male ☐ Female
21. Your age ... ☐ Under 25 ☐ 26-34 ☐ 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: 1-800-222-1620

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

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

CHEVROLET MOTOR DIVISION, P.O. BOX 19092, TOLEDO, OH 43602-4991

101Y72308Y5103400 28214
21036354085 6449000651 W75798

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4906598	VIN Number:	1G1YY22G8Y5103058
Date Opened:	7/24/2001	Model Year:	2000
Date Closed:	7/24/2001	Series:	Corvette
Dealer Code:	B11251	Mileage:	18628
Address:	HORIZON CHEVROLET, INAPERVILLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING CAMP 01044 COLUMN LOCKED

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/24/2001 09:34:06 SBD TEMPLATE - LEIBENGOOD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y__ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

07/24/2001 09:34:06 HISTORY - LEIBENGOOD

TECH STS HE'S ATTEMPTING TO PERFORM CAMPAIGN 01044. TECH STS STEERING COLUMN IS LOCKED

TAC:

REC: TECH INSPECT GROUNDS G201 G202.

ATTEMPT TO UNLOCK COLUMN W/TECH2.

ADVISE TECH TO FOLLOW CAMP 01044 AS OUTLINED.

TECH TO ADVISE

SYMPTOM ABSTRACT--- LOCK STEERING CAMP 01044 COLUMN LOCKED

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/24/2001 09:34:05 SBD TEMPLATE - LEIBENGOOD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y__ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

07/24/2001 09:34:05 HISTORY - LEIBENGOOD

TECH STS HE'S ATTEMPTING TO PERFORM CAMPAIGN 01044. TECH STS STEERING
COLUMN IS LOCKED

TAG:

REC: TECH INSPECT GROUNDS G201 G202.

ATTEMPT TO UNLOCK COLUMN W/TECH2.

ADVISE TECH TO FOLLOW CAMP 01044 AS OUTLINED.

TECH TO ADVISE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4172858	VIN Number:	1G1YY22G8Y5103837
Date Opened:	9/1/2000	Model Year:	2000
Date Closed:	10/6/2000	Series:	Corvette
Dealer Code:	B25320	Mileage:	11484
Address:	NORTHSIDE CHEV LP EVANSVILLE	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING STEERING COLUMN WONT UNLOCK

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—

09/01/2000 09:25:45 SBD TEMPLATE - DAVIS

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)

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

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

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

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

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

Y (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.)

09/01/2000 09:25:45 HISTORY - DAVIS

CONDITION: THE CUSTOMER CLAIMS THE STEERING COLUMN WONT UNLOCK..

DIAGNOSIS: THE TECH CLAIMS THE CONDITION IS INTERMITTENT..

SUGGESTION: ADVISED THE TECH OF P.I. A000265.....ERIC...X40777

GM RESTRICTED

376223

CASE NUMBER: 05506646 VIN: 1G1YY22G8Y5106270
 DATE OPENED: 09/12/01 MODEL YEAR: 00
 DATE CLOSED: 09/12/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 3000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CLINTON TWP MI [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05506646 VIN: 1G1YY22G8Y5106270
 MODEL YEAR: 2000
 DATE OPENED: 2001-09-12 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-09-12 MILEAGE: 3000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: ED RINKE CHEVROLET CO.
 SRC PARENT: DEALER ADDRESS: 26125 VAN DYKE, CENTER LINE, MI, 48015, USA

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

M01 Steering General Inoperative
 0 REPAIR ATTEMPT(S) STEERING LOCKS
 A01 Open Campaign Product Campaign Claim
 0 REPAIR ATTEMPT(S) # 2001044

Campaign Recalls performed at any Dealership

INFORM THE CALLER:

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

Campaign Recalls performed at any Dealership

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

CUST STATES THAT VEH STEERING COLUMN LOCKS AND DLR ADV NOT TO DRIVE VEH IN THIS CONDITION. CUST SEEKS CAMPAIGN INFORMATION. CRM RESEARCHED VIN PROFILE AND NEWKNOWLEDGE FOR INFORMATION AND ADV CUST THAT CAMPAIGN # 2001044 IS FOR CORVETTE LOCKING STEERING WHEELS. CRM DID NOT TRANSFER CALL TO DLRSHIP TO MAKE APPT, BECAUSE DLRSHIP IS CLOSED NOW, BUT AFTER CALLING ROADSIDE FOR TOWING INFORMATION ADV'D CUST TO MAKE SVC APPT, AND HAVE ROADSIDE TOW VEH TO DLR AS ROADSIDE THEY WOULD TOW UP TO 20 MI TO PURCHASING DLR. DOROTHY BOYRA/CAC/PDX; 0; 369188649

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

376223

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:

GM RESTRICTED

376223

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:

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
DID OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

PAGE: 4

376223

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

OKLAHOMA CITY

OK

HOME PHONE:

CASE NUMBER: 04518550

VIN: 1G1YY22G8Y5106561

DATE OPENED: 2001-06-12

MODEL YEAR: 2000

DATE CLOSED: 2001-07-25

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 27000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: BOYD CHEVROLET INC

DEALER ADDRESS: 5000 W REMO, OKLAHOMA CITY, OK, 73127, USA

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

B55 Warranty Clarification

0 REPAIR ATTEMPT(S)

Other

TOWING FROM ONE VEHICLE TO ANOTHER

A07 Referred to Dealer

0 REPAIR ATTEMPT(S)

Other

STEERING COLUMN

M41 Steering Column/Lock/Attaching Parts

0 REPAIR ATTEMPT(S)

Other

LACKED YP

S09 Discourteous Treatment

0 REPAIR ATTEMPT(S)

Customer Satisfaction

BOYD CHEV UNABLE TO FIND VEH

What is the warranty start date on my vehicle?

CRM INSTRUCTIONS:

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

What is the warranty start date on my vehicle? WARRANTY CLARIFICATION

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

CUST STATES THAT HER STEERING COLUMN HAS LOCKED YP AND THAT SHE HAS HAD THE VEHICLE TOWED TO BOYD CHEVROLET. CUST WANTS TO KNOW IF SHE CAN HAVE HER VEHICLE TOWED TO ANOTHER DLR AT NO COST TO HER. CRM INFORMED CUST THAT CHEVROLET CANNOT WARRANT THE TOWING AND THAT THE CUST WOULD HAVE TO PAY FOR THE TOWING HERSELF. THAT CHEVROLET'S POLICY IS TO TOW THE VEHICLE TO THE NEAREST DLR. CUST STATED THAT THE DLR THAT HER VEHICLE IS AT NOW COULD NOT EVEN FIND HER VEHICLE UNTIL AFTER THEY HAD SPOKEN TO FIVE SVC REPS. CUST ASKED FOR A FREE OIL CHANGE FOR INCONVENIENCE. CRM ADVISED CUST THAT CRM WAS NOT ABLE TO AUTHORIZE THAT. CUST THEN ASKED CRM TO CALL SVC MANAGER AND GIVE HIM A HEADS UP AND ASK HIM TO BE INVOLVED IN THE REPAIR. CRM ADVISED CUST THAT CRM WOULD CALL THE SVC MANAGER AND ASK HIM TO INVOLVE IN THE REPAIR. CRM SPOKE WITH SVC MANAGER ROSS BURKE, SVC MANAGER STATED THAT HIS SVC WRITER WAS PERFECTLY COMPETANT TO HANDLE THE REPAIR. SVC MANAGER STATED THAT HE WOULD ASK, 0; 361213982

2001-06-12

THE SVC WRITER TO STAY ON TOP OF IT. CRM THANKED SVC MANAGER. CRM ADVISED CUST OF INFORMATION AND REQUEST NUMBER. CRM THANKED CUST FOR BUYING CHEVROLET. SHANNON BARBE/CAC/ATX.; 0; 361214058

2001-07-25

CUST CALLED TO UPDATE FILE & LOCATE NEAREST DLRSHIP. CALL WAS DISCONNECTED (PHONE FAILURE) BEFORE CRM COULD GIVE CUST HER FILE #. LYNDA JAMES/CAC/PDX PILOT; 0; 364948836

*****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:
NADA: 0
SALES TAX:

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

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DONE 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:	4846391	VIN Number:	1G1YY22G8Y5106881
Date Opened:	6/28/2001	Model Year:	2000
Date Closed:	9/10/2001	Series:	Corvette
Dealer Code:	B02181	Mileage:	25674
Address:	NORMAN CHEVROLET-GEOEATONTOWN	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING LOCK INTERMITTENTLY A000285

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—

06/28/2001 09:38:15 SBD TEMPLATE - LESZCYNski

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

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

06/28/2001 09:38:15 HISTORY - LESZCYNski LEONARD TECHNICIAN

RICHARD CALLED AND ASKED FOR PI INFORMATION ON A000285

TAC

ADVISED DEALER ON PI A000285 READS AS FOLLOWS

A000285A 5-22-01 SUPERSEDES A000285 9-7-99

CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR

INTERMITTENTLY STAYS LOCKED.

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

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

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

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

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

MODELS:

1997 - 2001 CHEVROLET CORVETTE

**PI SOURCE - NAME/PHONE: DAVE PEACY, BQM
GM LIAISON/AUTHOR NAME/PHONE: D**

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

MUNITH , MI

CASE NUMBER: 04072411 VIN: 1G1YY22G8Y5111923
MODEL YEAR: 2000
DATE OPENED: 2001-05-04 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-31 MILEAGE: 10900
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ART MOEN CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 2200 SEYMOUR RD., JACKSON, MI, 49201, USA

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

J70 Engine Block Other
2 REPAIR ATTEMPT(S) BAD

K30 Automatic Transmission Other
3 REPAIR ATTEMPT(S) BROKEN--DLR ORDERED NEW ONE

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

A12 Miscellaneous - Not Classified Other
0 REPAIR ATTEMPT(S) TRADE REQUEST

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

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

http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3_1.pdf

TBD

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

CUST STATES HE HAS HAD AN EXCESSIVE AMOUNT OF REPAIRS WITH HIS VEHICLE; TRANSMISSION, ENGINE BLOCK & STEERING COLUMN. CUST ASKS REPURCHASE OR TRADE. SVC MGR: JAY UNAVAILABLE. CRM ADVISED CUST THAT CRM WILL CALL CUST & SVC MGR MONDAY 04/07/01 BETWEEN 4-6PM PDT. CUST THANKED. KERIMORRIS/CAC/PDX PILOT.; 0; 357859571
2001-05-04

*****CORRECTION-----CRM WILL CALL BETWEEN 2-4PM PDT, 4-6PM CENTRAL TIME.

KERIMORRIS/CAC/PDX PILOT.; 0; 357859624

2001-05-07

CRM CALLED SVC MGR: JAY WHO ADVISED THAT HE WAS AWARE THAT THE CUST WANTED A REPURCHASE, AND HE WAS PLANNING ON REVIEWING THE CASE WITH AVM. JAY ALSO ADVISED THAT CUST JUST WENT ON A TRIP, SO NO RESOLUTION WILL BE REACHED UNTIL NEXT WEEK. CRM WILL CALL CUST ON WEDNESDAY 04/16/01 TO SEE IF SITUATION HAS BEEN RESOLVED. KERIMORRIS/CAC/PDX PILOT.; 0; 358120188

2001-05-16

CRM CALLED JAY WHO ADVISED THAT THEY ARE PUTTING A NEW TRANNY IN AND THIS IS THE LAST REPAIR, IF THEY DO NOT FIX THEY WILL BE WORKING WITH CUST ON REPURCHASE. CUST SATISFIED. CRM CLOSING FILE. KERIMORRIS/CAC/PDX PILOT; 0; 358902899
2001-07-31

CUST STS.. SVC MNGR/JAY CICKAJLO CALLED IN REQUESTING CUST'S REQUEST NUMBER. THIS CUST HAS ANOTHER REQUEST UNDER #C04581835.
CUST SKS... TO OBTAIN THIS INFO.
CRM ADV. SVC MNGR. OF CUST FILE NUMBER'S. ALSO, CRM ADV. SVC MNGR. THAT THE AVM HAS SYSTEMSET UP TO VIEW THESE FILES. CRM ADV. SVC MNGR. WE CANNOT FAX THESE FILES TO HIM.
CAROL ROBINSON/ATK/CARS; 0; 365453015
2001-09-10

*****PLEASE REFER TO REQ 04581835 FOR 72/75 COMPONENT LETTER ON TRANSMISSION. TRACY RAY/AVM TEAM/TAMPA; 0; 368994355

*****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:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4976829	VIN Number:	1G1YY22G8Y5112876
Date Opened:	8/20/2001	Model Year:	2000
Date Closed:	8/23/2001	Series:	Corvette
Dealer Code:	B32623	Mileage:	14100
Address:	SHEPARD CHEVROLET-POROCKLAND	State:	ME
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN MESSAGE

RESOLUTION ABSTRACT- WHEEL LOCK REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/20/2001 08:53:12 SBD TEMPLATE - JACOBS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

08/20/2001 08:53:12 HISTORY - JACOBS

CONCERN

CUSTOMER BROUGHT THE VEHICLE IN FOR CAMPAIGN 01044

DIAG

TECH STS THE STEERING COLUMN LOCKED AND WOULD NOT UNLOCK BEFORE HE
STARTED THE CAMPAIGN 01044

TECH PERFORMED THE CAMPAIGN BEFORE LOOKING FOR CODES FOR DIAGNOSING THE
LOCKED STEERING COLUMN

TAC SUGGESTION

TAC ADVISES TECH TO WRITE DOWN CODES AND WHERE HE GOT THEM FROM

TAC ADVISES TECH TO CHECK GROUNDS G201, 202

CHECK KEY IN IGNITION INPUT, CHECK CONNECTION AT THE IGNITION SWITCH

TAC ADVISES TECH TO CHECK LOCK FEEDBACK CKTS AT THE BCM WHILE OPERATING
THE LOCK WITH THE TECH 2

08/20/2001 09:44:54 ELERT

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

BARRY SHEPARD, SERVICE MANAGER

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH. DID NOT PERFORM ANY OF THE SUGGESTIONS THAT THE PREVIOUS
CONSULTANT DESCRIBED, AND ALSO INFORM-

ED ME THAT HE [1] DID NOT DISCONNECT THE BATTERY PRIOR TO PERFORMING THE
CAMPAIGN (AS INSTRUCTED IN CAMPAIGN STEP 1); AND THAT [2] THE BATTERY
WENT DEAD WHILE THE CAMPAIGN WAS BEING PERFORMED.

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

ADVISED BARRY TO ENSURE THAT ALL THE PREVIOUS CONSULTANT'S SUGGESTIONS
ARE COMPLIED WITH, AND IF STILL NO CHANGE, TO TRY DISCONNECTING BOTH
BATTERY CABLES AND TOUCHING THEM TOGETHER FOR 30 SECONDS.

REPORT RESULTS TO TAC.

BOB ELERT, 4-0680

08/20/2001 12:58:57 HOFFMAN

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

BARRY SHEPARD

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2

****RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC****

TECH STS HE HAS NO CODES. TECH STS HE CHECKED G210 AND G202. TECH STS HEY INPUT IN OK WITH KEY IN AND OUT. TECH STS THE BCM CLICKS WHEN WOORING COLUMN LOCK.

TECH STS HE DID NOT DISCONNECT THE BATTERY YET.

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

I READ PI A001702 ABOUT THE MESSAGE.

2. "SERVICE COLUMN LOCK" MESSAGE APPEARS AFTER THE CAMPAIGN:

2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS CONNECTORS.

ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL IS NOT USED TO REMOVE IT

(.8 PPL 1604 FROM BCM CONNECTOR CAVITY A8).

2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR BYPASS LATCH RELAY ON A/T)

2C. BLOWN BCM FUSE AS A RESULT OF NOT FOLLOWING THE CAMPAIGN STEPS PROPERLY.

2D. JUMPER WIRE (.8 PPL 1604) NOT INSTALLED INTO BCM CONNECTOR CAVITY A8.

2E. FAILING TO DISCONNECT THE BATTERY (STEP 1....)

2F. BCM FUSE 25 CAN BE PULLED FOR 16 SECONDS.

08/21/2001 18:42:35 COLE -

BARRY STATES HE CHECKED THE ABOVE EXCEPT THE IGNITION SWITCH TERMINALS. ALL WERE OK, CANNOT COMMAND LOCK AND UNLOCK WITH THE TECH 2.

ADVISED TO VERIFY THE IGNITION SWITCH TERMINALS, USE DVOM TO VERIFY COLUMN LOCK DRIVES A AND B, VERIFY FEEDBACK CKT TO BCM.

08/23/2001 09:23:29 CIARKOWSKI - CASE CLOSING

DEALER REPLACED THE COLUMN LOCK RELAY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4051639	VIN Number:	1G1YY22G8Y5115048
Date Opened:	7/11/2000	Model Year:	2000
Date Closed:	8/17/2000	Series:	Corvette
Dealer Code:	B03272	Mileage:	3048
Address:	ELCO CHEVROLET INC BALLWIN	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING ALLEDGED STRG COLUMN WIL

RESOLUTION ABSTRACT- DAY RUN LIGHT RELAY

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/11/2000 15:35:38 SBD TEMPLATE - KLIMKOWSKI

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 CUSTOMERS COMPLAINT

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

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

_ (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.)

07/11/2000 15:35:38 HISTORY - KLIMKOWSKI

CUST ALLEDGES STRG COLUMN LOCK WILL NOT UNLOCK AND STRG COLUMN LOCK MESSAGE . DLR STS HE CAN NOT DUPLICATE AND STS NO DTC'S . DLR STS FOLLOWED SYSTEM CK AND STS NTF.DLR LOOKING FOR INFO.

ADVISED DLR ON PH#A000285 ADDITIONAL STRG COLUMN LOCK DIAGNOSIS

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

DIAMOND BAR

CA

HOME PHONE:

CASE NUMBER: 05392830

VIN: 1G1YY22G8Y5115471

MODEL YEAR: 2000

DATE OPENED: 2001-08-24

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-11-07

MILEAGE: 19730

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: RICHARD HIBBARD CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 191 S INDIAN HILL BLVD, CLAREMONT, CA, 91711, USA

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

M01 Steering General
2 REPAIR ATTEMPT(S)Inoperative
STEERING COLUMN LOCKEDS50 Roadside Assistance Complaint
1 REPAIR ATTEMPT(S)Customer Satisfaction
DISCOURTEOUS TREATMENTS09 Discourteous Treatment
1 REPAIR ATTEMPT(S)Customer Satisfaction
TOWING SERVICEA01 Open Campaign
0 REPAIR ATTEMPT(S)Customer Satisfaction
CAMPAIGN 01044S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)Customer Satisfaction
rental, \$128.78T04 General Information
0 REPAIR ATTEMPT(S)Other
corr rec'd

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 HAD BEEN COMPLAINING ABOUT STEERING CONCERNS SINCE 6/01 AND TOOK VEH INTO DLR 8/21/01 IN REF TO CONCERNS W/STEERING ...ON 8/23/01 3:30PM CUST STEERING COLUMN LOCKED PER CAMPAIGN 01044 CUST WAS STRANDED AND CLD DLR AND WAS ADV OF CAMPAIGN...AT THIS TIME...CUST FRUSTRATED DUE TO THE FACT THAT SVC SHLD HAVE MADE HER AWARE OF THE CONCERN AT HER VISIT TO THE SVC DEPT 8/21/01....CUST STATES SVC ADV HER TO CONTACT RDSIDE ASST..CUST CLD RDSIDE AND ADV OF HER SITUATION...RDSIDE SENT OUT FIRST TOW AND ARRIVED ABOUT 5:30PM AND IMMEDIATELY

INFORMED CUST THAT HE CLD NOT TOW VEH BECAUSE ALL THE WHEELS WERE LOCKED...CUST CLD RDSIDE ASSISTANCE 2Xs MORE AND RECEIVED DISCOURTEOUS TREATMENT FROM THE REP AND ADV CUST SHE SHLD HAVE REQUESTED A DOLLY TOW AND THAT ONE WLD BE SENT OUT W/IN THE HOUR...CUST WAITED 2HRS CLD BACK AND REQUESTED A SUPV...SUPV SUBMITTED REQUEST FOR A DOLLY TOW AND CUST AND SUPV SPOKE AT LEAST 3Xs W/IN THE NEXT 2 1/2 HRS W/DLR AND TOW COMPANY AND DLR ADV TOW COMPANY OF PROCEDURE TO TOW...CONTD; 0; 367520785
2001-08-24

CUST VEHCUST STATES TOW FINALLY ARRIVED AT 8:30 PM AND TOOK ANOTHER 2 HRS TRYING TO FIGURE OUT HOW TO TOW HER VEHICLE....CUST STATES THAT THIS IS A GREAT INCONVENIENCE FROM THE DLR/RDSIDE ASST AND AS WELL AS TREATMENT FROM TOW COMPANY...CUST SEEKS RESOLUTION...CRM ADV CUST THAT FURTHER RESEARCH IS NEEDED AND W/C/B TODAY BETWEEN 2/3PM...TABITHAWRIGHTATX/CARS; 0; 367520878
2001-08-24

CRM CLD RDSIDE ASST IN REF TO CUST CONCERN PER RDSIDE REQUEST NUMBER 01200163 AND SPOKE W/NORMAN STATES THAT THERE ARE TWO CASES 01200163 AND 01200429 AND CUST CLD INITIALLY AT 4:00PM IN REF TO CONCERN W/VEH AND DID SHOW SEVERAL CALLS BACK BY CUST IN REFTO ROADSIDE SERVICE...CUST VEHICLE WAS FINALLY TOWED 9:30PM....AND CASE HAS NOW BEEN CLOSED...TABITHAWRIGHTATX/CARS; 0; 367521434
2001-08-24

CRM CLD DLR IN REF TO CUST CONCERN...SPOKE W/DERRICK STATES THAT CUST CAME IN FOR A DIAGNOSIS OF THE MOAN IN THE STEERING THAT SHE WAS EXPERIENCING AND HAD SCHEDULED TO FIX CUSTOMERS VEHICLE THE FOLLOWING MONDAY BEFORE THE STEERING COLUMN LOCKED ...VEHICLE IS IN THE PROCESS OF BEING REPAIRED AT THIS TIME...TABITHAWRIGHTATX/CARS; 0; 367521635
2001-08-28

Cust stated wanted to know if the steering wheel not locking now was normal or not. Crm called the dealership and was advised that this is normal after this campaign is done on the veh. Crm advised cust of this. Cust stated was upset moaning noise is not repaired. Cust stated did tell the dealership that it was still doing that but when asked if made another appt. hung up out of frustration. Deborah Berger - pdx - cac; 0; 367869984
2001-08-28

cust c/b, frustrated b/c she states she has been talked to in circles and no concerns addressed; she asked a pre rep to speak w/supervisor but was refused...cust didn't specify which crm refused. cust states there is now no locking mechanism in steeringcolumn, wonders if this is security issue, if this is what GM mandated for the necessary repair per camp. cust states she will never go back to Richard Hibbard Chev and would like another dlr to be primary svcing dlr to address 1) moan in veh, and 2) now steering pulls to right when driving and left when braking. cust states she was in a rental from Thurs to Mon and paid for entire amount of rental. cust seeks reimb. crm advised locating other dlrs in area so she can choose which one to go to, researching per nature of camp repair and also inquire per security/safety issue w/no locking mechanism, research to verify reimb for rental while veh was being worked on. cust calmed down, no supervisor necessary, crm to c/b by 11:30am pst. elizabeth grisa/pdx/cac; 0; 367870856
2001-08-28

crm noted dlr was called by pre crm and advised steering not locking is normal. crm called dlr, spoke w/svc adv Ray, gave crm veh VIN #, crm asked per steering locking again b/c #12 and #16 in camp steps it tells of installing a steering lock plate. crmspoke w/SVC DIRECTOR, JOHN, he read from his Camp info, advised according to GM, dlrs are to install event bypass mechanism which will cause veh steering to not lock; he said late 2000-2002 corvette's steering don't lock, advised no poss for security issue, he hasn't seen it as an issue. elizabeth grisa/pdx/cac; 0; 367872438
2001-08-28

crm located dlrs 1) Clippinger Chev in Covina, CA #626-339-6261, 2) Chev of El Monte in El Monte, CA #626-579-0500, 3) all dlrs in zip code 91765. elizabeth grisa/pdx/cac; 0; 367872806
2001-08-28

crm called dlr per reimb, spoke w/svc adv Derrick, he advised a rental wasn't mentioned by dlr to cust b/c veh was towed to dlr thurs night, cust had keys and they weren't release keys to roadside and left at dlr, cust came to dlr noon friday and gave them keys then, veh was repaired by 4pm friday, same day repair but b/c unable to reach cust at contact # and dlr is closed saturday and sunday, cust must have had rental until yesterday (monday). Derrick states per moan he thought veh was successfully repaired but didn't drive far enough for moan check to feel a pulling when driving/braking...poss there is a pull b/c when steering locks, wheels lock and alignment could be off. crm consulted w/TM annette johnson per poss reimb for rental, she advised no reimb for camp work, not dlr's fault cust was unable to be reached at # given...no reimb for rental. elizabeth grisa/pdx/cac; 0; 367876748
2001-08-28

crm called cust, advised of other dlrs, she said she was recommended SELMAN CHEV in Orange County, CA #714-633-3516. crm advised Derrick didn't hear moan so no fix and he advised misalignment could be b/c of when veh wheels were locked and veh towed. cust states only once veh is warm the veh moans, Derrick was advised of this and he went on ride-along 8/2 (2nd time); veh has been in dlr 3X for issue and still not repaired when veh was p/u from dlr yesterday; dlr called friday 8/24 per lock-up fix being done but dlr couldn't get to moan until mon 8/27 and dlr called @ 8:20 per repair being done, which it wasn't. cust states Derrick lied to her several times-when cust asked why he didn't advise of camp when veh was in for moan, he said he didn't know about it until 1.5 wks ago, cust said veh was at dlr 2 days ago. crm advised per reimb, i will have to research further and c/b 9/4, 2-4pm pst. cust sat but ABSOLUTELY FRUSTRATED w/dlr, said she'll call Selman for appt w/svc tech Matt. elizabeth grisa/pdx/cac; 0; 367879146
2001-08-29

cust sent email kana case1414872 dated 08/28/01 as follows;

Attn: [REDACTED]

RE: Case # C05392830

I still await your call back from Friday.

I picked my automobile up this evening from Richard Hibbard Chevrolet.

In driving the car this evening, I have noted the following:

- (1) After this 2nd service, the steering wheel "STILL" moans - IRRITATING.
- (2) "recall campaign" the steering wheel does not lock at all now! Is this the "cure" to the problem? If so, does this/or not make the car more susceptible to foul play?
- (3) The car now pulls/steers to the right when driving, and pulls/steers to the left when braking.

The car should not draw attention with it's moaning, should lock and unlock the wheel when it is supposed to, should steer straight, and brake straight.

Please advise.

crm replied:

.....; 0; 367984064

2001-08-29

...If you have already contacted our Customer Assistance Center, please continue to work with them towards resolution of your concern. Please call the Chevrolet Customer Assistance Center (800)-222-1020. They are open from 8:00am to 11:00pm, Eastern Standard Time Monday-Friday. They are in the best position to give you a timely resolution. Please provide the Customer Relationship Manager the following reference number C05392830.

If you would prefer to continue to work through the Internet, we certainly understand. We will attempt to resolve your concern in the shortest period possible on a first come, first served basis.

Address your mail to cac@chevrolet.com. We are currently responding in the next business day excluding weekends and holidays.

We look forward to serving you. Thank you for making Chevrolet your vehicle of choice!

Sincerely,

Dina Rudenko/atx/kana
....: 0; 367984148
2001-09-04

crm reviewed case w/GL, nicole rew, concluded reimb for rental during time period veh was at dlr, 1) apologetic gesture for mult repair attempts/trips to dlr, 2) cust not informed of camp while at dlr, this whole thing could have been avoided, 3) promote GM/Chev enthusiasm, 4) cust in wnty and no rental provided. crm to advise cust she needs send in RO from dlr, original receipt from rental, proof of payment, proof of veh ownership. crm to call cust for follow-up and advise. elizabeth grisa/pdx/cac; 0; 368497051
2001-09-04

crm called cust, left vme i will c/b 9/5, 9-11am pst. elizabeth grisa/pdx/cac; 0; 368497121
2001-09-05

crm called cust, advised we will be reimb for entire amount for rental while veh was at dlr, \$30/day. crm verified spelling of name and address. crm advised per treatment at pre dlr we are taking care of it internally, and cust said the new dlr is fantastic, it's like night and day in comparison to Richard Hibbard. cust states she brought veh to dlr, tech sat in driver's seat, turned the steering wheel and heard the moan and said they can fix it...Hibbard Chev put veh up on rack 2X and couldn't fix the prob, veh was driven and no prob found either...puzzling. crm apologized for treatment again, advised calling when docs are rec'd. cust sat. elizabeth grisa/pdx/cac; 0; 368571116
2001-09-17

crm called cust per sending in docs for reimb. cust states she still has to, she hasn't forgotten, she'll most likely send them in w/i next week or so. crm advised as soon as they are rec'd, i will process reimb. cust sat. elizabeth grisa/pdx/cac; 0; 369627558
2001-09-19

Cust states she is sending her documentation in for consideration, and is returning the phone call from the prev crm. Cust seeks the address to send the info that is requested by the prev Crm. Crm adv cust of the address, to which she was satisfied and was very short with this crm. NO Further action needed by this CRM. Thomas Brown/atx/cars
*****CORRESPONDENCE-----this information needs to be forwarded back to GRISAD, who requested it be sent
in*****
*****; 0; 369771345
2001-10-10

WHITEHAIL-see attachments
corr crm attaching requested docs to file.
kamila weber/corr/tampa; 0; 371622076
2001-10-12

crm rec'd docs, called Hertz car rental, spoke w/Chris Sanchez, he advised veh was rented 8/23-8/27, veh was \$28.99/day, tax is 7.5% and the \$1.12 is the licensing fee. Chris advised tax is only charged on the veh, not including licensing fee. Chris advised no other svcs were included in bill, the total did come to \$125.78. elizabeth grisa/pdx/cac; 0; 371782496
2001-10-12

REIMB BREAKDOWN: \$28.99/day @ 4 days.....\$115.96
tax @7.5.....\$8.70
license fee.....\$1.12TOTAL
elizabeth grisa/pdx/cac; 0; 371785266
REIMBURSEMENT.....\$125.78
2001-10-12

crm reviewed case w/TM annette johnson per reimb, TM approved reimb for full amount of rental veh, \$125.78. elizabeth grisa/pdx/cac; 0; 371786375
2001-10-18

crm offered reimb for \$125.78 and cust accepted when crm spoke w/cust on 9/5, address was also verified at that time but no reimb process begun b/c we didn't have original docs. crm called dlr per dates veh was in shop, crm spoke w/svc adv derrick wise, he advised veh was in the shop from 8/23-8-27, dropped off by Roadside on 8/23 and p/u by cust on 8/27.
elizabeth grisa/pdx/cac/ext39108; 0; 372305203
2001-10-24

GL reviewed file & will submit for further review & approval
darcie horlacher/goodwill liaison/portland; 0; 372789134
2001-10-24

gl submitted for final approval. cindy slaght/gl/pdx/cars; 0; 372794278
2001-10-24

FINAL APPROVED.; 0; 372817169
2001-11-05

REVIEWING FILE & FORWARDING BACK TO TM SCOTT PETTIGROVE.....KARI WILLSON/CAC/PDX; 0;
373872191
2001-11-07

CHECK #900487480 IN THE AMOUNT OF \$125.78 WAS MAILED ON 10/26/01 TO P.O. BOX 4063; DIAMOND
BAR, CA. 91765.
JADA MEAD/GL/TL/CAC/PDX.; 0; 374038247

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

October 24, 2001

[REDACTED]
Diamond Bar, CA [REDACTED]

Request: C05392830

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2000 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 \$125.78. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Elizabeth Grisa
Customer Relationship Manager

RS0005-P

DIAMOND BAR, CA 94508

10-65-67461:3, ACVD



Chevrolet Customer Service
P.O. Box 33170
Detroit, MI 48232-5170

48232-5170



[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Diamond Bar, CA [REDACTED] Phone [REDACTED] Fax [REDACTED]
September 30, 2001

Chevrolet Customer Service
P.O. Box 33170
Detroit, MI 48232-5170

Dear Sirs,

This letter expresses my recent experience with Chevrolet, with the hope that persons who will rely on your customer service hereafter will not have the same experience.

June 06, 2001, I took my car to Richard Hibbard Chevrolet, because the steering column moaned. The moaning was quite loud at slow speed, when the car warmed up. I received my car back June 07, 2001 apparently repaired.

It was not, it still had the same moan. This was very irritating. Finally, I returned to Richard Hibbard Chevrolet on Tuesday August 21, 2001, to once again complain about the moan which never ceased.

I drove into the parking lot, walked into the service office, I brought the service manager to the car, I asked him to get into the car. I drove the car with the gentleman in the car, the car moaned. I explained once again that this noise is irritating, it seems to get louder as the car gets warmer, I asked if they could fix this again for good. The gentleman said they could, but they were too busy to look at it before Monday August 27, 2001, and to bring it in that morning.

Thursday August 23, 2001 @ 3:30p.m., the steering column locked up on the car, rendering the car un-driveable.

I called Richard Hibbard Service, I was told to call Road side assistance, I asked why? I was told about a recall on the steering column. My next question - why I had NOT been told this on August 21, 2001, when I was there complaining about a steering related problem.

The response, "we did not know about the recall then".

PROBLEM # 2 - I FIND THAT HARD TO BELIEVE. (Problem #1 will be covered at the end).

I called roadside assistance (#1), told them of the problem, I was told a tow truck would be there in @ 45 minutes.

PROBLEM # 3 - I specifically asked the operator HOW they were going to tow the car with the wheels locked! her response was "we know how".

The tow truck arrived.

PROBLEM # 4 - The tow driver informed me he could not tow the vehicle because the wheels were locked.

I called roadside assistance again (#2), with the tow truck driver on hand.

PROBLEM # 5 - This operator informed me that the system could be over-riden, and gave the tow truck driver specific instructions on how to do this.

Of course, this did not work.

I called roadside assistance again (#3), I requested a supervisor.

PROBLEM # 6 - The operator REFUSED to connect me to a supervisor, she stated they sent a tow truck. I advised her the tow truck was there and could not help.

PROBLEM # 7 - This operator then said that I (ME) should have ordered a dolly tow!!!, I informed the operator that I had no idea of what a dolly tow was and I should not be the party responsible for such.

PROBLEM # 8 - This operator threatened to hang up on me. ONCE again I requested a supervisor (my 2nd request for such during this conversation). I was transferred to an operator who stated a dolly tow would be sent.

While I waited, I received a call back from Roadside Assistance (4th contact). I was told a new tow truck would be there in 30 minutes.

One hour passed, no tow truck arrived.

Roadside assistance called back (5th contact) saying there were problems. They said they wanted me to sign a release of liability, whereupon I would be fully responsible for damage to the car. I said NO. The operator then suggested that since I would not assume full liability, they would not send anyone to help me.

PROBLEM # 9 - This was an ABSOLUTELY ABSURD request, it should had never been made, especially since it appeared sometime of design flaw or failure which put me in this position in the first place. This came very close to coercion and blackmail. Under these circumstances YOU should take steps that NO one else finds themselves on the receiving end of such a request by your organization.

The operator then stated that my car was locked in gear, I told her that was NOT true.

The operator then began to debate with me.

I informed the operator this is a non-issue, and I would not debate it with her.

The operator then stated "we sent several tow trucks who stated the car was locked in gear".

I informed the operator "several" trucks had not been sent; ONE truck had been sent.

She stated the tow truck reported the car locked in gear.

I said the car was NOT in gear, I went back got in, started and moved the car, I told her NOT LOCKED in gear.

She hung up.

I, SVID, locked the key in the car in the ignition.

PROBLEM # 10 - Why did I have to waste precious time arguing about the gear box?

I called roadside assistance again (6th contact), I informed them I was now locked out of the car. I can go get an extra key, 10 minutes away. The operator then informed me they would cancel the order. I hung up, started crying.

PROBLEM # 11 - BACK TO THE THREATS AGAIN.

Roadside assistance called me back (7th contact). They had a tow truck on the line, where they were explaining to me the problems associated with the car being locked in gear. I informed them AGAIN the car was NOT locked in gear. "It is the wheels and steering" which are locked, not the gear box. They requested once again that I sign a release or else. I refused.

PROBLEM # 12 - (REFER to PROBLEMS # 9, #10 & # 11)

There was a conference, and roadside assistance stated they would send another tow. I asked them how long. As there were three other problems developed (ing), (A) I was now locked out of the car, (B) my car was parked in a location that would become a driveway soon with cars speeding through it, and (C) my kid was in summer day camp where I had to find a way to go and get her, I could not wait here much longer, as the camp would call the police.

A tow company called back. I advised them again of the key issue, to which he responded "Your want us there or not" if so when, if not, we will go do something else. I told him the key is in the ignition. He said they could force their way in, or come with no liability to them. I hung up.

I called roadside assistance again (8th contact) I advised them I was going to get the key, it would take 10 minutes, I had waited almost three hours, this would not be too much to ask.

PROBLEM # 13 - The response of roadside assistance "Then we will cancel your order".

I advised them this was not an option.

The tow operator called back, I told them I was going to get a key. I was going to get my daughter, who by the way was about to be turned over to the police. They needed to find a way to work with me. They agreed.

I eventually met the tow truck driver at the car at 6:45p.m.

To get the car on the tow bed, tow it the 4 miles, and to get it off the tow bed took @ another 2 hours.

The tow driver informed me this was about the 4th corvette he had to tow, but luckily in those cases the wheels were straight.

The car was left at Hibbard Chevrolet, which the service department was now long closed.

The following day, I took the keys to Hibbard, and later received a call from them advising me they would try to get the car back to me.

I received the next call from Hibbard Monday morning stating the car was ready.

I received the car back. THE STEERING COLUMN still moaned. The car now had a persistent pull to the right.

I called customer service again, we decided time to change to a new dealer for service.

I took the car to Seaman Chevrolet, the moment I drove into the lot, the service rep came to the car, I explained the issues. They immediately informed me of the... recalls. The gentleman sat in the car for 30 approx, heard the moan which they promptly stated they would fix.

In retrospect, I have my car back, Seaman fixed the moan, (which unfortunately has returned to although to a lesser degree), they were very professional. However, I will never quite have the same consideration for Chevrolet, and GM. Which brings me back to:

PROBLEM # 1 - How I ended up with this car.

This is my second corvette, the first one (was a 1984 - no need to comment further on that nightmare, but I still was still determined to get another one. We have two cadillacs (both with disturbing issues (sold one last month), we really have tried to stay with American made cars.

On April 30, 2001, I went to Conser Chevrolet in search of a new corvette, can you imagine how excited I was at the thought of getting a new car, so a new corvette!

Well I walked on to the lot, and was excited by the number of corvettes on their lot (i.e. selection). Most of the cars had the factory sticker, and a mark-up (\$ @ 10,000) additionally. I walked through all of the cars, I located a section of new corvettes about halfway through the lot which did NOT have a markup sticker, only the factory sticker, and the names of other dealerships on them. As I walked through these cars, the most beautiful "burgundy" colored corvette appeared, without a markup. I turned to the salesman (2) who were following me, (these were two Filipino, middle aged gentlemen), I said to them "I want this car", "I will pay you sticker for this car as it is marked". I NEVER bargained. They said okay, and escorted me to their offices. They asked if I wanted to trade my car, (one of the cadillacs), I said sure, they took the keys, look at and drove the car, then offered me a price, I said okay, I NEVER bargained. They disappeared again for about 20 minutes, came back and said they would have to finance the car, the rate would be about 15%, and the payment @ \$ 900/month. I declined. I took the cadillac off the the table, they asked me about down payment, I informed I could come with as much as a bank requested. They came back with the same. I then told them my bank would handle it. All I needed was a purchase order, I would get the funds and could pick up the car in the morning. They said they could not give me a purchase order, so I asked for a manager. Another man appeared, identified himself as a manager, and said because it was so late, they were going to close, but they could provide a purchase order Monday morning, he asked if I had a fax number. I gave him the fax number. Monday morning came, no purchase order was faxed, I called the dealership from my cell phone, and asked why, they stated they had faxed it. A couple of hours went by, no purchase order, I called back, they said they were going to fax it. A couple of hours went by, they said they could not fax it. I would have to come back in. As I was preparing for my annual trip to the Kentucky Derby, I could not go back. Plasmance Burkhalter went to the dealership, requesting the purchase order for the car. They told him that THEY COULD NOT SELL US THE CAR as they must have a markup. He reminded them that there was no markup on this car posted nor the other corvettes in the immediate area, they said too bad and REFUSED TO SELL US THE CAR at that price (sticker) They said they had a nice blue one they could sell around that sticker price, but it was used, and they would not bargain on the price. He test drove the car, and really liked the color. He called me in Kentucky, I declined to buy the car from Cornier because I felt their actions were un-ethical. When I returned from Kentucky I contacted Corvette Mike, a local corvette specialist, who for some strange reason was able to secure that EXACT SAME BLUE car from Cornier, which I bought.

Why is it that I in search of a new corvette was refused one at posted sticker price, and shamefully to a lesser degree although not necessarily a Chevrolet issue, why was I then able to buy the exact same used car from an intermediary for \$ 4,000 less than that offered to me by Cornier.

There is something very wrong here.

Maybe you don't agree, but the following that this car (corvette) has is great, but, not guaranteed to continue, especially if other consumers have had the same or similar experiences with Chevrolet "representatives" that I have. They may not be you directly, but like it or not they represent you.

Thank you for taking the time out to read my concerns listed herein.



[REDACTED]

REGISTRATION CARD VALID FROM: 01/18/2001 TO: 01/18/2002

MAKE	YR MODEL	YR 1ST SOLD	VEH CLASS	YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHRY	2000	2000	KY	2001	120	11	4KDC500
BODY TYPE MODEL	HP	NO	VEHICLE ID NUMBER				
2D	G	GT	1G1YY22G8Y5115471				
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC			
AUTOMOBILE	06/07/01	19	06/07/01	2			

PR EXP DATE: 01/18/200

REGISTERED OWNER

[REDACTED]

AMOUNT PAID
\$ 15.00

AMOUNT DUE	AMOUNT RECVD
\$ 15.00- CASH :	
CHECK :	
CRDT :	

CARBON
CA

[REDACTED]

LICENSEE

[REDACTED]

COVINA
CA

[REDACTED]

FOO 691 H1 0001500 0076 CM F00 060701 11 4KDC500 471

CALIFORNIA
INSURANCE CARD

First State Mutual Automobile Insurance Company
1111 AVENUE OF THE STARS, SUITE 1000
LOS ANGELES, CALIFORNIA 90069

DATE
POL

POLICY NUMBER [REDACTED] EFFECTIVE
THRU 05/01/2001 MAKE CERTAINLY MAY 18/2001 TO MAY 01/2002
MODEL CORVETTE VIN 1G1YY22G8Y5115471
AGENT [REDACTED] NAME [REDACTED]
PHONE [REDACTED] MAILING ADDRESS [REDACTED]
COVERAGE PROVIDED BY THE POLICY SUBJECT TO THE MINIMUM LIABILITY LIMITS
COVERED BY LAW
SEE THE REVERSE SIDE FOR AN EXPLANATION

North American Operations
General Motors Corporation
Instruments (3815)
PO Box 8230
Phoenix, AZ 85062-2630

Case No. 980467480

DATE
10/26/01

管束同音同形词 125、COLLAGE

महाराष्ट्र सरकार

Abstract

總計 25.78

PAY TO ORDER

DIAMOND BAR, CA

North American Operations
General Motors Corporation
Warren, Michigan 48090

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

REF ID: A66048

EXHIBIT **NO 10041943**

ALIEN NAME **NICHOLLE M LONE**

Abstract

Abstract

Best Published Manuscript

TIME

WYOMING AIR COUNCIL

Case Management

NET PRESENT

1224

THE UNIVERSITY OF CHICAGO

15.000

12/2/74

— 00

—122.3

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. FOR QUESTIONS CALL 800-442-5762

TOTAL

105.70

.00

119

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

PLANTATION

FL

HOME PHONE:

CASE NUMBER: 05943796

VIN: 1G1YY22G8Y5120069

DATE OPENED: 2001-11-28

MODEL YEAR: 2000

DATE CLOSED: 2001-12-21

SERIES: UNKNOWN

SOURCE: Mail

MILEAGE: 24000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: ED MORSE CHEVROLET/OLDSMOBILE/SAMORA
DEALER ADDRESS: 14401 W SUNRISE BLVD., SUNRISE, FL, 33323, USA

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

T22 CSI Reply

Customer Satisfaction

0 REPAIR ATTEMPT(S)

CSI RECEIVED 11/28/01

M41 Steering Column/Lock/Attaching Parts

Inoperative

3 REPAIR ATTEMPT(S)

LOCKED UP

T44 Maintenance Certificate (Oil Change)

Customer Satisfaction

0 REPAIR ATTEMPT(S)

CUST / APOLOGY GESTURE

TED

TED

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

CSI RECEIVED 11/28/01 CRM/PATTI SIMON/PDX/CAC; 0; 375828668

2001-11-28

CUST RESPONSE TO SURVEY, CUST STATES HE IS VERY UNHAPPY WITH THE QUALITY OF THE VEH. CRM CALLED CUST CUST STATES THE VEH QUALITY IS VERY BAD, CUST STATES HE HAS HAD THE STEERING COLLUM FREEZE UP ON 3 DIFFERENT OCCASIONS, CUST STATES HE IS VERY DISAPPOINTED WITH CUST SERVICE, WHO WOULD NOT GIVE HIM A LOWER VEH WHEN HE HAD TO HAVE HIS VEH TAKEN INTO THE DLR ON A FLAT BED TRUCK, CUST STATES HE COULD NOT DRIVE THE VEH & THE CUST SERVICE PERSON TREATED HIM IN A VERY RUDE MANNER, CUST STATES THE DLR HAS BEEN VERY VERY GOOD BUT HIS LAST CUST SERVICE CONTACT WAS A NIGHTMARE FOR HIM. CUST STATES HE IS VERY UNHAPPY WITH THE QUALITY OF THIS VEH. CRM ADVISED CUST THE VEH WOULD HAVE HAD TO BE DIAGNOSED BEFORE GETTING A LOWER. CRM/PATTI SIMON/PDX/CAC REQUEST CLOSED SATISFIED/ 11/28/01; 0; 375829930

2001-11-28

BUSINESS REASONS FOR SENDING CUST AN LOF

- 1) APOLOGETIC GESTURE
- 2) LOYAL GM CUSTOMER
- 3) CUSTOMER EXPERIENCED CONSIDERABLE INCONVENIENCE

CRM/PATTI SIMON/PDX/CAC /11/28/01; 0; 375830135

2001-11-29

GL RETURNED FOR FURTHER WORK.....JOAN STATON/GOODWILL LIAISON/PDX; 0;

375920460

2001-11-30

GL will review request on 12/3/01...***kathryn mcallum/gl/pdx/cac; 0; 376008161

2001-12-03

Cust has another request, C05169821, where dlr was contacted about cust's veh concerns...LOF in this request is as an apologetic gesture for cust's perceived rude treatment by CAC...LOF is resubmitted for first and final approval...***kathryn macallum/gl/pdx/cac; 0; 376250253
2001-12-03

FIRST APPROVAL GOODWILL LIAISON/JANET CONGER/CAC/PDX; 0; 376256506
2001-12-04

FINAL APPROVED; 0; 376338091
2001-12-21

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 12/5/01 TO 10504 NORTHWEST 7TH STREET PLANTATION FL 33324
SUMMER HAY/GL/PDX; 0; 377830622

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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:

RESTRAINT:

IF SO, WHERE:

LOCATION:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 28, 2001

[REDACTED]
Plantation, FL [REDACTED]

Request: C05943796

Dear [REDACTED]

We are sorry you have experienced concerns with your 2000 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

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

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

Sincerely,

Patricia Simon
Customer Relationship Manager

RS0015-P

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98 and insert the amount in the net item column. Claim must be submitted with a "G" authorization code. This original letter should be retained in the customer's file.



**** Dissatisfied Customer ****

Plantation FL

LaTeX: \text{LaTeX}

Over

Home & Neighborhood

Change to:

Please provide us with your preferred Email address:

Our records indicate that you had your 2008 Corvette serviced at Ed Morse Chevrolet on October 16, 2008. 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 Ed Moren Chevrolet.

Sincerely,

Dawn L. Wright

Director - Customer & Relationship Services

Introduction

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON OCTOBER 18, 2001, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealer's Service Department

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

About Your Service Consultant/Advisor

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



About Your Service Consultant/Advisor - Continued

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

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The ease of getting your vehicle? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The condition in which it was returned? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
 - ☐ Work performed did not correct the problem
 - ☐ Service Department could not duplicate problem
 - ☐ Service Department was too busy
 - ☐ Parts not available
 - ☐ I declined repair
 - ☐ Other (please specify) _____
 - ☐ Don't know

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

Summing Up Your Experience

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

19. Do you have any comments/recommendations about your Dealership? The dealership is excellent I did everything within their power to satisfy me

Vehicle I am very satisfied with the quality of this vehicle, had even all the things that I needed. I was able to get it in the car service at the top floor if I have any more needs I'll be back.

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: 1-800-222-1820

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: 030599
CHEVROLET MOTOR DIVISION, P.O. BOX 10888, TOLEDO, OH 43686-0888

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Lombard , IL

CASE NUMBER: 1-135767035 VIN: 1G1YY22G8Y5120251
MODEL YEAR: 2000
DATE OPENED: 2003-08-29 SERIES: Corvette
DATE CLOSED: 2003-09-04 MILEAGE: 33000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/A Yes DEALER NAME: Woodfield Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 1100 E Golf Rd, Schaumburg, IL, 60173-4508, USA

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

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

Sticks

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

Steering Column Locked up; ; 2003-08-29
2003-08-29

SVM Howard Kickert; ; 2003-08-29
2003-08-29

SVM Rick Girardi; ; 2003-08-29
2003-08-29

Customer is working with SVC Advisor Eric Dostal; ; 2003-08-29
2003-08-29

1-135767035-Assistance on Steering Module SVC Advisor Eric Dostal; ; 2003-08-29
2003-08-29

1-135767035-Assistance on Steering Module; ; 2003-08-29
2003-08-29

1-135767035-Assistance on Steering Module SVC Advisor Eric Dostal; ; 2003-08-29
2003-08-29

Re Steering Column; ; 2003-08-29
2003-08-29

Steering Column Locked up; ; 2003-09-02
2003-09-03

1-135767035 12noon; ; 2003-09-03
2003-09-02

Received 08/29/03 @11:48 PST; ; 2003-09-02
2003-09-02

Terpstra Return phone message; ; 2003-09-03
2003-09-03

1-135767035 [REDACTED] 12noon; ; 2003-09-03
2003-09-09

1-135767035 [REDACTED] 11am-1pm; ; 2003-09-09
2003-09-04

Return CAC's Call; ; 2003-09-04
2003-09-04

Service Request has been Closed Satisfied.; ; 2003-09-04

*****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:
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:
FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:
NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

*****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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3693650	VIN Number:	1G1YY22G8Y0120427
Date Opened:	6/25/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B02043	Mileage:	28418
Address:	BAY CHEVROLET DOUGLASTON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING 01-02-35-008 STEERING LOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/25/2002 12:51:00 SBD TEMPLATE - VAVRA

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

RAY LALL TECH

CUSTOMER CONCERN -

YES DUPLICATE - STEERING WHEEL LOCKED.

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

- HAS NO DTC'S.

- IF TAPS ON THE BCM WILL UNLOCK.

- IS LOOKING FOR INFO ON ISSUE.

TAC RECOMMENDATION -

- ADVISED TO PERFORM BULLETIN 01-02-35-008

06/25/2002 12:51:00 HISTORY - VAVRA

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Wallingford CT [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-2653863 VIN: 1G1YY22G8Y5120802
MODEL YEAR: 2000
DATE OPENED: 2002-05-20 SERIES: Corvette
DATE CLOSED: 2002-09-25 MILEAGE: 32000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: ADYess DEALER NAME: Valenti Auto Sales Inc
SRC PARENT: DEALER ADDRESS: 399 N Colony St, Wallingford, CT, 06492-3100, USA

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

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

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

CHV0246869, ; 2002-06-26
2002-06-24
Service Request Ownership has changed FROM: BATESG TO: FAGRE; ; 2002-06-24
2002-06-24
CRM Initial Contact avm eric bresinski 914055-8396; ; 2002-06-24
2002-05-20
Numerous complaints; ; 2002-05-20
2002-05-20
Repurchase request; ; 2002-05-20
2002-05-21
Repurchase request Br# 1-2653863 [REDACTED]; ; 2002-05-31
2002-05-23
Repurchase Request Br# 1-2653863 [REDACTED]; ; 2002-05-23
2002-05-20
Notifying CRM TURNERA; ; 2002-05-20
2002-05-23
Service Request Ownership has changed FROM: TURNERA TO: BATESG; ; 2002-05-23
2002-05-23
Seeking repurchase of the vehicle by GM; ; 2002-05-23
2002-05-23
seeking repurchase; ; 2002-05-23
2002-05-24
Follow up to CUST; ; 2002-05-24
2002-05-24

AVM update; ; 2002-05-24
2002-05-24

81-2653863 - AVM response; ; 2002-05-31
2002-05-29

recieved call from cust; ; 2002-05-29
2002-05-29

follow up; ; 2002-05-29
2002-05-29

AVM response; ; 2002-05-29
2002-05-29

BBB letter; ; 2002-05-29
2002-05-29

Created: CAC_MN0001. SR#1-2653863; ; 2002-05-29
2002-05-29

Outbound Correspondence Letter was submitted to the Letter Approval Queue; ; 2002-05-31
2002-05-31

letter approved; ; 2002-05-31
2002-05-31

Service Request has been Closed Satisfied.; ; 2002-05-31
2002-06-03

Service Request has been Closed Satisfied.; ; 2002-06-03
2002-06-26

crm called cust [REDACTED]; ; 2002-06-26
2002-07-03

crm got vme ...; ; 2002-07-03
2002-07-03

203-269-4079; ; 2002-07-03
2002-06-24

CRM Initial Contact avm eric bresinski 914055-8396; ; 2002-07-03
2002-07-22

CHV0246869 07/22/2002 14:48:34:315; ; 2002-07-23
2002-07-23

customer pursuing through attorney general; ; 2002-07-23
2002-07-23

customer pursuing through attorney general; ; 2002-07-23
2002-07-23

customer pursuing through attorney general; ; 2002-07-23
2002-08-19

Service Request has been Closed Satisfied.; ; 2002-08-19
2002-09-13

CUST REQUESTED TO HAVE S/R UPDATED THAT HE WILL AGAIN BE FILING CLAIM -; ; 2002-09-13
2002-09-13

203-269-4079; ; 2002-09-13
2002-09-25

Cust has filed for State Lemon Law repurchase.; ; 2002-09-25
2002-09-25

Service Request has been Closed Satisfied.; ; 2002-09-25

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****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 22, 2003

[REDACTED]
Wallingford, CT [REDACTED]

Service Request: S1-2653863

Dear [REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Garrett Bates
Customer Relationship Manager

MN0001-P/jas

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

GLENDAL, AZ

CASE NUMBER: 02274066 VIN: 1G1YY22G8Y5121965
MODEL YEAR: 2000
DATE OPENED: 2000-11-16 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-11-16 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: DEALER NAME: LOU GRUBB CHEVROLET-ARROWHEAD, INC.
ERC PARENT: DEALER ADDRESS: 9055 N BELL RD., PEORIA, AZ, 85382, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) NON'T UNLOCK
T04 General Information Other
0 REPAIR ATTEMPT(S) CORR REC'D 11/16/00

VEH WAS NOT REPAIRED

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

CORR REC'D. CUST STATING THAT STEERING WHEEL LOCK WOULD NOT UNLOCK, REQUIRING VEH TO BE
TOWED 2X'S TO DLR. CRM WILL CONTACT DLR. SARASCHMIDT/CAC/PDX; 0; 343259900
2000-11-16

CRM TRIED TO CONTACT DLR. ALL LINES WERE BUSY. WILL TRY TO CONTACT AGAIN BETWEEN 2-2:30PM
PST. SARASCHMIDT/CAC/PDX; 0; 343260433
2000-11-16

CRM CONTACTED DLR. SPOKE W/JOHN MORRIS, PERSON WHO WORKED ON CUST VEH. JOHN STATED THAT
LAST TIME VEH WAS BROUGHT IN, TAC WAS CONTACTED & VEH HAS NOT BEEN INTO DLR SINCE. WILL
CONTACT CUST BETWEEN 3:00-4:00 11/16/00 SARASCHMIDT/CAC/PDX; 0; 343264956
2000-11-16

CRM CONTACTED CUST. CUST UNAVAIL. WIFE STATED THAT THERE IS NOT A GOOD TIME TO REACH CUST.
WIFE STATED THAT THERE HAVE BEEN NO ISSUES W/STEERING WHEEL SINCE LAST IN. NO ISSUES W/VEH
@ THIS TIME. SARASCHMIDT/CAC/PDX; 0; 343268177

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

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:

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Lee Grubb Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 2008 Corvette?.....

19. Do you have any comments/recommendations about your:
- Dealership: *Dealer did not contact me in a timely fashion regarding problem/repair. The situation was addressed by the staff to our satisfaction, usually around*
- Vehicle: *The steering wheel lock mechanism would not unlock. Very good service*
- Meaning: *Meaning 2 trips with towing.*

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: 1-800-222-1820

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

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

CHEVROLET MOTOR DIVISION, P.O. BOX 16063, TOLEDO, OH 43663-0063

161YY2266YB121866 88256
21093334400 8788270628 D41417

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HAMILTON, OH

CASE NUMBER: 04063527 VIN: 1G1YY22G8Y5122436
MODEL YEAR: 2000
DATE OPENED: 2001-05-03 SERIES: Corvette
DATE CLOSED: 2001-07-12 MILEAGE: 12666
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MCCLUSKEY CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 8525 READING RD., CINCINNATI, OH, 45215, USA

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

G29 Differential Housing/Gears (Front/Rear)	Other
3 REPAIR ATTEMPT(S)	LEAKS
M01 Steering General	Inoperative
1 REPAIR ATTEMPT(S)	LOCKED UP
F31 Rear Spring	Other
1 REPAIR ATTEMPT(S)	DELAMINATED
J74 Manifold Gasket (Intake/Exhaust)	Other
1 REPAIR ATTEMPT(S)	LEAK
R42 Radio Receiver Stereo	Buzz
1 REPAIR ATTEMPT(S)	REPAIRED
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	72/100 MAJOR GUARD

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumer's responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\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 BOUGHT VEH NEW & IT HAS BEEN IN THE SHOP ABOUT 2 WEEKS ALL TOGETHER, IS THERE NOW FOR STEERING LOCKUP & WILL HAVE TO GO BACK NEXT WEEK WHEN TECH RETURNS TO FIX LEAKING DIFFERENTIAL, FOR 3RD OR 4TH TIME. CUST STATES SPRING DELAMINATED, STEREO HAD A BUZZ, INTAKE MANIFOLD WAS REPAIRED & IT IS ONE THING AFTER ANOTHER. CUST STATES HE WOULD LIKE ANOTHER CORVETTE & IS WILLING TO WORK W/GM BUT IS VERY DISAPPOINTED IN VEH. CRM ADVISED WILL RESEARCH & CB CUST BY 6-8EST ON 5/9 AT 513 942 9225. CRM DID NOT GUARANTEE ANY TRADE OR REPURCHASE & ADVISED PURPOSE OF WARRANTY IS TO REPAIR VEH BUT APOLOGIZED FOR THE NUMEROUS & SOMETIMES REPEAT REPAIRS & CUST PAYING \$800/MONTH & DRIVING RENTAL. CRM WILL CONTACT DLR TO DISCUSS. ANNIE FLOROW/CAC/PDX; 0; 357789231

2001-05-08

CRM CALLED DLR & VEH IS THERE TODAY FOR STEERING LOCKUP, BUT NO MENTION OF DIFFERENTIAL LEAK YET. SVC MGR IS OUT TO LUNCH. CRM WILL CALL AGAIN LATER TODAY OR TOMORROW TO DISCUSS REPAIRS & POSSIBLE GMPP VERSUS TRADE. ANNIE FLOROW/CAC/PDX; 0; 358199772

2001-05-08

CRM SPOKE TO SVC WRITER, LOIS, AS SVC MGR, TIM SHAW RUNS BETWEEN 3 LOCATIONS ALL DAY. SHE ADVISED OF SVC HISTORY WHICH SHOWS DLR IS WAITING FOR PARTS FOR 3RD DIFFERENTIAL REPAIR WHICH NOW HAS A LEAK FROM ADAPTOR FLANGE SHOWN FROM DYE TEST ON 4/19. TODAY THE STEERING LOCKUP WAS REPAIRED & A KEY CHIME DINGING WHICH WAS FIXED BY REMOVING IGNITION LOCK CYLINDER & LUBING IGNITION SWITCH. SHE STATES THE PREVIOUS FRONT SPRING REPAIR WAS FOR DELAMINATION & FRACTURING NEAR RT FRAME MOUNT. DRIVERS BUCKET SEAT WAS REPLACED FOR EXCESSIVE FORD & AFT CLEARANCE. SHE ADVISED DANNY POPP IS CORVETTE TECH WHO WOULD HAVE DETAILS. CRM WILL CONTACT SVC MGR 5/9 TO ADDRESS POSSIBLE GMPP. ANNIE FLOROW/CAC/PDX; 0; 358211343

2001-05-09

CRM LEFT VM FOR TIM SHAW, SVC MGR, REQUESTING FEEDBACK OF HIS THOUGHTS ON CUST REQUEST FOR TRADE OR REPURCHASE & CRM SUGGESTION OF POSSIBLE GMPP INSTEAD. ANNIE FLOROW/CAC/PDX; 0;

358281186

2001-05-09

*****NEXT CRM*****IF SVC MGR CALLS, PLEASE DOC HIS THOUGHTS ON GMPP VS TRADE/REPURCHASE, WHAT GOODWILL DOES HE SUGGEST, PARAMETERS & COVERAGE, HAS HE CONTACTED AVM YET & FILE CAN BE TRANSFERRED BACK TO ME. CRM WILL BE CALLING CUST THIS PM AS SCHEDULED. ANNIE FLOROW/CAC/PDX; 0; 358281285

2001-05-09

CRM CALLED CUST TO UPDATE THAT CRM IS STILL WAITING FOR FEEDBACK FROM SVC MGR. CUST STATES HE WAS W/OUT VEH FROM THURSDAY THROUGH SUNDAY, PICKED UP VEH ON MONDAY, & SEAT TRACK IS LOOSE AGAIN SO THAT SEAT ROCKS ALL THE TIME, CUST STATES VEH HAS TO GO BACK FOR DIFFERENTIAL BUT DOES NOT KNOW WHEN. CRM ADVISED WILL CONTACT DLR & CB CUST W/UPDATE BY 5/15 6-8 EST. ANNIE FLOROW/CAC/PDX; 0; 358304386

2001-05-15

CRM SPOKE TO LOIS, SVC WRITER & REQUESTED THAT SHE SPEAK TO SVC MGR TIM SHAW WHEN HE GETS OUT OF MEETING TO GET HIS FEEDBACK ON VEH, GMPP, AVM CONTACT, REPURCHASE. CRM WILL CB LOIS TO GET HIS BUYIN TO POSSIBLE GMPP OR NOT LATER TODAY. ANNIE FLOROW/CAC/PDX; 0; 358807527

2001-05-15

CRM CALLED DLR BUT SVC WRITER HAS NOT BEEN ABLE TO SPEAK TO SVC MGR YET. CRM WILL CB ON 5/16 TO CONTINUE RESEARCH. CRM CALLED CUST TO ADVISE STILL RESEARCHING & WILL UPDATE CUST ON 5/18 6-8EST. ANNIE FLOROW/CAC/PDX; 0; 358814320

2001-05-16

CRM CALLED DLR--OUT TO LUNCH--WILL CALL LATER TODAY. ANNIE FLOROW/CAC/PDX; 0; 358889890

2001-05-16

CRM SPOKE TO LOIS WHO ADVISED THAT SVC MGR TIM SHAW TOLD HER HE DID NOT SUPPORT A BUYBACK BUT HE WANTS TO TALK TO CRM ABOUT FILE. CRM ADVISED LOIS THAT IN THE INTEREST OF TIME, CRM WILL CONTACT AVM REGARDING TRADE REQUEST & CRM SUGGESTION OF POSSIBLE MAJOR GUARD OF 5/75 OR 6/100. CRM LEFT VM FOR AVM ROGER SCHULTE AT 310PST ON 5/16 AT 630092-8180 REQUESTING APPROVAL

OR DENIAL OF ASSIST & TERMS. CRM WILL CALL CUST TO UPDATE AS SCHEDULED. ANNIE FLOROW/CAC/PDX; 0; 358906300
2001-05-17

CRM ADVISED CUST ON 5/16 OF CALL TO AVM & THAT CRM WILL CALL CUST AGAIN WHEN AVM RESPONDS. CRM LEFT VM AGAIN FOR AVM AT 305PST. ANNIE FLOROW/CAC/PDX; 0; 358992377
2001-05-21

AVM ROGER SCHULTE ADVISED VEH HAS BEEN REPAIRED AT THIS TIME, IS NOT ELIGIBLE FOR ANY KIND OF REPURCHASE, & HE WILL APPROVE 5 YEAR/75,000 MILE MAJOR GUARD. CRM FORWARDING FILE TO TM FOR GOODWILL APPROVAL. CRM WOULD LIKE TO OFFER GOODWILL OF 5/75 MAJOR GUARD AS COMPENSATION FOR NUMEROUS REPAIRS ON VEH, TO RESTORE CONFIDENCE IN VEH & GM, & AS SAFEGUARD FOR FUTURE VEH REPAIRS SINCE VEH IS NOT ELIGIBLE FOR TRADE/REPURCHASE ASSISTANCE. ANNIE FLOROW/CAC/PDX; 0; 359317081
2001-05-21

*****NEXT CRM***** CRM LEFT VM FOR CUST REQUESTING HIM TO CALL CAC ASAP REGARDING AN OFFER CONCERNING HIS VEH. IF CUST CALLS, PLEASE OFFER HIM A MAJOR GUARD GMPP OF 5 YEARS/75,000 MILES, WHICHEVER OCCURS FIRST AS COMPENSATION FOR NUMEROUS REPAIRS ON VEH & TO RESTORE CONFIDENCE IN VEH & GM & OFFER LONG TERM COVERAGE ON MANY COMPONENTS SHOULD IT BE NEEDED. VEH HAS BEEN REPAIRED CURRENTLY & IS NOT ELIGIBLE FOR ANY TRADE/REPURCHASE ASSIST, PER AVM. IF CUST ACCEPTS, PLEASE CONFIRM NAME & ADDRESS & TRANSFER FILE BACK TO ME TO PROCESS GMPP. IF CUST DECLINES OFFER, IT WILL BE ON THE TABLE FOR 1 WEEK, IF HE CHOOSES TO PURSUE OTHER AVENUES, HE CAN REFER TO BACK OF OWNERS MANUAL OR TRADE AT DLR OF CHOICE IF HE WANTS OUT OF VEH. ANNIE FLOROW/CAC/PDX; 0; 359320667
2001-05-21

TM ANNETTE JOHNSON HAS GIVEN OVER THE SHOULDER APPROVAL FOR GMPP OFFER OF 5/75 MAJOR GUARD. PLEASE READ LAST SET OF NOTES. ANNIE FLOROW/CAC/PDX; 0; 359320722
2001-05-21

CUST STATES HE RCVD A CALL CAC MESSAGE ON HIS MACHINE. CRM REVIEWED FILE AND ADVISED CUST OF OFFER, COVERAGE, AND DECISION DEADLINE. CUST STATES HE WILL HAVE TO SPEAK WITH A FEW DIFFERENT PEOPLE AND WOULD GET BACK TO US. CRM ADVISED OF MONDAY, 5/28/01 DEADLINE DATE FOR HIS DECISION AND ADVISED PREV CRM WOULD CALL HIM BACK BY THEN TO OBTAIN HIS DECISION. CRM FORWARDING FILE BACK TO PREV CRM FOR FOLLOW UP. JOSH COOK/CAC/PDX; 0; 359331757
2001-05-21

CRM REVIEWING FILE NOTES, WAITING FOR CUST TO ACCEPT OR DECLINE GMPP OFFER. CRM WILL WAIT FOR CUST TO CALL & WILL CALL PM 5/28 IF CUST HAS NOT CALLED. ANNIE FLOROW/CAC/PDX; 0; 359334079
2001-05-21

*****NEXT CRM***** IF CUST CALLS BACK, PLEASE CONFIRM IF HE ACCEPTS OR DECLINES GMPP OFFER OF 5/75 MAJOR GUARD OR NOT. IF CUST ACCEPTS, PLEASE CONFIRM NAME & ADDRESS TO BE TRANSFERRED BACK TO ME FOR PROCESSING. THERE IS NO OTHER OFFER. ANNIE FLOROW/CAC/PDX; 0; 359334170
2001-05-22

CRM CHECKING FILE FOR STATUS. ANNIE FLOROW/CAC/PDX; 0; 359422300
2001-05-23

CUST STATES THAT A MAJOR GUARD WAS OFFERED TO HIM AND HE SPOKE TO HIS SVC MGR ABOUT THE OPTIONS ON THIS AND SEEKS TO HAVE A 6 YR 100K MILE NO DEDUCTABLE MAJOR GUARD... CUST STATES THAT HE IS VERY HAPPY WITH THE SERVICE AND THE HELP FROM THIS CRM... CUST LIKES WORKING WITH ANNIE AND THAT SHE HAS DONE A GOOD JOB... CRM ADVISED I WOULD NOTE HIS FILE AND FORWARD HIS FILE BACK TO ANNIE AS CRM REQUESTED... JENN BREWER/CAC/PDX; 0; 359483603
2001-05-23

CRM LEFT VM FOR AVM AT 9PST REQUESTING APPROVAL FOR 6/100 MAJOR GUARD WHICH CUST HAS COUNTERED OUR OFFER WITH. CRM WILL WAIT FOR ANSWER FROM AVM BEFORE CALLING CUST. ANNIE FLOROW/CAC/PDX; 0; 359489360
2001-05-24

AVM AUTHORIZED OFFER OF 72/100,000, ZERO DEDUCTIBLE MAJOR GUARD; CRM OFFERED & CUST ACCEPTED & NAME & ADDRESS CONFIRMED AS RANDY GREER, 5049 TRICOUNTY VIEW DR, HAMILTON, OH 45011; CRM WILL PROCESS LETTER. ANNIE FLOROW/CAC/PDX; 0; 359589105
2001-05-25

GL REVIEWED FILE AND RETURNED TO CRM FOR FURTHER ATTENTION.
RYANN DEAVILLE/GOODWILL LIAISON/CAC/PDX; 0; 359675201
2001-05-25

AS NOTED IN FILE, CRM HAS MADE FINAL OFFER OF 72/100,000 MAJOR GUARD AUTHORIZED BY AVM AS REQUESTED BY CUST AFTER INITIAL OFFER OF 60/75,000 WAS MET WITH REQUEST BY CUST TO INCREASE COVERAGE. CRM MADE INITIAL & FINAL OFFER FOR BUSINESS REASONS OF 1-COMPENSATION FOR NUMEROUS & CHRONIC REPAIRS, 2-TO RESTORE CONFIDENCE IN GM & VEH, & 3- TO OFFER ASSISTANCE TO STAY IN VEH INSTEAD OF TRADING AS ORIGINALLY REQUESTED BY CUST. AVM APPROVED BOTH OFFERS. ANNIE FLOROW/CAC/PDX; 0; 359677699
2001-06-12

GL REVIEWED FILE WITH TM ANNETTE JOHNSON... TM GAVE CRM ANNIE FLOROW OVER THE SHOULDER APPROVAL GL SUBMITTED TO GOODWILL QUEUE FOR FIRST AND FINAL APPROVAL....
RYANN DEAVILLE/GOODWILL LIAISON/CAC/PDX; 0; 361240173
2001-06-13

GL reviewed file, letter & paperwork & submitted for final approval.....mike jackson/GL/pdx; 0; 361305547
2001-06-15

Final GM approval rec'd---Sent letter reference # RS0011---GMPP on it's way---Will leave file opened until confirmation from MSX is rec'd that letter was sent---
Darcie Horlacher/Goodwill Liaison/Portland; 0; 361485573
2001-06-18

Cust called to say that he traded this veh for a new truck. Truck as 230 miles on it and engine rods need to be replaced. I will set up new file.
Paul Meyer/cars--pdx; 0; 361758332
2001-06-19

I called GMPP. Policy cannot be canceled because they have no record of it yet.
Paul Meyer/cars--pdx; 0; 361823421
2001-06-19

I talked to GL Joan and she said that TM Barbara should talk to brand mgr in DBC. I relayed info to her.
Paul Meyer/cars--pdx; 0; 361823862
2001-06-20

I called cust as promised. Dlr is trying to find another veh for him. I will call back on Thur Jun 21 at 1000 PDT.
Paul Meyer/cars--pdx; 0; 361911969
2001-06-25

I called cust as promised. He has new veh and is satisfied so far. I called GMPP to cnx good will GMPP but they have not received paperwork yet.
Paul Meyer/cars--pdx; 0; 362343688
2001-07-12

I called GMPP and they now have paperwork so now can cnx GMPP good will as cust no longer owns veh.
Paul Meyer/cars--pdx; 0; 363827696

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

May 25, 2001

[REDACTED]
Hamilton, OH [REDACTED]

Request: C04063527

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 Major Guard plan for your 2000 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G8Y5122436, 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,

Annie Florow
Customer Relationship Manager

RS0011-P

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6888
Chicago, IL 60688-6888

06-25-01P07:47 RCVD

Please process the attached GMPP Contract Registration form:

Customer Information:

Customer Name: [REDACTED]

File Number:

C-04063527

Personal Use:

☒

Commercial Use:

☐

Reason for offering GMPP:

compensation for numerous & chronic
repairs to restore confidence in GM vehicle, to satisfy
cost in lieu of trade

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN #

1G1Y4226815122436

Year:

2000

In service Date: 3/25/00

Mileage:

12,666

Division Dealer Code Information: (Circle one below)

Pontiac - 16-88123

GMC Truck - 48-61784

Oldsmobile - 16-88001

Buick - 11-88001

Chevrolet - 13-70011

Cadillac - 12-88000

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 (decision maker):

Plan Selection:

Team Manager/Supervisor:

Annie Florow
72/100,000 Major Guard
Annie Florow Date: 6/5/01

976615313

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)
1G1YY2268Y5122436

YEAR: 2000 MAKE: Chevrolet MODEL: Corvette

CURRENT ODOMETER: 12666 PLAT/PUNCH DATE: 5/24/01 COMM. EXEM. TWO

SALES ONLY ONE

<input checked="" type="checkbox"/> GMPS <input type="checkbox"/> MSRP	<input checked="" type="checkbox"/> MAJOR GLASS <input type="checkbox"/> CUSTOM	<input type="checkbox"/> POWERTRAIN
---	--	--

This plan is provided by the Plan provider, contract coverage for this plan is not available. The term of this plan is 36 months or 50,000 miles, whichever comes first. The term of this plan is 36 months or 50,000 miles, whichever comes first.

PLAN COVERAGE DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD
 The plan and coverage begin on the date of the purchase of the new vehicle and end at the end of the term of the plan, or at the end of the term of the plan, or at the end of the term of the plan, or at the end of the term of the plan.

MECHANICAL TERM
 VEHICLE IN SERVICE DATE: 3/25/80
 MONTHS: 36 48 60 72
 MILES: 50,000 60,000 75,000 100,000
 OPTIONAL DEDUCTIBLE: \$100 \$200

The amount of any plan selected benefit will be calculated from the date of the purchase of the new vehicle and the date of the purchase of the new vehicle. The amount of any plan selected benefit will be calculated from the date of the purchase of the new vehicle and the date of the purchase of the new vehicle.

MECHANICAL TERM
 VEHICLE IN SERVICE DATE: 3/25/80
 MONTHS: 36 48 60 72
 MILES: 50,000 60,000 75,000 100,000
 OPTIONAL DEDUCTIBLE: \$100 \$200

Special and Mech. Coverage
 TOTAL \$: 00

MECHANICAL COVERAGE
 PRICE \$: 00
 TAX \$:
 TOTAL \$:

Upon acceptance of this insurance, the time and mileage term for SmartCare™ coverage will be calculated from the date and mileage on the vehicle on the purchase date of this agreement.

SMARTCARE™ TERM

MONTHS : MILES		MONTHS : MILES		MONTHS : MILES	
12	12,000	18	20,000	24	30,000
	15,000			36	40,000
				48	50,000
24	24,000	36	36,000	60	75,000
	30,000		45,000	72	100,000

SMARTCARE SM	PRICE \$	00
	TAX \$	
	TOTAL \$	

FLEET CM EMPLOYEE
AREA CODE & PHONE NUMBER
CITY STATE ZIP
Hamilton OH

FIRST NAME MI. LAST NAME FLEET OM EMPLOYEE
NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER
MAILING ADDRESS (must include apt. or suite #, if applicable) CITY STATE
Hamilton OH

TO: General Motors	FROM: General Motors	DATE: 1-3-70	TIME: 11:00
TO: Chrysler Motor Division		FROM: 1-3-70	
TO: P.O. Box 33170		FROM: DETROIT	
TO: DETROIT		FROM: 48232	

Chevrolet Motor Division
 P.O. Box 33170
 Detroit MI 48232

C-04063527 *Amul Horn* 5/24/01

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

FORT WORTH

TX

HOME PHONE:

CASE NUMBER: 05086314

VIN: 1G1YY22G8Y5123957

MODEL YEAR: 2000

DATE OPENED: 2001-07-26

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-08-01

MILEAGE: 7000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: SHOWCASE CHEVROLET

BRC PARKET:

DEALER ADDRESS: 5400 GARDEN GROVE BLVD., WESTMINSTER, CA, 92683, USA

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

S08 Loaner Vehicle Not Provided

Other

0 REPAIR ATTEMPT(S)

NEEDS LOANER

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

*Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

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

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

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Microw-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 CALLED AND STATED THAT HIS STEERING WHEEL LOCKED AND HE COULDN'T DRIVE THE VEH. CUST CALLED ROADSIDE ASSISTANCE WHO ADVISED HIM TO HAVE THE VEH TOWED TO THE DLR AND THE DLR WILL GIVE HIM A RENTAL. CUST GOT TO DLRSHIP AND THEY WERE JUST CLOSING. CUST WAS TOLD THAT IT WAS TOO LATE TO GET A RENTAL BECAUSE THEY WERE CLOSING AND THAT HE NEEDS TO GET A CAB. CUST WAS SITTING OUTSIDE OF THE DLRSHIP WHEN HE CALLED. CRM SUGGESTED TO CUST THAT HE GET A CAB OR A RENTAL SO THAT HE CAN GET HIMSELF HOME THEN SEND IN FOR REIM FOR THE TRANSPORTATION. CUST STATED THAT HE WOULD. CRYSTAL LEGLER\CAC\BDX; 0; 365056214

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MERP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

MIAMI BEACH

FL

HOME PHONE:

CASE NUMBER: 05220105 VIN: 1G1YY22G8Y5124848
MODEL YEAR: 2000
DATE OPENED: 2001-08-07 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-09 MILEAGE: 9000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAROONE CHEVROLET OF WEST DADE
BRC PARENT: DEALER ADDRESS: 1201 NW 89TH CT, MIAMI, FL, 33172, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
STEERING WHEEL LOCKS

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT HE PREV OWNED A CHEVY CORBETTE THAT GAVE HIM NUMEROUS PROBLEMS WITH THE STERRING WHEEL LOCKING UP. CUST STATES THAT THE DLR ASSURED HIM THAT THE STEERING WHEEL PROBLEM WAS CORRECTED ON 2000 MODEL CORVETTE'S. CUST STATES THAT NOW HIS VEHSTEERING WHEEL LOCKED AND HIS SVC COLUMN LOCK LIGHT IS ON. CUST SEEKS TO HAVE HIS VEH REPLIC DUE TO ALL THE PROBLEMS THAT HE HAS HAD IN THE PAST WITH CORVETTE PRODUCTS. CRM ADVISED CUST THAT GM APOLOGIZES FOR HIS CONCERNS WITH HIS PREV VEH BUT WE CAN ONLY ACCOUNT FOR THE CURRENT VEH THAT IS UNDER WARRANTY. CRM CALLED SVC MGR JUAN ALEMAN WHO STATED THAT THE CUST DID HAVE PROBLEMS WITH HIS PREV VEH BUT HAS NEVR BROUGH HIS NEW VEH FOR ANY STEERING CONCERNS. CUST HAS HAD VEH FOR 1 1/2 YEARS. SVC MGR STATED THAT HE WILL LOOK AT ANY SVC BULLETINS ON THE CONCERN AND WILL ALSO CONTACT TAC FOR ASSISTANCE. CRM ADVISED CUST THAT THE SVC MGR HAS BEEN ADVISED OF HIS CONCERNS AND ALL AVAIL SOURCES WILL BE UTILIZED BY THE DLR. CUST THANKED CRM FOR THE DLR ASSISTANCE AND STATED THAT HE WILL CALL CAC IF HE NEEDS FURTHER ASSISTANCE. IGY GARCIA/PRVI; 0; 99999
2001-08-08

cust states that he was informed by the dealer to contact cac for reimbursement. cust states that he took the vhe to the dealer to have the steering column lock fixed. cust states that he waited for 2 hours for the tow service. cust states that the driverinformed him that he could do nothing. cust states that he contacted another tow service and they fixed it. cust states that the tow driver charged him \$50. cust states that he wants to be reimbursed for taxi and he had to leave his veh in the parking service for 4 days. cust states that he

contacted chev roadside and they never came so he had to leave it in the parking lot. cust seeking to be reimbursed for \$120. crm escalating to tier2. nicole day/tampa/tier1; 0; 366134474
2001-08-08

CUST STATES/SEEKS SEE PREVIOUS NOTES

CUST VEH WAS TOWED BY DIAL TOW SERVICE TO A GARAGE AND KEPT IN THE GARAGE FOR FOUR DAYS BEFORE SOMEONE ACTUALLY REPAIRED. CUST STATES THAT THE VEH WAS REPAIRED BY A TOW TRUCK DRIVER. CUST STATES THE DRIVER THAT DROVE HIM TO THE GARAGE WAS EXTREMELY RUDE.

CUST SEEKS REIM FOR \$120.00

CRM ADVISED THE CUST THAT I WILL HAVE TO DO ADDITIONAL RESEARCH AND THEN CONTACT HIM 08/09/01 @ 2-4PM EST @ HIS WORK #. CUST AGREED

KAYTRINA GLENN/TIER 2/TAMPA; 0; 366135632

2001-08-09

CRM CONTACTED ROADSIDE ASSISTANCE AND SPOKE W/ VANNESSA WHO STATES THAT HER SUPERVISOR ADVISED HER THAT THE CUST CAN BE REIM FOR THE \$120.00 AMOUNT. STATES THAT THE CUST NEEDS TO SEND RECEIPT/CASE #(01162893) TO GM ROADSIDE P.O. BOX 50098 PHOENIX, ARIZONA 85076 AND THAT HE SHOULD RECV A REPLY W/IN 6-8 WEEKS.

CRM L/M W/ CUST RECEPTIONIST GLORIA PAQUINO ADVISING HER TO PLS HAVE CUST RETURN MY CALL @ EXT 57691.

CALL CUST BACK @ 3:00PM EST

KAYTRINA GLENN/TIER 2/TAMPA; 0; 366229678

2001-08-09

CUST STATES THAT HE APPRECIATES THE WORK AND THAT HE WILL SUBMITT PAPER WORK TO GM ROADSIDE. CRM AGREED AND CLOSING THE FILE SATISFIED

KAYTRINA GLENN/TIER 2/TAMPA; 0; 366237456

*****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:

DATE:

BUSINESS: 4 BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6344998	VIN Number:	1G1YY22G8Y6130729	
Date Opened:	3/25/2003	Model Year:	2000	
Date Closed:		Series:	Corvette	
Dealer Code:	B26373	Mileage:	30500	
Address:	PALM CHEVROLET-OLDSMOBILE PUNTA GORD		State:	FL
Dealer Phone:				

SYMPTOM ABSTRACT--- COLUMN STEERING STEERING COLUMN WOULD NOT UNL
RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/25/2003 10:52:52 SBD TEMPLATE - MOCERI

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BOB INGEMANSON - TECH

CUSTOMER CONCERN -

STEERING COLUMN WOULD NOT UNLOCK

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

BOB STATES THIS CUST CONCERN WAS THEIR STEERING COLUMN WOULD NOT UNLOCK.
VEHICLE WAS TOWED IN AND NO CONCERN CAN BE FOUND. THEIR ARE NO CODES.

TAC RECOMMENDATION -

I ADV BOB TO A POSSIBLE COLUMN LOCK ACTUATOR CONCERN. I ADV BOB TO ASK
THE CUST FOR MORE INFO. WHERE THEY ABLE TO START THE VEHICLE?

03/25/2003 10:52:52 HISTORY - MOCERI

03/25/2003 11:12:06 GLEDHILL

EA02-031 / GM22C

-CALLER'S NAME (FIRST, LAST, AND POSITION) BOB INGEMANSON

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN) TECH STATES HE SPOKE WITH THE CUSTOMER, THE VEHICLE WOULD START AND STALL REPEATED, THEN CAME UP WITH THE SERVICE COLUMN LOCK MESSAGE. TECH STATES THAT THE CUSTOMER WAS SEEING A WAIT TEN MINUTE MESSAGE. TECH CHECKED VEHICLE COLD THIS A.M. AND THE CAR STARTED RIGHT UP WITH NO DTCS OR ANY ISSUES SHOWING WITH THE VEHICLE RIGHT NOW. TECH STATES THAT HE CAN COMMAND ALL THE COLUMN FUNCTIONS WITH THE TECH2. TECH CAN NOT DUPLICATE THE CONCERN, NO MESSAGES, NO DTCS.

NEW RECOMMENDATIONS: ADVISED TECH TO MAKE ALL EFFORTS TO DUPLICATE CONCERN BEFORE REPLACING ANY PARTS. ADVISED TECH OF ONE LIKE CASE OF THE SAME DESCRIBED CONCERN IN WHICH THAT VEHICLE WAS REPAIRED WITH A NEW COLUMN LOCK SOLENOID.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Tallahassee

FL

HOME PHONE:

CASE NUMBER: 1-7443808

VIN:

1G1YY22G915102413

MODEL YEAR:

2001

DATE OPENED: 2002-06-11

SERIES:

Corvette

DATE CLOSED: 2002-06-11

MILEAGE:

17000.00000000

SOURCE: Phone

DELIVERY DATE:

BEC TYPE: N/A

DEALER NAME:

BEC PART#: N/A

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

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

Cust states steering column locked up.; ; 2002-06-11

2002-06-11

Contact w/Svc Adv.; ; 2002-06-11

2002-06-11

Service Request has been Closed Satisfied.; ; 2002-06-11

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GM RESTRICTED

CASE NUMBER: 1-16993816 VIN: 1G1YY22G915102802
 DATE 07/17/02 MODEL 2001
 DATE 08/23/02 SERIES CORVETTE
 SOURCE: LEGALYES MILEAGE 15500.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: PA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Lansdale, PA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-16993816 VIN: 1G1YY22G915102802
 MODEL YEAR: 2001
 DATE OPENED: 2002-07-17 SERIES: Corvette
 DATE CLOSED: 2002-08-23 MILEAGE: 15500.0000000
 SOURCE: Phone DELIVERY DATE:
 REC TYPE: LegalYes DEALER NAME: A & T Chevrolet, Inc.
 REC PARENT: DEALER ADDRESS: 801 Bethlehem Pike, Sellersville, PA, 18960-
 0071, USA

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

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

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

Steering Column Locked; ; 2002-07-17
 2002-07-17

BBB Letter Being Sent; ; 2002-07-17
 2002-07-17

Created: CAC_MN0001. SR#1-16993816; ; 2002-07-17
 2002-07-17

No contact; ; 2002-07-17
 2002-07-17

FYI Message left for AVM; ; 2002-07-17
 2002-07-17

BBB Letter being sent to queue for approval.; ; 2002-07-23

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

2002-07-23

Feedback will be provided; ; 2002-07-25
2002-07-23

Rich Keir - Svc Mgr; ; 2002-07-23
2002-07-23

Resubmitting BBB Letter for approval.; ; 2002-07-25
2002-07-25

Letter Approved; ; 2002-07-25
2002-07-25

Service Request has been Closed Dissatisfied.; ; 2002-07-25
2002-08-20

LAWUIT NER; ; 2002-08-23
2002-08-19

CT NOTICE ARC LEGAL LAWUIT NER Scanned: 2002-08-16-16.40.52.000000, MSXDocFrm:
0222800130; ; 2002-08-23
2002-08-20

Change ownership; ; 2002-08-23
2002-08-23

pulled needed docs; ; 2002-08-23
2002-08-23

Faxed; ; 2002-08-23
2002-08-23

File to LC; ; 2002-08-23
2002-08-23

Service Request has been Closed Dissatisfied.; ; 2002-08-23

*****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:

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

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:

ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

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

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5742672	VIN Number:	1G1YY22G815102802
Date Opened:	7/17/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B15005	Mileage:	14000
Address:	A & T CHEVROLET INC SELLERSVILLE		State:
Dealer Phone:			PA

SYMPTOM ABSTRACT— LOCK INTERMITTENT NO UNLOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/17/2002 10:54:54 SBD TEMPLATE - SLEEMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MICHAEL CASCIOLI, TECHNICIAN

CUSTOMER CONCERN -

STEERING COLUMN WILL NOT UNLOCK INTERMITTENTLY.

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

UNABLE TO DUPLICATE. THE TOW DRIVER STATED HE JERKED THE STEERING WHEEL BACK AND FOURTH TO UNLOCK THE COLUMN.

TAC RECOMMENDATION -

ADVISED TO REPLACE THE ELECTRONIC COLUMN LOCK ACTUATOR.

07/17/2002 10:54:54 HISTORY - SLEEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6740820	VIN Number:	1G1YY22G015104883
Date Opened:	8/29/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B15358	Mileage:	25200
Address:	PERRY-EGAN CHEV AND OCEAN CITY	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING STEERING COLUMN LOCKS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/29/2003 08:30:23 SBD TEMPLATE - MURRAY

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JOE SFORZA TECH

CUSTOMER CONCERN - STEERING COLUMN LOCKS UP.

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

JOE STS THAT HE REPLACED THE BCM ON A PREVIOUS VISIT BECAUSE HE HAD THIS CONCERN, U-CODES AND NO COMMUNICATION WITH THE BCM. THE VEHICLE IS BACK WITH THE SAME CONCERN AND NO CODES AND JOE CANNOT DUPLICATE.

TAC RECOMMENDATION - REVIEWED PI A000285 AND INFORMED HIM OF CASES IN WHICH REPLACING THE STEERING LOCK MOTOR RESOLVED SIMILAR CONCERNS.

08/29/2003 08:30:23 HISTORY - MURRAY

08/29/2003 12:50:18 BACK -

EA02-031 / GM22C

Page 1 of 2

CALLER'S NAME (FIRST, LAST, AND POSITION) JOE SFORZA TECH

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS CUSTOMER WANTS TO KNOW IF CAN PERFORM CAMPAIGN FOR COLUMN LOCK
AND ELIMINATE COLUMN LOCK.

NEW RECOMMENDATIONS

ADVISED WOULD NOT APPLY CAMPAIGN TO THIS VEHICLE.

ADVISED WOULD NOT MODIFY FROM DESIGN.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6615465	VIN Number:	1G1YY22G915107093
Date Opened:	7/11/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B26314	Mileage:	50005
Address:	ED MORSE CHEVROLET LAKE PARK	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK PERFORMANCE INTERMITTENT COLUMN S

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/11/2003 15:01:42 SBD TEMPLATE - WEBER

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)
AFTER MARKET RADIO, AMP, AIR BAGS ARE REMOVED AND HAS MONITORS INSTALLED
IN BOTH RIGHT AND LEFT LOCATIONS
CALLER'S NAME (FIRST, LAST, AND POSITION) JEFF GALLA

CUSTOMER CONCERN - STEERING WHEEL DOSE NOT UNLOCK AT TIMES.

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

JEFF WAS SEEKING INFORMATION ON CHS20030001.

JEFF STATES THAT THERE ARE NO CODES IN THE SYSTEM AND THAT THE VEHICLE
HAS BEEN STARTED AND THE COLUMN LOCK IS WORKING NORMALLY AT THIS TIME.
JEFF STATES THAT THE CUSTOMER STATES THAT THIS OCCURS ONLY ON VEHICLE
START UP.

TAC RECOMMENDATION -

ADVISED JEFF IF THE CONCERN IS ONLY ON START UP IT IS OK TO FIX.
ADVISED JEFF TO TRY AND DUPLICATE THE CONCERN.

EA02-031 / GM22C

ADVISED JEFF TO INSPECT THE GROUNDS G202, AND G201.

ADVISED JEFF TO INSPECT FOR ANY AFTER MARKET WIRING INTO THE IGN. SWITCH.

ADVISED JEFF THAT THERE ARE SOME CASES WHERE THE BCM WAS THE CAUSE.

07/11/2003 15:01:42 HISTORY - WEBER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5797466	VIN Number:	1G1YY22G915111001
Date Opened:	8/8/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B08314	Mileage:	18558
Address:	PARKER CHEVROLET, INASHBURN	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK MESSAGE & LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/08/2002 09:04:49 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

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

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

GEOFFREY PATE (TECH)

CUSTOMER CONCERN -

STEERING COLUMN LOCK MESSAGE AND COLUMN LOCKED

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

TECH CALLED STATES THAT COLUMN LOCK MESSAGE. TECH IS FOLLOWING DOC ID # 827052, TECH STATES IT LEADS TO REPLACING THE BCM, TECH STATES COLUMN IS LOCK RIGHT NOW TECH LOOKING FOR INFO. TECH STATE HE CAN HEAR THE LOCK RELAY TURNING ON AND OFF WHEN HE COMMANDS IT.

TAC RECOMMENDATION -

ADVISED TECH TO CHECK ON CKT 1804 FOR POWER WHEN COMMANDING TO UNLOCK AND CHECK FOR GROUND ON CKT2630. ADVISED TO CHECK G201& G202. ADVISED TO

EA02-031 / GM22C

Page 1 of 2

CHECK CKT 1801 TO THE BCM IF OK SUSPECT BAD LOCK ACTUATOR.
08/08/2002 09:04:49 HISTORY - WENGER

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

BOCA RATON

FL

HOME PHONE:

CASE NUMBER: 05707139

VIN: 1G1YY22G915118112

DATE OPENED: 2001-10-17

MODEL YEAR: 2001

DATE CLOSED: 2001-11-29

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 8064

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: LOU BACHRODT CHEVROLET INC

DEALER ADDRESS: 1801 W ATLANTIC BLVD, POMPANO BEACH, FL, 33069, USA

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)

Customer Satisfaction
CRM DOC CONCERNS

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

Other
LOCKED UP ON CUST

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CRM REC'D SVC SAT SURVEY, MAX IS VIN. CASE SCAN PERFORMED NO PREVIOUS REQ OR OPEN CAMPAIGNS.
CUST STATES CONCERNS CORRECTED AT VISIT, COMPLETELY SAT W/ DLR AND SAT W/ VRH. CUST STATES
HAD SAME PROB W/ PREVIOUS (98 CORVETTE) VEH, THAT THE STEERING WHEEL/COLUMN WOULD LOCK AND
LEAVE CUST STRANDED. CRM WILL CONTACT CUST BY 10/19 5-7 CST DUE TO INCONVENIENT TIME. MARIE
GONZALES ATK/CORR; 0; 372221201
2001-11-23

FOLLOW UP CRM CALLED CUST ...SCREENING ANSWERING MACHINE .CRM STATED NAME AND DIVISION.....
NEXT CRM IF CUST CALLS PLZ INFORM CALL IS TO FOLLOW UP ON SURVEY AND IF ANY CONCERNS AT THIS

TIME....CRM WILL SEND UNABLE TO CONTACT LTR (SPECIAL PROCESS PER
WC).....REMASALINAS/CADILLAC-CHEV/ATX; 0; 375378397
2001-11-27

Letter deleted, see feedback form for corrections.
Rita Labrado/Approver/ATX; 0; 375741139
2001-11-29

CRM CALLED CUST....LEFT MSG ON MACHINE ,,GAVE REQUEST AND CHEV.....ALSO ADVISED THIS IS
A FOLLOW UP CALL AND IF ANY CONCERNS TO PLS CALL.....CRM WILL SEND UNABLE TO CONTACT
LTR.....REMASALINAS/CADILLAC - CHEV/ATX; 0; 375897692
2001-11-29

Letter approved. Rita Labrado/Approver/ATX; 0; 375909053
2001-11-29

CUST STATES HE WAS RESPONDING TO THE MESSAGE THAT WAS LEFT FROM PREVIOUS CRM. CUST WANTS TO
KNOW IF THE VEHICLE STEERING COLUMN LOCKS AGAIN WILL CHEV BUY HIS VEHICLE BACK. CUST STATES
HE PREVIOUSLY OWNED A 1998 CORVETTE THAT HAD THE SAME PROBLEM AND CUST STATES HE WAS INFORMED
THE VEHICLE WAS REPAIRED BUT IT HAPPENED AGAIN. CRM ADVISED CUST AFTER SPEAKING WITH DAVID
SERVICE ADVISOR AT DEALERSHIP THAT THE VEHICLE ONLY HAD THIS CONCERN IN AUG 2001 AND WAS
REPAIRED AT THAT TIME. IF THIS PROBLEM OCCURS AGAIN THE CUST IS ADVISED TO HAVE THE VEHICLE
TAKE TO THE DEALERSHIP FOR REPAIR. CUST WAS INFORMED THERE IS A REPAIR FOR THIS PROBLEM AND
THE PROBLEM SHOULD NOT OCCUR AGAIN. CUST STATES HE DOESNT FEEL SAFE IN THE VEHICLE BUT WILL
CALLBACK IF THIS HAPPENS AGAIN AND DOES EXPECT CHEV TO DO SOMETHING TO PLEASE HIM AT THAT
TIME. CRM ADVISED CUST THIS HAS BEEN DOCUMENTED CRM CLOSING REQUEST. CAROLYN
MCKENZIE/CARS/TAMPA 57876.; 0; 375926624

*****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 BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

November 29, 2001

[REDACTED]
Boca Raton, FL [REDACTED]

Request: C05707139

Dear [REDACTED]

Thank you for your recent comments regarding your 2001 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

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

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

Sincerely,

Emma Salinas
Customer Relationship Manager

SU0003-A/

116505

About Your Service Consultant/Advisor - 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? ☒ 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 Lou Sedoretti Chevrolet?
17. Would you recommend this dealership for service?
18. Overall, how satisfied are you with your 2001 Corvette?
19. Do you have any comments/recommendations about your Dealership?

Vehicle: 2001 GASOLINE 4+4 CORVETTE

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: 1-800-222-1028

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

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 18000, TOLEDO, OH 43688-0000

[REDACTED]
BOCA RATON, FLORIDA [REDACTED]
[REDACTED]

September 26, 2001

Dear Chevrolet,

Over the past year, I have had a recurrent problem with my 1998 Corvette (lease just ended) and my new 2001 Corvette. Three times over the past year (twice with the '98) and once already with the new Corvette, the steering wheel column has locked stranding me each time and once as far as 300 miles away from my home. I am not convinced that this problem has been rectified by Chevrolet and am in fear as to where my 2001 Corvette will strand me next. As a Physician, this is an unacceptable worry. I appreciate any suggestions and am contemplating alternatives to alleviate this unanticipated unacceptable risk.

Thank you for your attention to this matter

[REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5689488	VIN Number:	1G1YY22G915121737
Date Opened:	6/24/2002	Model Year:	2001
Date Closed:	7/2/2002	Series:	Corvette
Dealer Code:	B28085	Mileage:	17300
Address:	CLASSIC CHEVROLET MENTOR	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKS AT
RESOLUTION ABSTRACT- STEER COLUMN - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/24/2002 10:18:01 SBD TEMPLATE - ORR
STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JIM GAILEY TECH

CUSTOMER CONCERN -

STEERING COLUMN LOCKS AT TIMES

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

CAN VERIFY, NO CODES, IS VERY INTERMENT, LOOKING FOR ASSISTANCE.

TAC RECOMMENDATION -

THAT DEALER FOLLOW P/I A000285 READ CONTENT TO DEALER FOR ADDITION AL
DIAGNOSIS.

06/24/2002 10:18:01 HISTORY - ORR

07/02/2002 15:45:24 BRYANT - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5911994	VIN Number:	1G1YY22G915133385
Date Opened:	9/24/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B47635	Mileage:	8189
Address:	UPTRING CHEV-OLDS IN WASHINGTON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN WILL NOT LOCK OR UNLOCK AT TIMES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/24/2002 14:44:35 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION)CHUCK NOFSINGER S/V

CUSTOMER CONCERN -STEERING COLUMN LOCK

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

DLR CANT DUP THIS CONCERN AND IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -DLR OF PI # A000285 FOR THIS CONCERN. DLR TO DO NORMAL DIAG PER SERVICE MANUAL AS NEEDED. DLR TO ADV WW

09/24/2002 14:44:35 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5602290	VIN Number:	1G1YY22G925105284
Date Opened:	5/14/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B30545	Mileage:	5857
Address:	ROBERTS CHEVROLET COEDINBURG	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STRG COLUMN LOCKS UP

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/14/2002 10:27:19 SBD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JIM S/M.

CUSTOMER CONCERN - STRG COLUMN LOCKS UP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO CODES DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - TAC ADVISED DLR TO CHECK THE RELAY OUTPUT TO THE LOCK MOTOR. IF THAT CHECKS GOOD, REPLACE THE MOTOR. BROWN 40708.

05/14/2002 10:27:19 HISTORY - BROWN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6142321	VIN Number:	1G1YY22G925133226
Date Opened:	1/3/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B19403	Mileage:	2663
Address:	PUYALLUP CHEVROLET-SPUYALLUP	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING SERVICE STRG COLUMN LOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/03/2003 14:25:08 SBD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) FRANK TECH.

CUSTOMER CONCERN - SERVICE STRG COLUMN LOCK MESSAGE ON DIC, COLUMN WAS LOCKED.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE TECH STS HE HAS DRIVEN THE UNIT AND HAS NOT DUPLICATED THE CONDITION. THE TECH HAS NOT CHECKED FOR CODES, USED SI2000 FLOW CHARTS.

TAC RECOMMENDATION - TAC ADVISED THE DLR HE MUST GET SOME INFO FROM THE UNIT BEFORE WE CAN HELP. TAC ADVISED THE DLR TO CHECK BATTERY CONDITION, DOES BCM SEE THE KEY, ARE THERE ANY CODES..... BROWN 40708.

01/03/2003 14:25:08 HISTORY - BROWN

01/20/2003 11:22:00 RICHARDSON -

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

EA92-031 / GM22C

Page 1 of 2

FRANK MINER TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

18 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH FOUND BATTERY TESTED BAD. REPLACED BATTERY, LET VEHICLE SET FOR ONE
WEEK WHILE WAITING ON OTHER PARTS AND CONDITION HAS OCCURED AGAIN. HAS
LOCKED STEERING WHEEL AND IT WILL NOT UNLOCK. NO CODES STORED.

NEW RECOMMENDATIONS

ADVISE TECH TO FOLLOW PUBLISHED DIAGNOSTIC CHART DOCUMENT ID # 792381

ELECTRONIC COLUMN LOCK DOES NOT UNLOCK

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Edgewood , NM

CASE NUMBER: 1-28263612 VIN: 1G1YY22G9V5100408
MODEL YEAR: 1997
DATE OPENED: 2002-08-27 SERIES: Corvette
DATE CLOSED: 2002-08-27 MILEAGE: 85000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANQ DEALER NAME: Group 1 Automotive, Inc.
BRC PARENT: DEALER ADDRESS: 7201 Lomas Blvd NE, Albuquerque, NM, 87110-7145, USA

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

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

Sticks

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

Veh not listed in campaign; ; 2002-08-27
2002-08-27

Veh outside of parameters for assistance; ; 2002-08-27
2002-08-27

Service Request has been Closed Dissatisfied.; ; 2002-08-27
2002-08-27

Service Request has been Closed Dissatisfied.; ; 2002-08-27

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

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:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Baltimore

MD

HOME PHONE:

CASE NUMBER: 1-52066722

VIN: 1G1YY22G9V5100991

MODEL YEAR: 1997

DATE OPENED: 2002-11-26

SERIES: Corvette

DATE CLOSED: 2002-11-26

MILEAGE: 58800.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Anderson Automotive Group, Inc.

BRC PARENT:

DEALER ADDRESS: 115 W 25th St, Baltimore, MD, 21218-5005, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Campaign question; ; 2002-11-26

2002-11-26

Research into Customer repair for steering lockup; ; 2002-11-26

2002-12-03

Call Dlr re Cust 97 Corvette steering lock up; ; 2002-12-03

2002-11-26

Communicate research on Steering lock up; ; 2002-11-26

2002-11-26

Service Request has been Closed Dissatisfied.; ; 2002-11-26

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

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:

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

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

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

FENTON , MO

CASE NUMBER: 05256909 VIN: 1G1YY22G9V5101462
MODEL YEAR: 1997
DATE OPENED: 2001-08-09 SERIES: UNKNOWN
DATE CLOSED: 2001-08-27 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SAPAUGH CHEVROLET OLDSMOBILE CADILLA
BRC PARENT: DEALER ADDRESS: 1435 MCNUITT RD., HERCULANEUM, MO, 63048, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
LOCKEDA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
CRM REFERRED TO DLR FOR REPAIR

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb\wabknowledge]]. 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 CALLED IN, STATES THAT HE STEERING COLUMN IS LOCKED. CUST SEEKING TO KNOW IF SHE IS PART OF THE CAMPAIGN ON CORVETTES. CRM ADVISED THAT SHE IS NOT. CRM ADVISED THAT CUST SHOULD TAKE THE VEHICLE INTO THE DLR AND HAVE THEM INSPECT THE COLUMN. CRM ADVISED THAT CRM CAN RESEARCH AND SEE IF THERE IS ANY ASSISTANCE THAT CAN BE OFFERED. CUST STATES THAT SHE DOES NOT KNOW WHEN THEY WILL BE ABLE TO GET THE VEHICLE INTO THE DLR, SO SHE WILL CALL CAC WHEN SHE IS ABLE TO GET THE VEHICLE INTO THE DLR. ANGELA MESHIKE/PDX/CAC; 0; 366228882
2001-08-15

CUST STATES VEHICLE AT DLR AND STEERING COLUMN IS LOCKED UP AND THEY ARE GOING TO FIX IT. CRM ASKED IF IT WAS BEING COVERED--CUST THINKS IT IS, STATING DLR TOLD HIM THEY'RE GETTING A LOT OF THESE IN THERE. CRM SPOKE W/JOE, SVC MGR--JOE HAS TO CHECK INTO THIS AS CAR WAS JUST TOWED IN ABOUT AN HOUR AGO. JOE WOULD LIKE CUST TO PHONE HIM IN 1/2 HOUR. CRM ADVISED CUST. CRM TO PHONE CUST TOMORROW 12:30 PM PDT. BOBBI ADAMS-LLOYD, PORTLAND CAC; 0; 366759892
2001-08-16

CUST STATES "MAC" IN SERVICE SAID THEY WERE GOING TO CALL GM. CRM SPOKE W/MAC WHO ASKED IF WE WERE GOING TO COVER IT. CRM ADVISED I WAS CALLING THEM TO SEE IF THEY WERE COVERING UNDER DLR EMPOWERMENT. MAC PUT ME THRU TO SVC MGR, JOE, BUT GOT VOICEMAIL. CRM ASKED JOE TO FOLLOWUP AS TO WHETHER OR NOT THEY ARE COVERING THIS.....

.....NEXT CRM, WHEN JOE PHONES, PLEASE GET BACK W/CUST. BOBBI ADAMS-LLOYD PORTLAND CAC; 0;

366828747

2001-08-16

Joe Clemens/Sapaugh Chev called responding to a msg left for him to call cac.

Joe states that asst is denied due to age/mlg of the veh & no prev history.

Crn adv Joe the file would be documented.

no further action by this Crn.

phyllis tumlinson/pdx/cars; 0; 366831426

2001-08-27

crn contacted cust--cust had already been informed of denial. bobbi adams-lloyd, portland
cac; 0; 367795326

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
HADA: 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:
LIEB PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HOUSTON , TX

CASE NUMBER: 05412554 VIN: 1G1YY22G9V5101655
DATE OPENED: 2001-08-28 MODEL YEAR: 1997
DATE CLOSED: 2001-08-29 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 36000
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME:
DEALER ADDRESS:

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

A01 Open Campaign	Product Campaign Claim
0 REPAIR ATTEMPT(S)	QUESTIONS AS TO WHETHER CUST'S REPAIR
APPLIES.	
M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	HAD REPAIR AT INDEPENDENT

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

CUST STATES HE HAS HEARD OF CAMPAIGN FOR VEH AND SEEKS INFO ON REPAIR ON VEH AND WHETHER
THERE WOULD BE REFUND FOR REPAIR HE HAD IN JUNE/01. CUST DOES NOT HAVE VIN. CRM ADVISED CUST
TO CALL CAC BACK W/VIN SO CRM MAY CHECK VEH'S VIN PROFILE FOR CAMPAIGN TIED DIRECTLY TO THIS
VEH. CUST WILL CHECK VIN AND CALL BACK TO CHECK W/ NEXT CRM ON VEH'S CAMPAIGN HISTORY.
HOWARD LOVELESS/PDX/CAC; 0; 367881683
2001-08-29

CUST STATES HE HAS A 1997 CHEVY CORVETTE THAT IS HAVING THE SAME PROBLEMS AS THE 1998-2000
MODELS WITH THE STEERING COLUMN LOCKING. CUST STATES HE HAD HIS REPAIR DONE AT AN INDEPENDENT
AND NOW SEEKS TO KNOW IF HE FALLS IN THE CATEGORY AND IF NOT CAN HE STILL BE REIM FOR THE
REPAIR HE DONE. CRM ADVISED CUST WILL NEED TO TAKE VEH TO DLR TO FIND OUT WHAT HE NEEDS TO
DO ON THIS MATTER. CRM ADVISED TO TAKE VEH TO DLR. NO FURTHER ASST NEEDED . CAC CRM LATOYA
GREEN ATX; 0; 367975487

*****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:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Jackson , TN

CASE NUMBER: 1-118908858 VIN: 1G1YY22G9V5101770
MODEL YEAR: 1997
DATE OPENED: 2003-07-14 SERIES: Corvette
DATE CLOSED: 2003-07-14 MILEAGE: 54000.0000000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: N/AYes DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

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

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

steering column locked/recall; ; 2003-07-14
2003-07-14
Service Request has been Closed Dissatisfied.; ; 2003-07-14

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

ALTAMONTE SPRINGS
FL

HOME PHONE:

CASE NUMBER: 05851849 VIN: 1G1YY22G9V5102000
DATE OPENED: 2001-11-12 MODEL YEAR: 1997
DATE CLOSED: 2001-11-27 SERIES: UNKNOWN
SOURCE: Phone MILAGE: 50500
BRC TYPE: No DELIVERY DATE:
BRC PART#: DEALER NAME: CLASSIC CHEVROLET CO.
DEALER ADDRESS: 940 ST RD 434 S, ALTAMONTE SPRINGS, FL, 32714, USA

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

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

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) CAMPAIGN 01044A

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) CAMPAIGN 01044A

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

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

CUST STATES THAT HE PURCHASED A 1997 CORVETTE FROM AN INDEPENDENT DEALERSHIP IN SEPTEMBER OF 2000. CUST STATES THAT IN JUNE OF 2001 HE HAD THE STEERING WHEEL LOCK UP ON HIM. CUST STATES THAT HE HAD THE REPAIR DONE TO HIS VEHICLE AND IT COST \$392 TO HAVE DONE. CUST STATES THAT THE STEERING WHEEL LOCK WAS REPLACED. CUST STATES THAT HE WAS ADVISED OF A RECALL ON THIS PROBLEM IN CORVETTE'S AND WOULD LIKE TO KNOW WHY HIS VEHICLE IS NOT ONE OF THEM. CUST STATES THAT HE HAD THE REPAIR DONE AT CLASSIC CHEVROLET. CUST SEEKS TO BE REIMBURSED FOR HAVING THE STEERING WHEEL LOCK REPLACED. CRM ADVISED CUST THAT SHE WOULD HAVE TO DO A LITTLE MORE RESEARCH ON THIS PROBLEM BEFORE RESOLVING IT. CUST STATES THAT THE PART NUMBERS THAT WERE FIXED ARE 026050960 AND 011505086. CRM ADVISED CUST THAT SHE WOULD CALL CLASSIC CHEVROLET TO GET MORE INFO. CUST STATES THAT HE WOULD LIKE A CALL BACK AT HIS HOME NUMBER AFTER CRM SPEAKS WITH SVC MGR. *****CONTINUED*****; 0;

374453296
2001-11-12

*****CONTINUED***** CRM SPOKE WITH TONY- SVC ADVISOR- WHO STATES THAT THE CUSTOMER DID HAVE THE STEERING WHEEL LOCK REPLACED IN HIS VEHICLE. CRM WILL HAVE TO GET WITH TIFFANY BAKER- TM- TO SEE IF CUSTOMER CAN BE REIMBURSED FOR THIS REPAIR. SABRA KENT/FL PILOT/TAMPA/57836; 0; 374453373
2001-11-12

CRM ATTEMPTED TO CONTACT CUSTOMER TO ADVISE HIM THAT FURTHER RESEARCH IS NEEDED BEFORE MAKING A DECISION, BUT CUSTOMER WAS NOT AVAILABLE. CRM WILL ATTEMPT TO CONTACT CUSTOMER TOMORROW 11-13-01 BETWEEN 330-530PM EST. SABRA KENT/FL PILOT/TAMPA/57836; 0; 374456038
2001-11-13

PLEASE CALL CUST AS HE IS WAITING FOR YOUR CALL. FORWARDING BACK TO KENTS
CRM MARGIE HASH CARS/TAMPA 57065; 0; 374541479
2001-11-14

Cust states that he's been awaiting a contact from Crm KENTS abt a reimbursement for his veh repair. Crm advcd cust that veh not normally reimbursed if not included w/Recall cust advcd that a notification could be forwarded for Crm to contact cust abt possible reimbursement. Cust states he can be contacted @ cellular # [REDACTED] once info is avail.
Adan Faulk CAC Tpa; 0; 374633360
2001-11-26

CUST STATES STILL WAITING ON A CALL FROM PREV CRM... CUST SEEKS AN UPDATE B/C EVERYTIME HE CALLS,,, HE IS TOLD RESEARCH IS STILL BEING DONE AND IT SHOULD NOT TAKE THIS LONG.... CRM SPOKE TO WORKING CRM KENTS WHO INFORMED ME THAT SHE HAD REVIEWED WITH TMTIFFANY BAKER BUT DID NOT DOCUMENT BUT REIMB WAS DENIED B/C CUST IS SECOND OWNER AND VEH WAS NOT INCLUDED IN THAT CAMPAIGN.... B/C ONLY CERTAIN VEHs WERE INCLUDED... CUST WANTS TO KNOW WHY.....HIS WAS NOT INCLUDED WHEN HE HAD THE EXACT SAME PROBLEM AND HAD TO PAY FOR THE REPAIR THAT A RECALL HAS BEEN ISSUED... CRM INFORMED CUST IT WILL NOT BE REIMB MAYBE IT WAS A DIFF PART OR PIECE CUST UNDERSTOOD BUT STATES HE WILL CALL GREEN BOWLING TO GET A BETTER ANSWER.... CRM IS CLOSING FILE AS SATISFIED..TEISHA DAVISON/FL PILOT/TAMPA/57932.; 0; 375656176
2001-11-27

TL AUDIT OF RQ. TL NOTES THAT REQ WAS CLOSED SATISFIED BUT WAS JUST SUSPENDED. CLOSING REQUEST SATISFIED. MARK VINETTE/TL/TPA; 0; 375730343

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5726453	VIN Number:	1G1YY22G9V5102188
Date Opened:	7/10/2002	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:	B28174	Mileage:	28500
Address:	FAIRCHILD CHEVROLET LAKEWOOD	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INOPERATIVE LOCK STEERING WHEEL STEERI

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/10/2002 14:42:30 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL MITCHELL TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE STEERING COLUMN IS LOCKED.

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

**DLR. IS INQUIRING ON IF THE RECALL FOR LOCKED STEERING COLUMN CAN BE USED
ON THIS VEHICLE EVEN THOUGH IT DOES NOT FALL INTO VIN RANGE.**

TAC RECOMMENDATION -

REFERRED DLR. TO 01-02-35-008 (STEERING COLUMN LOCKED).

07/10/2002 14:42:30 HISTORY - GARBARINO

SYMPTOM ABSTRACT— COLUMN INOPERATIVE LOCK STEERING WHEEL STEERI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/10/2002 14:42:30 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL MITCHELL TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE STEERING COLUMN IS LOCKED.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR IS INQUIRING ON IF THE RECALL FOR LOCKED STEERING COLUMN CAN BE USED

ON THIS VEHICLE EVEN THOUGH IT DOES NOT FALL INTO VIN RANGE.

TAC RECOMMENDATION -

REFERRED DLR TO 01-02-35-008 (STEERING COLUMN LOCKED).

07/10/2002 14:42:30 HISTORY - GARBARINO

GM RESTRICTED

CASE NUMBER: 1-14519445 VIN: 1G1YY22G9V5102482

DATE 07/08/02 MODEL 1997

DATE 07/24/02 SERIES CORVETTE

SOURCE: N/AYES MILEAGE 65000.

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

HOME PHONE: [REDACTED] STATE: KY

BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Louisville KY [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-14519445 VIN: 1G1YY22G9V5102482

MODEL YEAR: 1997

DATE OPENED: 2002-07-08 SERIES: Corvette

DATE CLOSED: 2002-07-24 MILEAGE: 65000.00000000

SOURCE: Phone DELIVERY DATE:

BRC TYPE: N/AYes DEALER NAME: Bob Hook Chevrolet, Inc.

BRC PARENT: DEALER ADDRESS: 4144 Bardstown Rd, Louisville, KY, 40218-3267, USA

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

M02 Linkage

0 REPAIR ATTEMPT(S) Excessive Effort

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

steering locked up; ; 2002-07-09

2002-07-09

follow up with customer; ; 2002-07-19

2002-07-10

1-14519445 Steering locked up; ; 2002-07-10

2002-07-10

Inbound call; ; 2002-07-10

2002-07-10

Call dealer; ; 2002-07-24

2002-07-10

please resume file; ; 2002-07-24

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

2002-07-24

Service Request has been Closed Satisfied.; ; 2002-07-24

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

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: ,

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

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

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

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

ADDRESS:

GM RESTRICTED

373181

CASE NUMBER: 05041868 VIN: 1G1YY22G9V5102840
 DATE OPENED: 07/24/01 MODEL YEAR: 97
 DATE CLOSED: 08/02/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 92000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 05041868 VIN: 1G1YY22G9V5102840
 DATE OPENED: 2001-07-24 MODEL YEAR: 1997
 DATE CLOSED: 2001-08-02 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 92000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: LAWRENCE MARSHALL CHEVROLET
 VILLAGE, TX, 77065, USA DEALER ADDRESS: 18900 NORTHWEST FREEWAY, JERSEY

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

M41 Steering Column/Lock/Attaching Parts	Other
3 REPAIR ATTEMPT(S)	COLUMN HAS LOCKED UP 3 TIMES
S55 Warranty Clarification	Customer Satisfaction
0 REPAIR ATTEMPT(S)	PARTS WRNTY ON THE LAST REPAIR

TBD

TBD

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

CUST STATES THE STEERING COLUMN ON HIS 1997 CORVETTE IS LOCKED UP AGAIN...HE HAS HAD IT REPAIRED 3 TIMES PREV TO THIS CONCERN...CUST SEEKS TO KNOW IF THIS REPAIR WOULD BE COVERED UNDER THE PART WRNTY...CUST DIDN'T HAVE THE VIN AVAIL...CRM ADVISED THAT THE DLR COULD CHECK THE VIN FOR PAST REPAIR HISTORY AND VERIFY IF IT WOULD BE COVERED AND FOR ANY OPEN CAMPAIGNS IF NEEDED...TINA CHURCHIN/CARS/ATX; 0; 364857357
 2001-07-27

ROBERT PAZDERNIK SHOP FOREMAN CALLED IN AND asked what the dlr was to do for the cust--crm advised the svw of the notes from prev crm--crm received vin and ran vin profile crm self--found nothing open and advised the shop foreman to check it out and see if the 12/12 warranty covered the concern of the cust--char cross/pdx/crm; 0; 365103128
 2001-07-27

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

373181

there is no further actions needed by this crm--char cross/pdx/crm; 0; 365103156
2001-07-27

CUST STATES THAT STERRING WHEEL KEEPS LOCKING UP. CUST SEEKS TO KNOW WHAT DEALER HE HAD
REPAIR DONE AT WITHIN THE LAST YEAR. CRM ADVISE HIM THAT WE ONLY HAVE INFO ON WARRANTY
WORK AND HE WOULD NEED TO CALL THE DEALERS WHERE HE HAS HAD WORK DONE AND FINDOUT
HIMSELF. KIMBERLEE WEISKER/PDX-CAC; 0; 365106102
2001-07-27

CUST STATES 3RD TIME STEERING LOCKED UP. DLR WANTS TO CHARGE 800 FOR REPAIR. CUST SEEKS
ASSIST W/REPAIR. CRM ADVISED WILL CALL DLR TO SEE IF THERE IS ANYTHING THEY CAN DO. NO
GAURANTEE. CRM CALLED SVC MGR DAN HOLIDAY. DAN N/A. WILL CALL DLR. CRM WILL CALL CUST
BACK 7-27-01 7-9 CDT. HEATHER HOOTS/CAC/PDX; 0; 365120521
2001-07-27

CRM CALLED CRAIG SLOVAC SVC MGR. SVC MGR STATES WILL HAVE TO TALK TO AVN ON MONDAY CRM
WILL CALL DLR BACK ON 07/31/01 TO SEE HOW THINGS WENT. CALLED CUST TO ADVISE WHAT CRAIG
HAD SAID. CUST STATES HE HAS PD FOR THE FIRST REPAIR AND THE 2ND WAS COVERED UNDER WRNTY.
CUST SEEKS INFO ON WHY KEEPS BREAKING CRM ADVISED WILL ASK CRAIG IF A FIX WAS FOUND. WILL
CALL CUST BACK 08/01/01 4-6 CDT. HEATHER HOOTS/CAC/PDX; 0; 365126722
2001-07-31

CRM CALLED CRAIG/SVC MGR. SVC MGR N/A. CRM WILL CALL BACK HEATHERHOOTS/CAC/PDX; 0;
365468931
2001-07-31

CRM CALLED SVC MGR. SVC MGR N/A WILL CALL BACK 08/01/01. HEATHERHOOTS/CAC/PDX; 0;
365471073
2001-08-01

CRM CALLED SVC MGR/CRAIG. CRAIG STATES THEY WILL COVER THE COST FOR THE REPAIR IN FULL.
CRM WILL CALL CUST TO ADVISE AS PREV SCHED. HEATHER HOOTS/CAC/PDX; 0; 365551612
2001-08-01

CRM CALLED CUST TO ADVISE. CUST N/A. CRM LEFT MSG WILL CALL BACK 08/02/01 3-4 PDT.
HEATHER HOOTS/CAC/PDX; 0; 365558699
2001-08-01

*****NEXT CRM *****

IF CUST CALLS IN ADVISE DLR WILL COVER COST IN FULL.
THANK YOU HEATHER HOOTS/CAC/PDX; 0; 365558750
2001-08-02

CUST STATES THAT HE RCVD MSG FROM PREV CRM. CUST SEEKS TO KNOW STATUS OF CASE. CRM
ADVSD CUST THAT DLRSHIP WOULD COVER COST IN FULL AND TO CONTACT SVC MGR. CUST VERY
SATISFIED. CRM CLOSING FILE.....TIM FRANCIS/ATX/CAC; 0; 365628528

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

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

373181

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:

GM RESTRICTED

373181

OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6757127	VIN Number:	1G1YY22G9V5104880
Date Opened:	9/5/2003	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:	B25703	Mileage:	50050
Address:	BROWN-POWERS CHEV-OLBRANDENBUR	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN WILL NOT

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/05/2003 14:01:35 SBD TEMPLATE - MURRAY

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) ROBBY BOHANNON TECH

CUSTOMER CONCERN - STEERING COLUMN WILL NOT UNLOCK.

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

ROBBY STS THAT HE HAS POWER AT TERMS C AND D AT C207 AT ALL TIMES WHETHER HE IS TRYING TO OPERATE THE COLUMN LOCK MOTOR OR NOT. ROBBY HAS REPLACED THE BCM TO NO AVAIL AND STS THAT THE MOTOR ITSELF IS INOP, BUT THAT HE HAS ANOTHER CONCERN BECAUSE HE IS NOT GETTING GROUND FOR THE MOTOR ON EITHER CIRCUIT WHEN HE COMMANDS IT WITH THE TECH 2. ROBBY ALSO STS THAT THE HORN IS INOP.

TAC RECOMMENDATION - ADVISED ROBBY TO CHECK G201, G202 AND TO TRY REDUNDANT GROUNDS AT TERMS B8 AND A2 OF C3 AT THE BCM AND RE-EVALUATE THE

EA02-031 / GM22C

Page 1 of 2

CONCERN.

09/05/2003 14:01:35 HISTORY - MURRAY

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Ashland , KY

CASE NUMBER: 1-11118069 VIN: 1G1YY22G9V5104961
MODEL YEAR: 1997
DATE OPENED: 2002-06-25 SERIES: Corvette
DATE CLOSED: 2002-06-28 MILEAGE: 50000.0000000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: N/A No DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

M01 General

0 REPAIR ATTEMPT(S)

No Symptom Indicated

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

steering column locked; ; 2002-06-25
2002-06-25

Cust seeks assistance.; ; 2002-06-25
2002-06-25

Cust c/b in.; ; 2002-06-28
2002-06-26

called cust to give message from prev crm; ; 2002-06-28
2002-06-28

cust update; ; 2002-06-28
2002-06-28

Service Request has been Closed Satisfied.; ; 2002-06-28

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Berkley , CA

CASE NUMBER: 1-126618771 VIN: 1G1YY22G9V5105270
MODEL YEAR: 1997
DATE OPENED: 2003-08-04 SERIES: Corvette
DATE CLOSED: 2003-08-04 MILEAGE: 57000.0000000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: N/AYes DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

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

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

Steering Column Locked; ; 2003-08-04
2003-08-04

Roadside Assistance; ; 2003-08-04
2003-08-04

Service Request has been Closed Satisfied.; ; 2003-08-04

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Kankakee, IL

CASE NUMBER: 1-101837963 VIN: 1G1YY22G9V5105723
MODEL YEAR: 1997
DATE OPENED: 2003-05-22 SERIES: Corvette
DATE CLOSED: 2003-05-22 MILEAGE: 29000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering wheel locks; ; 2003-05-22
2003-05-22

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-05-22

*****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: C
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:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Clinton, MD

CASE NUMBER: 1-45880207 VIN: 1G1YY22G9V5106192
MODEL YEAR: 1997
DATE OPENED: 2002-11-01 SERIES: Corvette
DATE CLOSED: 2002-11-27 MILEAGE: 62000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AMo DEALER NAME: Jack Winegardner Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 11001 Indian Head Highway, Fort
Washington, MD, 20744-4098,

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

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

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

Requesting info on warranty for steering column lockup. Svc Mgr-Jim Walls; ; 2002-11-05
2002-11-01

Srvc Consultant-Jay Daras; ; 2002-11-01
2002-11-04

f/up RE:1-45880207 for steering wheel lock-up; ; 2002-11-05
2002-11-05

Service Request Ownership has changed FROM: ROGERSR TO: HAASES; ; 2002-11-05
2002-11-11

called drl; ; 2002-11-11
2002-11-18

called cust.; ; 2002-11-18
2002-11-25

CAC letter; ; 2002-11-25
2002-11-25

Created: CAC_RS0006. SR#1-45880207; ; 2002-11-25
2002-11-25

Call CAC; ; 2002-11-27
2002-11-27

approved; ; 2002-11-27
2002-11-27

Service Request has been Closed Satisfied.; ; 2002-11-27

*****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:

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

October 22, 2003

[REDACTED]
Clinton, MD [REDACTED]

Service Request: S1-45880207

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1997 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Sandra Haase
Customer Relationship Manager

RS0006-P/dec