

EA02-031

CN

10-27-03 LETTER  
TO CODE 1 FROM CODE

ATTACHMENT

OF

NUMBER 15 OF 22

PAGE 1 OF 1

**ATTACHMENT "4F" Cont**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Saint Louis

MO

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5109352

MODEL YEAR:

1998

DATE OPENED: 2002-09-06

SERIES:

Corvette

DATE CLOSED: 2002-10-30

MILEAGE:

57531.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Jim Butler Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 9900 Watson Rd, Crestwood, MO, 63126-1897, USA

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

M41 Column / Ignition lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Campaign coverage inquiry; ; 2002-09-16

2002-09-16

Service Request has been Closed Dissatisfied.; ; 2002-09-16

2002-10-10

Reimb Request; ; 2002-10-10

2002-10-10

Svc Operator; ; 2002-10-10

2002-10-10

Goodwill Reimb; ; 2002-10-15

2002-10-10

Service Request Ownership has changed FROM: WHITED1 TO: RAGSDALN; ; 2002-10-10

2002-10-11

Svc Dept - Doug; ; 2002-10-11

2002-10-11

Cust not avail; ; 2002-10-11

2002-10-14

Reimb Offer; ; 2002-10-14

2002-10-15

Reimb Offer; ; 2002-10-15

2002-10-15

Service Request has been Closed Satisfied.; ; 2002-10-15

2002-10-22

docs; ; 2002-10-23

2002-10-22

...; 2002-10-22  
2002-10-24

Reimb Break-down; ; 2002-10-24  
2002-10-29

Offer reimb; ; 2002-10-28  
2002-10-28

Reimb Offer; ; 2002-10-28  
2002-10-28

Created: CAC\_RS0005. SR [REDACTED] ; 2002-10-28  
2002-10-28

Reimb to GL for review and submission; ; 2002-10-29  
2002-10-28

Goodwill Acceptance; ; 2002-10-28  
2002-10-29

GW Reim; ; 2002-10-30  
2002-10-29

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-10-29  
2002-10-30

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-10-30  
2002-10-30

Final approved; ; 2002-10-30  
2002-10-30

Service Request has been Closed Satisfied.; ; 2002-10-30

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

October 22, 2003

[REDACTED]  
Saint Louis, MO [REDACTED]

Service Request: [REDACTED]

Dear [REDACTED]:

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$520.47. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Monica Ragsdale  
Customer Relationship Manager

RS0005-P



OCT 21 2002

CHEVROLET  
P.O. BOX 33170  
DETROIT, MI. 48232  
ATTN: 1-30879312





**\*INVOICE\***

# JIM BUTLER

**8800 Watson Rd.  
Crestwood, MO 63128  
(314) 986-3311**

[www.limbutochevrolet.com](http://www.limbutochevrolet.com)

**PAGE 1**

## HOME :

**SERVICE ADVISOR:**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
PENNER/GRA	98	CHEVROLET CORVETTE	1G1YY22G7W5109352		56722/56722	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	EST. PAYMENTS	PAYMENT	FIN. DATE
28NOV1997			WAIT 04SEP02	0.00	CASH	04SEP2002
R.O. OPENED		READY	OPTIONS: TRN:A 2)MOD#-1YY67 4)AIR-Y 5)PS-Y 6)TURBO-N			
04SEP02		04SEP02				

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A STEERING COLUMN LOCK LIGHT COMES .....OFTEN .....							
MISC REPLACE STEERING LOCK AND RELAY .....NO							
OPEN RECALLS							
52	C					189.90	189.90
1	88952427	2195C	HARNES K		114.04	114.04	114.04
1	26056108	6515B	OPCKT NUT		7.72	7.72	7.72
1	26050960	2195C	LOCK		171.25	171.25	171.25

## MIAC SUPPLIES

15.40

**ORIGINAL**

CHEVROLET

REF#

[illegible]

We appreciate this opportunity to serve you. Quality Service is as important to us as it is to you. If you have any suggestions for improvement, we would like to hear from you.

Thank You! The Management

**Abstract**

DESCRIPTION	TOTALS
LABOR AMOUNT	189.90
PARTS AMOUNT	293.01
GAS, OIL, LUBE	0.00
BURLET AMOUNT	0.00
MSDC CHARGES	15.00
TOTAL CHARGES	497.91
LESS AMOUNT	0.00
SALES TAX	22.56
PLEASE PAY THIS AMOUNT	520.47

**CUSTOMER COPY**



## CERTIFICATE OF TITLE

ORIGINAL

VEHICLE IDENTIFICATION NUMBER

1G1YY22G7W510932

YEAR

96

MAKE

CHRY

MODEL

TURBO

BODY STYLE

TURBO

FUEL

TURBO

CITY

ST. LOUIS

MILEAGE AT TIME OF TRANSFER

250

TAX

PAID

EXPIRATION DATE

11/28/97

DATE ISSUED

12/19/97

DATE

ST. LOUIS

BY

ST. LOUIS

MAIL TO

ST. LOUIS

BY

ST. LOUIS

VEHICLE SUBJECT TO FOLLOWING LIENS

NONE

PRINT LINE

SIGNATURE

DATE

NAME OF PURCHASER

ADDRESS

CITY

STATE

ZIP

DATE

NAME OF PURCHASER

ADDRESS

CITY

STATE

ZIP

DATE

NAME OF PURCHASER

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DATE

**North American Operations**  
 General Motors Corporation  
 Disbursements (2813)  
 PO Box 62830  
 Phoenix, AZ 85062-2830



CHECK No. [REDACTED] 20 71

DATE  
11/01/02

\*\*\*\*\*\$520 DOLLARS

AMOUNT  
\*\*\*\*\*520.47

North American Operations  
 General Motors Corporation  
 Disbursement Account

PAY  
TO THE  
ORDER  
OF

[REDACTED]

[REDACTED]

NOV 01 2002

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

AJST

[REDACTED]

**North American Operations**

General Motors Corporation  
 Disbursements (2813)  
 PO Box 62830  
 Phoenix, AZ 85062-2830

DETACH BEFORE DEPOSITING CHECK

VENDOR  
NAME NO.

[REDACTED]

1

CHECK NO.

[REDACTED]

VENDOR NAME

[REDACTED]

PAYMENT  
DATE

11/01/02

ISSUER NO.  
DESCRIPTION

ISSUE DATE

DOC. REFERENCE NUMBER

% DISC.

ISSUES AMOUNT

DISC. AMOUNT

NET AMOUNT

101VV2807N010902	11/01/02	[REDACTED]	00.0000	520.47	.00	520.47
------------------	----------	------------	---------	--------	-----	--------

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

TOTAL

520.47

.00

520.47

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Memphis , TN

CASE NUMBER: VIN: 1G1YY22G7W5111344  
MODEL YEAR: 1998  
DATE OPENED: 2002-06-11 SERIES: Corvette  
DATE CLOSED: 2002-06-19 MILEAGE: 53000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Chuck Hutton Chevrolet CO.  
BRC PARENT: DEALER ADDRESS: 2471 Mt Moriah Rd, Memphis, TN, 38115-1594, USA

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

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

Excessive Effort

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

WIRING PROBLEM WITH THE STEERING; ; 2002-06-11  
2002-06-11

WIRING PROBLEM WITH THE STEERING CONT.; ; 2002-06-11  
2002-06-11

NO ONE AVAILABLE TO SPEAK WITH CRM; ; 2002-06-11  
2002-06-11

STEERING WHEEL LOCK; ; 2002-06-11  
2002-06-11

WIRING PROBLEM; ; 2002-06-11  
2002-06-19

STEERING WHEEL LOCK; ; 2002-06-19  
2002-06-19

WIRING WITH STEERING WHEEL; ; 2002-06-19  
2002-06-19

Service Request has been Closed Dissatisfied.; ; 2002-06-19

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
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:

DEALER ADMINISTRATION:  
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7W5111980
Date Opened:	9/7/1999	Model Year:	1998
Date Closed:	10/5/1999	Series:	Corvette
Dealer Code:		Mileage:	17076
Address:	JAMES CORLEW CHEVROLET CLARKSVILLE	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK SERVICE COLUMN LOCK DIO

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---

09/07/1999 13:21:17 SBD TEMPLATE - EDWARDS

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_5\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

\_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)

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

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

09/07/1999 13:21:17 HISTORY - EDWARDS

BILL STATES COLUMN LOCK MESSAGE AND COLUMN WONT UNLOCK.

ADVISED BILL TO CHECK WIRING UNDER DRIVERS SEAT AND IF OK RPL COLUMN LOCK MOTOR.

BILL WILL CALL IF FURTHER ASSISTANCE IS NEEDED.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Atlanta, GA [REDACTED]  
HOME PHONE: [REDACTED]  
  
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W511221B  
MODEL YEAR: 1998  
DATE OPENED: 2003-06-19 SERIES: Corvette  
DATE CLOSED: 2003-07-30 MILEAGE: 30650.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Asbury Atlanta Chevrolet L.L.C.  
BRC PARENT: DEALER ADDRESS: 2555 Metropolitan Pkwy SW, Atlanta, GA, 30315-7200, USA

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

RPI Possible Recall; ; 2003-06-19  
2003-06-19  
  
Steering Column Lock; ; 2003-06-19  
2003-06-19  
  
Service Request has been Closed Satisfied.; ; 2003-06-19  
2003-06-27  
  
SR in Status of Closed has been Re-Opened by THOMAS; ; 2003-06-27  
2003-06-27  
  
Service Request Ownership has changed FROM: TEMPRED TO: THOMAS; ; 2003-06-27  
2003-06-27  
  
Received for G. Richard Wagoner, Ceo, President assigned to Michael Althaus; ; 2003-07-30  
2003-06-27  
  
REQUEST FOR ASSISTANCE Scanned: 2003-06-25-14.00.05.000000, MSXDocNum: [REDACTED]; ; 2003-06-27  
2003-06-27  
  
Service Request Ownership has changed FROM: [REDACTED] TO: [REDACTED]; ; 2003-06-27  
2003-07-02  
  
Outbound Call Customer; ; 2003-07-02  
2003-07-02  
  
Outbound Call Dealer; ; 2003-07-02  
2003-07-02  
  
Inbound Call Dealer/Partner; ; 2003-07-30  
2003-07-02  
  
Outbound Call Field Rep/Whlsl; ; 2003-07-02

2003-07-09

Outbound Call Field Rep/Whlsl; ; 2003-07-09  
2003-07-14

Inbound Call Field Rep/Whlsl; ; 2003-07-14  
2003-07-24

Outbound Call Customer; ; 2003-07-24  
2003-07-25

Outbound Call Customer; ; 2003-07-25  
2003-07-29

Outbound Call Customer; ; 2003-07-29  
2003-07-29

Inbound Call Customer; ; 2003-07-29  
2003-07-29

Outbound Call Dealer; ; 2003-07-29  
2003-07-29

Outbound Call Customer; ; 2003-07-29  
2003-07-29

Outbound Call Customer; ; 2003-07-29  
2003-07-30

Outbound Call Dealer; ; 2003-07-30  
2003-07-30

Outbound Call Customer; ; 2003-07-30  
2003-07-30

Service Request has been Closed Satisfied.; ; 2003-07-30

\*\*\*\*\*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:  
PAI 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:

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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



JUN 25 2003

Mr. Kurt Ritter  
Chevrolet Motor Division  
P.O. Box 33170  
Detroit, Michigan  
48232-5170



June 19, 2003

Mr. Kurt Ritter  
Chevrolet Motor Division  
P.O. Box 33170  
Detroit, Michigan  
48232-5170

Dear Mr. Ritter:

I am writing you concerning service request # [REDACTED] which applies to my recently purchased 1998 Corvette. I might add that I am also the owner of a classic 1972 Corvette that has given me great service.

The problem with the 1998 is with the steering column lock module, which also caused the BCM Lock Driver to burn out. I understand from your customer service representatives, there was a recall on the steering column lock module -- but because the VIN of my Corvette is about 100 past the recall limit, it is not covered.

I believe my Corvette was manufactured at the same location as others on the recall list, and since I have had the same problem as those recalled -- it seems logical that my Corvette should be included in the recall.

I am enclosing a copy of the work order from Nailey Chevrolet, where the work was performed. I would appreciate your attention to this matter.

Respectfully,  
[REDACTED]

**Goodwrench**  
Service  
Plus

**NALLEY**  
CHEVROLET  
2555 Metropolitan Parkway  
Atlanta, GA 30315  
(404) 766-1881

SERVICE  
HOURS OF OPERATION  
7:00 am - 7:00 pm Monday - Friday

QUICK LUBE  
HOURS OF OPERATION  
7:00 am - 7:00 pm Monday - Friday  
8:00 am - 2:00 pm Saturday

**COPY**

COMPLAINT NO.	93692	DATE	06/11/03
VEHICLE MAKE / MODEL	98/CHEVROLET/CORVETTE/2 DOOR HATCHBACK	VEHICLE COLOR	WHITE
VEHICLE VIN	1G1YY22G7W5112218	VEHICLE YEAR	1998
VEHICLE MAKE / MODEL	98/CHEVROLET/CORVETTE/2 DOOR HATCHBACK	VEHICLE COLOR	WHITE
VEHICLE VIN	1G1YY22G7W5112218	VEHICLE YEAR	1998
VEHICLE MAKE / MODEL	98/CHEVROLET/CORVETTE/2 DOOR HATCHBACK	VEHICLE COLOR	WHITE
VEHICLE VIN	1G1YY22G7W5112218	VEHICLE YEAR	1998

LABOR & PARTS  
JOB # 1 45CVZ

STEERING/SUSPENSION  
CUST STATES THAT THE SERVICE COLUMN LOCK IS ON  
FOUND THAT THE STEERING COLUMN LOCK WILL NOT RELEASE. FOUND  
THAT THE STEERING COLUMN LOCK MODULE IS SHORTED INTERNALLY.  
REPLACED THE COLUMN LOCK MODULE AND STEERING UNLOCKED  
TWICE AS NORMAL. THEN WAS STUCK IN THE UNLOCK POSITION  
FOUND THAT THE BCM LOCK DRIVER HAS BURNT OUT DUE TO  
EXCESSIVE LOAD INTRODUCED WITH NEW LOCK MODULE.  
REPLACED AND PROGRAMMED THE BCM. NO OTHER CONCERNS AT THIS  
TIME.

**JAGUAR**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	25058960	LOCK 2-135	175.79	175.79
JOB # 1	1	9381829	MODULE 2-560	435.98	435.98
JOB # 1 TOTAL PARTS					611.77
JOB # 1 TOTAL LABOR & PARTS					925.77

**HONDA**

**WORKS**

JOB # 2 70CVZ06 TOWING  
TOWING  
TOWED TO SHOP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1		TECH(S) 15885	0.00	0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

**ACURA**

**CHEVROLET**

SUBLET JOB # 2 98083 VEND INVT INV DATE DESCRIPTION  
06/11/03 INVOICE #9312 TOWING

TOTAL - SUBLET 77.08

MISC CODE DESCRIPTION CONTROL NO  
JOB # A 1580 HAZARDOUS AND ENVIRONMENTAL FEES

**AUDI**

**IN F I R T**

TOTAL - MISC 23.00

COMMENTS: TOW IN

1-800-222-1020

**Jeep**

RECALL # 000 34 - 56013 BECT CFW

PO BOX 33170  
DETROIT MI  
48232-5170

**MOTOR COLLISION**  
**SERVICE CENTERS**

SPECIAL Policy 72

KURT RITTER

JUN 11 2003

Amex





GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:NEW PORT RICHEY  
FL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5112719

MODEL YEAR:

1998

DATE OPENED: 2002-02-08

SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-02-20

MILEAGE:

27000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: FERNAN CHEV OLDS OF TARPON SPRINGS

BRC PARENT:

DEALER ADDRESS: 43520 US HWY 19 N., TARPON SPRINGS, FL, 34689, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Inoperative  
STEERING WHEEL LOCK

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\*\*\*\*\*

CUSTOMER STATES HE IS THE SECOND OWNER OF THE VEHICLE. CUST STATES HIS STEERING WHEEL COLUMN IS LOCKING UP. CUST HAS STATED THIS WILL COST APPROX \$500.00 CUST IS SEEKING FOR THIS TO BE REPAIRED SINCE CHEVROLET KNOWS OF THIS AND HAS A RECALL ON THE PROBLEM CUST HAS BEEN INFORMED BY THE DEALER THAT HIS VEHICLE DOES NOT FALL WITHIN THE PARAMETERS OF THE RECALL. CRM CHECKED THE PARAMETERS AND THE VEHICLE DOES NOT FALL WITHIN THE PARAMETERS. HI VEHICLE WAS MADE PRIOR TO RECALL, BUT IT WAS MADE AT THE SAME PLANT THE RECALL (BOWLING GREEN) IS COMING FROM, 10536 NUMBERS PRIOR TO RECALL PARAMETERS. CRM CALLED THE DEALERSHIP AND THE SVC MGR WAS NOT AVAILABLE CRM WILL CALL BACK THIS PM. CUST WOULD LIKE A CALL FROM SUPERVISOR. 813-855-7337 EXT 247 SUSPENDING TILL I SPEAK TO MGR AND AVN. VIRGINIA BEATTY/TAMPA-CAC; 0; [REDACTED]  
2002-02-11

CRM LEFT A MESSAGE WITH AVM GARY OSHIELDS TO SEE IF THE CUST COULD BE ASSISTED IN THE STEERING LOCK UP PROBLEM THE CORVETTES. ARE HAVING. CRM CALLED THE CUST TO ADVISE THAT SHE IS STILL WORKING OF THE CASE AND THAT A CALL HAS BEEN PLACED TO THE AVM TOSEE IF WE CAN ASSIST ON THE STEERING LOCKPROBLEM CRM CALLING THE CUST ON 2/12 IF IN HEAR FROM THE AVM OSHIELDS AND IF I DON'T WILL CALL IN THE AM ON WEDNESDAY VIRGINIA BEATY/TAMPA-CAC=57042; 0; [REDACTED]

2002-02-13

AVM GARY OSHIELDS STATED THAT HE WAS GOING TO SEND A COPY OF THE VOICE MAIL AND FOR ME TO CALL THE CUST AND ADVISE HIM ACCORDINGLY. CRM GOING TO T/M TO SEE HER OPINION ON WHAT MR. OSHIELDS STATED. VIRGINIA BEATY/TAMPA-CAC; 0; [REDACTED]

2002-02-14

CRM CALLED THE DEALERSHIP AND LEFT MR MONTEVERDE A MESSAGE WILL TRY AGAIN THIS PM. CVIRGINIA BEATY/TAMPA-CAC; 0; [REDACTED]

2002-02-14

CRM HAS CALLED THE DEALER FOR THE SECOND TIME. AND HAD TO LEAVE A MESSAGE. CRM CALLED THE AVM FOR ANOTHER MESSAGE TO FIND OUT ARE WE OR OR WE NO GOING TO COVER FOR THE CUSTOMER. CRM WILL CALL THE CUSTAT 4PM EST VIRGINIA BEATY/TAMPA-CAC; 0; [REDACTED]

2002-02-15

CUST SEEKS TO SPEAK W/CRM BEATY, CRM TRANSFERRED CUST. DOUG SMITH/TPA/PILOT; 0; [REDACTED]

2002-02-15

CUST CALLED IN REQUESTING ANY UPDATE ON WHETHER WE WILL BE ABLE TO COVER HIS STEERING LOCK. SYSTEM. CRM ADVISED THAT I STILL CAN NOT GIVE HIM A DEFINITE ANSWER. MAINLY BECAUSE I WANTED TO MAKE SURE THAT THE AVM NOTICE TO ACT ACCORDINGLY WAS TO FOLLOW PROCEDURES AND THE ANSWER WAS NO OR TAKE TO DEALER TO HAVE LOOKED AT OR WHAT. CUST AT WHICH TIME ADVISED HE IS TRYING TO WORK WITH CHEVROLET ON GETTING THIS FIXED BECAUSE IT IS A SAFETY FEATURE AND THERE IS A RECALL OUT THERE FOR THIS PROBLEM. CUST AT WHICH TIME INFORMED ME HE WILL TAKE LEGAL ACTION IF THIS IS NOT TAKEN CARE OF. HE OBTAINED A LAWYER WHO IS WAITING FOR AN OKAY TO PURSUE THIS FROM THE CUST. CRM SUSPENDING FILE VIRGINIA BEATY/TAMPA-CAC -57042; 0; [REDACTED]

2002-02-18

AVM GARY O'SHIELDS STATED THAT THE SVC MGR MONTEVERDE WILL MAKE THE DECISION WHETHER OR NOT CUST WILL BE ASSISTED ON THE REPAIR. CRM CALLING THE CUST TO ADVISE. CUST WAS HAPPY WITH THE DECISION MADE THAT THE SVC MGR WILL MAKE THE DECISION ON TAKING CAREOF THE VEHICLE UNDER WARRANTY. CUST THANKED FOR MY ASSISTANCE NO NEED TO CALL BACK. CRM CLOSING FILE SATISFIED VIRGINIA BEATY/TAMPA-CAC; 0; [REDACTED]

2002-02-18

CUST STATES HE HAS A FILE NUMBER..... CUST SEEKS TO SPEAK TO PREV CRM.... CRM ADVISED WILL ASSIST.....CUST STATES PREV CRM IS PRETTY MUCH INVOLVED AS HE PERPERS TO SPEAK BACK TO HER..... CRM SPOKE TO PREV CRM AS SHE INFORMED ME TO TRANSFER THE CUST THROUGH..... CRM IS FORWARDING FILE BACK TO CRM BEATYV...

TEISHA DAVISON/FL PILOT/TPA/[REDACTED].....; 0; [REDACTED]

2002-02-18

CRM EXPLAINED TO THE CUST THAT IF THE SPECIAL POLICY COMES BACK UP AND HE IS WITHIN THE GUIDELINES OF IT HE WILL BE REIMBURSED FOR THE REPAIR. CUST UNDERSTOOD. CRM CLOSING FILE SATISFIED NO FURTHER ACTION TAKEN. VIRGINIA BEATY/TAMPA-CAC; 0; [REDACTED]

2002-02-20

CRM HAS BEEN CALLED BY THE SVC MGR MR. MONTEVERDE AND MR. GARY OSHIELDS AND THE CUST IS GETTING REIMBURSED FOR THE STEERING COLUMN ONLY. DEALER STATED THEY ARE CALLING THE CUST. CRM CLOSING FILE SATISFIED. VIRGINIA BEATY/TAMPA-CAC; [REDACTED]

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
  
ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

CHARLESTON

SC

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5113207

MODEL YEAR:

1998

DATE OPENED: 2001-09-25

SERIES:

UNKNOWN

DATE CLOSED: 2001-09-26

MILEAGE:

44000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: RICK HENDRICK CHEVROLET

BRC PARENT:

DEALER ADDRESS: 409 S ROXBORO ST., DURHAM, NC, 27701, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General

Inoperative

1 REPAIR ATTEMPT(S)

CAMPM 01044

T19 Campaign Correction Required

Customer Satisfaction

1 REPAIR ATTEMPT(S)

STEERING COLUMN LOCKUP

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 HIS VEH STEERING COLUMN LOCKED UP. CUST SPOKE TO SRV MGR, PAT, INDICATED THAT VEH IS EXPEDITING SAME CONDITION AS IN CAMPM AND SUGGESTED CUST TO CALL CAC FOR ASSIST. CUST SEEKS REPAIR COSTS. CRM ADVISED CUST THEY WOULD SPEAK WITH SRV MGR FOR INFO. CUST AGREED. CRM SPOKE WITH PAT, SRV MGR, INDICATED THAT VEH DOES SHOW SAME CONCERNS BUT WOULD CRM CALL AVM AS HE IS SHORTHANDED. CRM AGREED. BONNIE WEBBER/PDX/CAC; 0; [REDACTED]  
2001-09-25

CRM SPOKE WITH CUST, INDICATED THAT AVM WOULD NEED TO GIVE AUTHORIZATION FOR ANY COST ASSIST. CUST UNDERSTOOD. VEH IS STILL AT DLRSHIP, CUST HAS NOT PICKED, NOR PAID FOR WORK DONE. CRM SETTING C/B 9-27-01, 10-12 AM PST. BONNIE WEBBER/PDX/CAC; 0; [REDACTED]  
2001-09-25

CRM REC'D OVER SHOULDER APPROVAL, KATHY MOORE, TM, (CB) FOR AVM CALL. CRM PLACED AVM CALL THIS AM, PST. BONNIE WEBBER/PDX/CAC; 0; [REDACTED]  
2001-09-26

AVM BUD WHITE CALLED STATED PREVIOUS CRM CONTACTED THE WRONG PERSON ( MARKET MANAGER WAS CALLED ), HOWEVER, MESSAGE WAS TRANSFERRED. AVM STATED VEHICLE DOES NOT FALL WITHIN VIN

BREAKING POINT HOWEVER DEALER WILL BE GIVING A 100% POLICY CONSIDERATION TO CUSTOMER FOR THE REPAIR. AVM ALSO STATED PAT IS NOT THE SERVICE MANAGER WHO WAS IN THE POSITION TO MAKE THE DECISION. CRM ADVISED WILL DOCUMENT AND FORWARD INFO TO PREVIOUS CRM. [REDACTED]//  
AVMTRAM//TPA; 0; [REDACTED]  
2001-09-26

CUST CALLED INTO CAC AND WOULD LIKE TO SPEAK TO PREV CRM FOR UP DATES. CRM ADV CUST THAT FILE WOULD BE SENT TO PREV CRM LIKE REQUESTED.  
MICHAELLEBOS/ATEX/CARS/CAC; 0; [REDACTED]  
2001-09-26

CRM SPOKE WITH DLRSHIP, INDICATED THAT THEY HAVE TWO SER MGRS, BILL MYLAND AND PAT ETHERIDGE. CRM LEFT VM FOR PAT, ADVISING OF INFO REC'D. BONNIE WEBBER/PDX/CAC; 0; [REDACTED]  
2001-09-26

CRM SPOKE WITH CUST-ADVISED THAT CRM WAS LOOKING FOR CLARIFICATION OF AVM INFORMATION AND WOULD CONTACT CUST WHEN CLARIFICATION WAS OBTAINED. CUST UNDERSTANDS. BONNIE WEBBER/PDX/CAC; 0; [REDACTED]  
2001-09-26

CRM SPOKE WITH SRV MGR, PAT, YES, DLRSHIP WILL COVER THE COST OF VEH UNDER THE SPEC POL. CRM THEN SPOKE WITH CUST, INDICATED THAT HE HAD HEARD FROM THE DLRSHIP AND WANTED CRM TO KNOW THAT THIS DLRSHIP AND SRV MGR PAT WAS WONDERFUL TO WORK WITH, PLEASE WITH HOW THEY WERE TREATED. BONNIE WEBBER/PDX/CAC; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Bonneau , SC

CASE NUMBER: VIN: 1G1YY22G7W5113448  
MODEL YEAR: 1998  
DATE OPENED: 2002-09-27 SERIES: Corvette  
DATE CLOSED: 2002-09-27 MILEAGE: 52000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/A No DEALER NAME:  
SRC PARENT: DEALER ADDRESS:

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column lock; ; 2002-09-27  
2002-09-27

Service Request has been Closed Satisfied.; ; 2002-09-27

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

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

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

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

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:

Plymouth, MA

CASE NUMBER: VIN: 1G1YY22G7W5113708  
MODEL YEAR: 1998  
DATE OPENED: 2003-08-21 SERIES: Corvette  
DATE CLOSED: 2003-08-21 MILEAGE: 19000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/AYes DEALER NAME: Walter Earl Chevrolet, Inc.  
SRC PARENT: DEALER ADDRESS: 300 Bedford St, Bridgewater, MA, 02324-3112, USA

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states.; ; 2003-08-21  
2003-08-21

dealer states; ; 2003-08-21  
2003-08-21

dealer states; ; 2003-08-21  
2003-08-21

cust states; ; 2003-08-21  
2003-08-21

Service Request has been Closed Satisfied.; ; 2003-08-21

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:  
  
DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:

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

RESTRAINT:  
  
IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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

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

, PA

CASE NUMBER: VIN: 1G1VY22G7W5114289  
MODEL YEAR: 1998  
DATE OPENED: 2000-11-28 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-11-29 MILEAGE: 55000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: BURKE CHEVROLET-OLDSMOBILE-CADILLAC  
BRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Other  
0 REPAIR ATTEMPT(S) WHEEL MECHANISM

## STEERING WHEEL MECHANISM

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT STEERING WHEEL COLUMN LOCKED UP AND WAS TOLD BY REPAIRING DLR THAT IS NOT AN UNCOMMON ISSUE. CUST IS SEEKING A POSSIBLE PARTIAL REIMB. CRM TO CALL DLR ON 11-29-00 AND RETURN A CALL TO CUST NO LATER THAN 11-30-00 AT 4PM. IF GET A DECISION ON 11-29-00 WILLO CALL CUST AT WORK AT [REDACTED].  
DEANNA BOURDON/PDX; 0; [REDACTED]  
2000-11-29

CRM SPOKE W/ SVC MGR AT REPAIRING DLR AND WAS INFORMED TO HAVE CUST SEEK REIMB THRU HIS SVC DLR THAT THEY WOULD HAVE MORE AUTHORIZATION FOR ANY TYPE OF GOODWILL FOR THIS CUST INSTEAD OF THEM. CRM TRIED TO CALL SVC DLR AT 610-337-3100 BUT NO ANSWER FROM SVC MGR SO WILL TRY AGAIN LATER APPROX AROUND 11 AM PST.  
DEANNA BOURDON/PDX; 0; [REDACTED]  
2000-11-29

SVC MGR AT DAVID PENSKE FEELS SHOULD NOT BE THE ONE ISSUING GOODWILL THAT BURKE CHEVROLET SHOULD HAVE JUST SAID NO AND NOT SEND BACK TO THEM. DAVID PENSKE DLR IS NOT CUST PURCHASING DLR ONLY WARRANTY AND MAYBE TWO OIL CHANGES. CRM TO CALL CUST AND DENYASST DO TO OUT OF MANUFACTURER WARRANTY.  
DEANNA BOURDON/PDX; 0; [REDACTED]

## \*\*\*\*\*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:

NUMBER OF PEOPLE: 0  
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*



NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Port Worth

TX

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7W5114695  
MODEL YEAR: 1998  
DATE OPENED: 2002-05-10 SERIES: Corvette  
DATE CLOSED: 2002-06-06 MILEAGE: 50000.0000000  
SOURCE: DELIVERY DATE:  
SRC TYPE: N/ANo DEALER NAME:  
SRC PARENT: DEALER ADDRESS:

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

M&I Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S)

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Service Request has been Closed Satisfied.; ; 2002-06-06  
2002-05-10

customer states he is seeking reim for his steering locking up; ; 2002-05-10

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:STONE MOUNTAIN  
GA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5116396

MODEL YEAR:

1998

DATE OPENED: 2002-05-09

SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-05-09

MILEAGE:

43000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: HENDRICK CHEVROLET

BRC PARENT:

DEALER ADDRESS: 4545 SHACKLEFORD RD., NORCROSS, GA, 30093, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General  
0 REPAIR ATTEMPT(S)Other  
steering wheel locked up

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust called and stated that he had concern with his vehicle and the steering wheel locked..cust seeking to find out if any recalls on the vehicle..crm scanned vin and relayed to the cust current campaign status (none)..crm advd if wanted, could have vehicle taken to dealer and have diagnosed..crm called dealer and conferenced cust in with Rick in service who made arrangements with the cust to have vehicle inspected later today or tomorrow morning..cust stated that the vehicle was not drivable..crm called dealer towing S & W towing and conferenced cust in with Chris who was able to make towing arrangements with the cust..crm advd cust of needing to have vehicle diagnosed prior to knowing whether or not cost assistance would be available and notifying s/m of req for cost assistance during diagnosis...cust thanked..sat no letter sent.....Aaron Correll/cac/pdx; 0;

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

INSPECTORS NAME: INSPECTION DATE:

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

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

DATE:

% BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

## GM RESTRICTED

CASE NUMBER:	[REDACTED]	VIN:	1G1YY22G7W5116401
DATE	07/17/02	MODEL	1998
DATE	08/02/02	SERIES	CORVETTE
SOURCE:	N/AYES	MILEAGE	27000.
CUSTOMER:	[REDACTED]		
ADDRESS:			
HOME PHONE:		STATE:	UK
BUS. PHONE:			

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER:	[REDACTED]	VIN:	1G1YY22G7W5116401
		MODEL YEAR:	1998
DATE OPENED:	2002-07-17	SERIES:	Corvette
DATE CLOSED:	2002-08-02	MILEAGE:	27000.000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Claremore Automall, L.L.C
BRC PARENT:		DEALER ADDRESS:	8130 E Skelly Dr, Tulsa, OK, 74129-3410, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

Inoperative

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column locked, ; 2002-07-17  
2002-07-17

Contact dealer; ; 2002-07-17  
2002-07-17

Contact cust; ; 2002-07-17  
2002-07-18

Check dealer for assistance; ; 2002-07-18  
2002-07-19

Schedule alarm 1-16885874; ; 2002-07-19  
2002-07-22

Schedule alarm 1-16885874; ; 2002-07-22  
2002-07-22



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

SR [REDACTED] ; 2002-07-22  
2002-07-22

CONTACT COST; ; 2002-07-22  
2002-07-24

Schedule alarm; ; 2002-07-24  
2002-07-22

Dealer contacted cac; ; 2002-07-22  
2002-07-26

Schedule alarm; ; 2002-07-26  
2002-07-30

Schedule alarm 1-16885874 no assistance; ; 2002-07-30  
2002-08-01

No assistance; ; 2002-08-02  
2002-08-02

Service Request has been Closed Satisfied.; ; 2002-08-02

## \*\*\*\*\*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:

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

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:

\*\*\*\*\*ADP INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] LAS VEGAS NV [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5116544  
MODEL YEAR: 1998  
DATE OPENED: 2001-04-26 SERIES: UNKNOWN  
DATE CLOSED: 2001-04-26 MILEAGE: 25000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: FAIRWAY CHEVROLET COMPANY  
BRC PARENT: DEALER ADDRESS: 3100 E SAHARA AVE, LAS VEGAS, NV, 89104, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Other  
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCK  
A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) DIAGNOSIS  
T49 Technical Question Other  
0 REPAIR ATTEMPT(S) COMPUTER CODE FOR STEERING

## 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/web/knowledge]]. 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 HIS SERVICE COLUMN LOCK CODE CAME ON. CUST STATES THAT HE CAN START HIS VEH, BUT HE CAN'T STEER, IT IS LOCKED UP. CUST STATES HE NEEDS TO BE ABLE TO GET TO WORK. CUST SEEKS TO KNOW HOW TO GET HIS STEERING COLUMN UNLOCKED. CRM ADVISED CUST THAT WE ARE NOT A TECH CENTER AND THE DLR WOULD NEED TO ADVISE WHAT NEEDS TO BE DONE. CRM OFFERED TO CALL THE DLR TO GET MORE TECH INFORMATION. CUST REFUSED, STATING HE COULD DO IT HIMSELF. CUST ABRUPTLY DISCONNECTED CALL. TRINITY SPERL/CAC PDX PILOT TEAM; 0; [REDACTED]

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LESSON 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:

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5116592  
DATE 08/20/02 MODEL 1998  
DATE 09/03/02 SERIES CORVETTE  
SOURCE: N/AYES MILEAGE 21000.  
CUSTOMER: [REDACTED]  
ADDRESS:  
HOME PHONE: STATE: NC  
BUS. PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Burgaw, NC [REDACTED]  
HOME PHONE:

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5116592  
MODEL YEAR: 1998  
DATE OPENED: 2002-08-20 SERIES: Corvette  
DATE CLOSED: 2002-09-03 MILEAGE: 21000.00000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Lkn, Inc.  
BRC PARENT: DEALER ADDRESS: 1320 US Hwy 117 S, Burgaw, NC, 28425, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

steering column locked up; ; 2002-08-20  
2002-08-20

srv mgr Jamie Mounaw; ; 2002-08-20  
2002-08-21

1-26351007; ; 2002-09-03  
2002-08-30

left message; ; 2002-08-30  
2002-09-03

Service Request has been Closed Satisfied.; ; 2002-09-03

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

## G H R E S T R I C T E D

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:

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

MILEAGE @ BUY-BACK: 0  
MSRP:



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

## SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

\* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Sandgap , KY [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5118293  
MODEL YEAR: 1998  
DATE OPENED: 2002-09-03 SERIES: Corvette  
DATE CLOSED: 2002-09-11 MILEAGE: 25159.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Jack Burford Chevrolet-Oldsmobile, Inc.  
BRC PARENT: DEALER ADDRESS: 819 Eastern By-pass, Richmond, KY, 40475,

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

M40 Wheel / Touch Controls  
0 REPAIR ATTEMPT(S) No Symptom Indicated

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering Wheel Locked Up; ; 2002-09-03  
2002-09-03

Joe Kidwell, svc mgr; ; 2002-09-03  
2002-09-05

Follow up w/cust to see if the repairs were done to her satisfaction [REDACTED] Work; ;  
2002-09-05  
2002-09-09

CRM contacted Jimmy Lawer, Svc Advisor; ; 2002-09-11  
2002-09-10

Cancelled; ; 2002-09-10  
2002-09-11

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
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:

Poughkeepsie

NY

HOME PHONE:

CASE NUMBER:

VIN:

1GLYY22G7W5119461

MODEL YEAR:

1998

DATE OPENED: 2003-07-16

SERIES:

Corvette

DATE CLOSED: 2003-09-12

MILEAGE:

42000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Poughkeepsie Chevrolet-Oldsmobile-Cadillac

BRC PARENT:

DEALER ADDRESS: 791 South Rd, Poughkeepsie, NY, 12601-5916, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Broken

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Locked steering wheel; ; 2003-07-16

2003-07-16

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

Chevrolet Corvette Owner Assistance; ; 2003-07-18

2003-07-17

SR in Status of Closed has been Re-Opened by MARTINJ; ; 2003-07-17

2003-07-17

locked steering column; ; 2003-07-17

2003-07-17

locked steering wheel; ; 2003-07-17

2003-07-17

OTS FOR REIMB; ; 2003-07-17

2003-07-17

Service Request Ownership has changed FROM: BAUERLER TO: MARTINJ; ; 2003-07-17

2003-07-24

SR#1-119849008/Hlavaty; ; 2003-07-24

RE: Chevrolet Corvette Owner Assistance; ; 2003-07-18

2003-08-04

SR#1-119849008/Hlavaty; ; 2003-08-04

2003-07-29

locked steering wheel; ; 2003-07-29

2003-08-07

SR#1-119849008/Hlavaty; ; 2003-08-07  
2003-08-07

Service Request has been Closed Satisfied.; ; 2003-08-07  
2003-08-27

SR in Status of Closed has been Re-Opened by MCCUMBEG; ; 2003-08-27  
2003-08-27

REQUEST FOR ASSISTANCE Scanned: 2004-08-27-15.59.34.000000, MSXDocNum: [REDACTED], ; 2003-08-28  
2003-08-27

Notify CRM; ; 2003-08-28  
2003-09-03

reimbursement docs; ; 2003-09-03  
2003-09-03

locked steering wheel; ; 2003-09-03  
2003-09-03

reimbursement; ; 2003-09-03  
2003-09-03

reimbursement 50/50; ; 2003-09-04  
2003-09-04

reimbursement; ; 2003-09-04  
2003-09-04

Created: CAC\_RS0005. SR# [REDACTED]; ; 2003-09-04  
2003-09-04

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-09-04  
2003-09-04

reimbursement check for \$273.89 for approval; ; 2003-09-12  
2003-09-12

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-09-12  
2003-09-12

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2003-09-12  
2003-09-12

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2003-09-12  
2003-09-12

Service Request has been Closed Satisfied.; ; 2003-09-12

\*\*\*\*\*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 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:

DEALER ADMINISTRATION:  
RELEASE:

VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



October 22, 2003

[REDACTED]  
Poughkeepsie, NY [REDACTED]

Service Request: [REDACTED]

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$273.89. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Jessica Martin  
Customer Relationship Manager

RS0005-T/dls



AUG 27 2003

*Rough Keypsie w/*  
[redacted]  
Chevrolet  
PO 33170  
Detroit MI  
48232

48232/33170

To who it MAY  
CONCERN. AS per our  
AGREEMENT on July 17  
2003 here is my Bill.  
You ARE to Re-pay half  
of this Bill 618.73.

309.38. thank you

1998 corvette with lock up  
My [REDACTED] problem

help line #

[REDACTED]  
Poughkeepsie NY

PLEASE SEND BACK  
NYS REGISTRATION

POUGHKEEPSIE, NY

**POUGHKEEPSIE  
CHEVROLET - OLDSMOBILE - CADILLAC**SHOWROOM HOURS: Mon. - Fri. 9-5, Sat. 9-5, Sun. 11-4  
SERVICE HOURS: MON.-FRI. 9-5

1980 SOUTH RD., POUGHKEEPSIE, NY 12601 (914) 286-3122

SERVICE ADVISOR

DATE RECEIVED	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAB NO.	P.O. NO.	WORK ORDER	INVOICE NO.
16JUL03	18JUL03		1G1YY22G7W5119461				18JUL03	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DATE OF PURCHASE	VEHICLE TYPE	REPAIR BY	SA
		98	CHEVROLET CORVETTE		0.00	01JAN98		
RELEASED BY	RELEASED DATE	WORK ORDER NO.						
42894	42894							

A C/S STEERING COLUMN IS LOCKED UP ---- TOWED IN

O PERFORMED DIAGNOSIS, FOUND FAULTY  
COLUMN LOCK ACTUATOR. DISASSEMBLED  
STEERING COLUMN -- REPLACED ACTUATOR.

445 CPCD	305.00	305.00
1 26050960 LOCK	200.10	200.10
6 12345885 OIL 5W30S	8.42	8.42
3K QUIK LUBE		
445 CPCD	10.95	10.95
1 88984215 FILTER	5.00	5.00

NOTE: DIAGNOSED TEMP CONTROL HEAD --- NEEDS  
REPLACEMENT -- \$350.64 FOR PART -- APPROX  
\$165.00 FOR LABOR TO INSTALL -- WOULD HAVE TO  
BE ORDERED D. F

ORIGINAL

## \*\* PRE-INVOICE \*\*

DESCRIPTION	TOTALS
LABOR AMOUNT	315.95
PARTS AMOUNT	255.62
GAS OIL LUBE	0.00
SALE TAX	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	571.57
LESS INSURANCE	0.00
SALES TAX	47.16
PLEASE PAY THIS AMOUNT	618.73

The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The dealer hereby expressly disavows all warranties, other express or implied including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor endorses any other person's claims for a car, liability or connection with the sale of this merchandise. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. BY THE DEALER. PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. BY THE MANUFACTURER. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PRICE. MANUFACTURER WARRANTY COVERS ONLY VEHICLE ONLY.

P/A 1 D JUL 18 2003

CUSTOMER SIGNATURE X

 PAID BY CASH CHECK  
 PAID BY M/C VISA A/S DISCOVER

 \*\*\*\*\*POUGHKEEPSIE CHEVROLET\*\*\*\*\*  
 \*\*\*\*\*THANKS YOU FOR YOUR PATRONAGE!\*\*\*

POUGHKEEPSIE CHEVROLET, INC.

707888

914-483-5100

CUSTOMER COPY

[REDACTED]

POUGHKEEPSIE CHEVROLET  
791 SOUTH RD  
POUGHKEEPSIE NY 12461

DATE: 07/18/03  
D-E-L-E-S D-R-A-F-T

REF: 0137  
TO TYPE: MC  
TO TYPE: PR

AMOUNT: \$618.73

NET  
W:

[REDACTED]

DEBENTURER ACKNOWLEDGES RECEIPT OF  
CASH AND/OR SERVICES IN THE AMOUNT OF  
THE TOTAL SHOWN HEREON AND AGREES TO  
PERFORM THE OBLIGATIONS SET FORTH BY THE  
DEBENTURER'S AGREEMENT WITH THE TRADER

[REDACTED]

TOP COPY-PERMANENT BOTTOM COPY-CUSTOMER

ORIGINAL

NEW YORK STATE REGISTRATION DOCUMENT

SFO

34052K

1999 CHEVROLET MONTECARLO

ISSUED BY: [REDACTED]

MAR 18 2004

NEW YORK

05/18/04

20.75

POUGHKEEPSIE NY

NY

05/18/04

05/18/04

91.50

100% OF ALLOYED CREDIT FOR ALLOYED

**North American Operations**  
 General Motors Corporation  
 Disbursements (2613)  
 PO Box 62630  
 Phoenix, AZ 85062-2630



CHECK No. [REDACTED]

8-27  
14

DATE  
09/16/83

\*\*\*\*\*273 DOLLARS

\*\*\*\*\*89 CENTS

AMOUNT  
\*\*\*\*\*273.89

PAY  
TO THE  
ORDER  
OF

POUGHKEEPSIE NY

North American Operations  
 General Motors Corporation  
 Disbursement Account

SIGNATURE

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

AGENT

**North American Operations**  
 General Motors Corporation  
 Disbursements (2613)  
 PO Box 62630  
 Phoenix, AZ 85062-2630

DETACH BEFORE DEPOSITING CHECK

VENDOR  
CURE NO.

CHECK NO.

VENDOR NAME

PAYMENT  
DATE

09/16/83

INVOICER ID DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161VY2207NE119461	09/16/83	VO	00.0000	273.89	.89	273.89
TOTAL				273.89	.89	273.89

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
 REIMBURSEMENT FOR QUESTIONS CALL 800-442-8782

43

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Clearwater FL [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5121887  
MODEL YEAR: 1998  
DATE OPENED: 2003-06-11 SERIES: Corvette  
DATE CLOSED: 2003-07-21 MILEAGE: 43000.00000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Jim Quinlan Chevrolet CO.  
BRC PARENT: DEALER ADDRESS: 15005 US Hwy 19 No, Clearwater, FL, 33764-7198, USA

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

RFI Campaign; ; 2003-06-11  
2003-06-11  
advised of open campaigns; ; 2003-06-11  
2003-06-11  
Service Request Ownership has changed FROM: TEMPESCO TO: MERKSB; ; 2003-06-11  
2003-06-11  
Steering wheel locked up; ; 2003-06-11  
2003-06-11  
Service Request has been Closed Satisfied.; ; 2003-06-11  
2003-06-11  
SR in Status of Closed has been Re-Opened by BAGNASCH; ; 2003-06-11  
2003-06-11  
Coverage; ; 2003-06-11  
2003-06-11  
Cust contact; ; 2003-06-11  
2003-06-11  
Message; ; 2003-06-11  
2003-06-17  
cust; ; 2003-06-17  
2003-06-17  
sr; [REDACTED]; ; 2003-06-18  
2003-06-17  
Service Request Ownership has changed FROM: [REDACTED]; ; 2003-06-17  
2003-06-17

.; ; 2003-07-16  
2003-06-17

dlr; ; 2003-07-16  
2003-06-18

cust; ; 2003-06-18  
2003-06-20

sr; ; 2003-07-16  
2003-06-23

cust; ; 2003-07-16  
2003-07-05

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-07-05  
2003-07-05

REQUEST FOR ASSISTANCE Scanned: 2003-07-03-17.37.21.000000, MSXDocNum: ; 2003-07-16  
2003-07-05

Cust mailed in requested docs -- attaching and forwarding to working crm; ; 2003-07-16  
2003-07-16

.; ; 2003-07-16  
2003-07-16

cust; ; 2003-07-18  
2003-07-17

.; ; 2003-07-17  
2003-07-18

cust; ; 2003-07-18  
2003-07-18

cust; ; 2003-07-18  
2003-07-18

Created: CAC\_RS0005. SR; ; 2003-07-18  
2003-07-18

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-07-18  
2003-07-18

FYI - Cust asst. providing reimbursement; ; 2003-07-18  
2003-07-18

Reim in the amount of \$ 387.30 submitted for approval; ; 2003-07-21  
2003-07-21

Service Request has been Closed Satisfied.; ; 2003-07-21

\*\*\*\*\*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:

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:

October 22, 2003

[REDACTED]  
Clearwater, FL [REDACTED]

Service Request: [REDACTED]

Dear Ms. [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$387.30. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

LeRinda Fay  
Customer Relationship Manager

RS0005-A/dnj



Chevrolet Customer Assistance  
P. O. Box 33170  
Detroit MI

JUN 03 2003

48232-5170


FROM THE DESK OF.....  


6-24-03

Jolinda @ customer service,

These documents are in  
reference to work done on  
work order # 1-108112813.

● Your prompt attention is  
appreciated.





JEN COINMAN CHEVROLET  
26006 US HIGHWAY 19N  
CLEARWATER FL 34624  
727-631-6431

Sale

ID [REDACTED]  
06/18/00 09:58:15  
Batch #1 120

AMEX

Appr Code [REDACTED]

Total: \$ 307.30

Customer Copy  
WWW.AUTOMATIONDIRECT.COM

ORIGINAL

REG FEE	INTY REG.	COUNTY FEE	SALES FEE	TITLE FEE
\$80.10	\$	\$3.00	\$	\$
PLATE ISSUED	DATE ISSUED	INTERNET X100K FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
	04/10/03	\$0.00	\$	\$83.10

# FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 04/10/03

CL# [REDACTED] TRF# [REDACTED] DES# [REDACTED] EXP: 04/23/04  
VIN: 101YT28745121007 TC# [REDACTED] YR/M: 1998 CHEV



LF [REDACTED]





# North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 82530

Phoenix, AZ 85062-2530



CHECK

No.



82/

DATE  
07/23/03

**VOID**

AMOUNT

\*\*\*\*\*387.30

North American Operations  
General Motors Corporation  
Disbursements (2613)

PAY  
TO THE  
ORDER



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

ADIT

JUL 25 2003



## North American Operations

General Motors Corporation

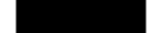
Disbursements (2613)

PO Box 82530

Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO.



PAYMENT  
DATE

07/23/03

VENDOR  
ID#

00 000000007

1

VENDOR NAME



INVOICED NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% CASH

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

101VY2867M512107

07/22/03

000000

00.0000

387.30

.00

387.

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT. QUESTIONS CALL 800-445-8762

TOTAL

387.30

.00

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GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Orlando , FL

CASE NUMBER: VIN: 1G1YY22G7W5122683  
MODEL YEAR: 1998  
DATE OPENED: 2002-11-04 SERIES: Corvette  
DATE CLOSED: 2002-11-12 MILEAGE: 31000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

M01 General  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering is locked; ; 2002-11-12  
2002-11-12  
Service Request has been Closed Satisfied.; ; 2002-11-12

\*\*\*\*\*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:

Lexington

SC

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5123669

MODEL YEAR:

1998

DATE OPENED: 2003-08-13

SERIES:

Corvette

DATE CLOSED: 2003-08-15

MILEAGE:

33000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Wilson Chevrolet-Oldsmobile-Geo, Inc.

BRC PARENT:

DEALER ADDRESS: 798 US Hwy 321 N, Winnsboro, SC, 29180, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column locked up; ; 2003-08-13

2003-08-13

Service Request has been Closed Satisfied.; ; 2003-08-13

2003-08-14

SR in Status of Closed has been Re-Opened by COLEYJ; ; 2003-08-14

2003-08-14

Steering Column Lock; ; 2003-08-15

2003-08-14

Steering Column; ; 2003-08-14

2003-08-14

Service Request Ownership has changed FROM: ARREDONR TO: COLEYJ; ; 2003-08-14

2003-08-14

Steering Lock; ; 2003-08-14

2003-08-14

1-129793818/Martin; ; 2003-08-15

2003-08-14

1-129793818/Dlr; ; 2003-08-15

2003-08-15

Steering Column; ; 2003-08-15

2003-08-15

Steering Column; ; 2003-08-15

2003-08-15

Service Request has been Closed Satisfied.; ; 2003-08-15

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

LAKE WALES

FL

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7W5125602

MODEL YEAR: 1998

DATE OPENED: 2001-05-29

SERIES: UNKNOWN

DATE CLOSED: 2001-05-29

MILEAGE: 21000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: STEVE SORENSEN CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 21500 HWY 27 N., LAKE WALES, FL, 33859, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General  
0 REPAIR ATTEMPT(S)Other  
COLUMN LOCKEDS55 Warranty Clarification  
0 REPAIR ATTEMPT(S)Other  
WARRANTY ENDS 6/10/2001

Bumper to Bumper warranty for vehicle jacks.

## INFORM THE CALLER:

Everything on and in the vehicle has a 3-year/ 36,000 mile warranty.

DLR - Phone: 8636767671

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER STATES HIS STEERING COLUMN IS LOCKED BUT DLR IS TELLING HIM HE IS NOT IN WARRANTY ANY MORE

CUST SEEKS TO KNOW WARRANTY DATE

CRM ADVISED WARRANTY ENDS 6/10/2001 .....TRANSFERRED TO TIER2

FLAIDLEY.CARS.TAMPA.TIER1; 0; [REDACTED]

2001-05-29

CRM RECEIVED TRANSFER CALL FROM TIER1. CUST STATES HE IS AT DLRSHIP NOW. CUST STATES DLR IS TELLING HIM HIS VEH IS OUT OF WARRANTY. CRM SPOKE W/ SVR ADVISOR MIKE AS SVR MGR IS OUT TODAY. SVR ADVISOR SAYS THAT HE PULLED THE VIS ON VEH AND IT SHOWS INSVR DATE OF 5/9/01. CRM ADVISED SVR ADVISOR THAT INSVR DATE ON CRM SYSTEM IS 6/10/01. SVR ADVISOR SAYS HE WILL TAKE CARE OF PROBLEM. CUST DID NOT COME BACK ON LINE AS SVR ADVISOR HUNG UP PHONE. CRM CALLED CUST LEFT VM MSG ADVISING OF REQUEST NUMBER AND CRM PHONE NUMBER + EXT. THERE IS NO FURTHER ASSISTANCE NEEDED FROM CRM . DEBBIE GARY/CARS/TPA/TIER2; 0; [REDACTED]  
2001-05-29

CRM RECEIVED CALL FROM SVR DIRECTOR GREG BARRON WHO SAYS THAT HIS VIS SHOWS 5/7/01 AS IN SVR DATE. CRM VERIFIED CUST VIN. THE VIN THAT WAS ORG GIVEN WAS INCORRECT. SV DIRECTOR GAVE CRM A DIFFERENT VIN. CRM REQUESTED SVR DIRECTOR TO LOOK AT VEH TO REVERIFY VIN NUMBER. SVR DIRECTOR SAYS HE WILL CHECK VEH. CRM ASKED SVR DIRECTOR WILL HE CONSIDER COST ASSISTANCE FOR CUST. SVR DIRECTOR SAYS YES BUT NOT THE ENTIRE AMT OF REPAIR. SVR DIRECTOR SAYS HE WILL DECIDE HOW MUCH COST ASSISTANCE TO OFFER AND SPEAK W/CUST. DEBBIE GARY/CARS/TPA/TIER2; 0; [REDACTED]  
2001-05-29

CUST STATES HE IS UPSET THAT HE IS NOT UNDER WARRANTY. CUST STATES HE SPOKE TO SOMEONE THIS MORNING, BUT THEY DID NOT TELL HIM ANYTHING EXCEPT HE WAS OUT OF WARRANTY. CUST SEEKS COST ASSISTANCE. CRM ADVISED CUST THAT ACCORDING THE THE NOTES IN HIS FILE, THE DEALERSHIP WILL

BE CONTACTING HIM REGARDING POSSIBLE COST ASSISTANCE WITH THE REPAIR. BONNIE SCHIEBER/CARS/TAMPA/TIER ONE; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:  
  
MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:  
  
WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:  
  
WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

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

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7W5125878	
Date Opened:	9/21/1999	Model Year:	1998	
Date Closed:	10/29/1999	Series:	Corvette	
Dealer Code:		Mileage:	18000	
Address:	COURTESY CHEVROLET PHOENIX		State:	AZ
Dealer Phone:				

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- MAIN BDY WIR HARN

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/21/1999 11:23:58 SBD TEMPLATE - BURGIN

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

\_Y\_ (Y/N) SM SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

09/21/1999 11:23:58 HISTORY - BURGIN

SPOKE WITH JEFF,

CONCERN:TECH STATES THAT CUSTOMER STATES THAT STEERING COLUMN WILL NOT UNLOCK AT TIMES.TECH STATES THAT HE IS UNABLE TO DUPLICATE CUSTOMERS CONCERN.

ADVISED TECH TO INSPECT THE STEERING WHEEL COLUMN LOCK MOTOR.  
REPLACE IF NEEDED WITH PART NUMBER 28050980.

TECH TO REPORT FINDING TO TAC.

CASE IS REOPENED OLD CASE NUMBER IS 3238881

08/21/1999 18:17:18 THOMPSON -

DEALER CONTACT NAME (WHO ARE YOU TALKING TO) JEFF

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

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE  
TECH STS REPLACED COLUMN LOCK, VERIFIED GNDS 201, 202, DRAG TESTED BCM  
CONNS, STILL NG; TRIED KG BCM, WORKED, PLUGGED IN ORIGINAL BCM, WORKED;  
WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

TAC SUGGESTED TECH REMOVED CORROSION/RESISTANCE BY R & R OF BCM CONNS, MAY  
WANT TO USE A CONTACT CLEANER ON TRMS TO REMOVE RESIDUE OF CORROSION, TEST  
DRIVE VEH FOR A DAY OR 2 TO VERIFY;

TECH TO COMPLY, ADVISE...

10/29/1999 16:30:15 ROGERS -

DEALER CONTACT NAME (RICH)

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

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE  
REPLACED REAR WIRING HARNESS ALSO TO RESOLVED

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

VANCOUVER

WA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5126703

MODEL YEAR:

1998

DATE OPENED: 2000-09-25

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-06-28

MILEAGE:

34000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: SYD DORN CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 8150 N LOMBARD ST., PORTLAND, OR, 97203, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A12 Miscellaneous - Not Classified

Other

7 REPAIR ATTEMPT(S)

recurring problems/ possible repurchase

H73 Traction Control

Inoperative

2 REPAIR ATTEMPT(S)

HAS GONE OUT &amp; LOSES POWER

B12 Roof

Other

6 REPAIR ATTEMPT(S)

LEAKS

H01 Brakes

Other

4 REPAIR ATTEMPT(S)

LOCK &amp; PULL TO ONE SIDE

M01 Steering General

Excessive Play

3 REPAIR ATTEMPT(S)

REPAIRED

recurring problems

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust (Tony Drakon) called statesw he has had nothing but trouble with his veh since he purchased it and has been in to dealership many times for intermittent problems. cust has been going through Syd Dorn Chevrolet. crm called dealership and spoke to svcmgr Clark Tenney who states he agrees with cust and would like to see what we could do about getting cust into another veh possibly. gave avm contact Marty Smale [REDACTED]  
2000-09-25

crm put a call in to avm..awaiting response. robert summer/pdx; 0; [REDACTED]  
2000-09-26

no word from avm yet, will put in another call. robert summer/pdx; 0; [REDACTED]  
2000-09-27

AVM, MARTY SMALE STATED AVM, FRANK BARRETT WOULD BE HANDLING THIS FILE. MR BARRETT'S PH# [REDACTED] BRANDON ZIPPERER/TAMPA AVM LINE; 0; [REDACTED]  
2000-09-28

AVM FRANK BARRETT CALLED TO UPDATE FILE.AVM STATES HE HAS REVIEWED THE FILE WITH THE SVC MGR AND THE CUST HAS HAD A LOT OF SMALL CONCERNS WITH THE VEHICLE, BUT THERE WASNT MAJOR REPAIRS.AVM STATES THE VEHICLE DOESNT QUALIFY FOR REPURCHASE OR TRADE REPURCHASE.AVM STATES HE WOULD CONSIDER A GMPP.AVM STATES THE CUST NAME HE HAS IS DIFFERENT FROM THE ONE ON THE FILE, BUT THE VIN MATCHES.AVM STATES SINCE CRM SUMNERR KNOWS WHO THE CUST IS, HE IS GOING TO LET CRM CALL CUST.AVM STATES AFTER THE CRM TALKS WITH CUST AND FEELS A GMPP SHOULD BE

CONSIDERED, THE CRM CAN LEAVE A VM FOR AVMCRM ADV AVM SHE WOULD UPDATE AND FORWARD FILE TO  
CRM SUMNERR  
2000-09-28  
BRENDA MATCHELL/TPA/AVM LINE: 0; [REDACTED]

CRM CALLED SVC MGR Clark at dealership who states he does not know if a GMPP will satisfy  
cust. he states he is not sure what he needs to do but will see the avm in a day or so. CRM  
left message for avm Frank Barrett and asked about parameters for GMPP. awaiting response.  
robert sumner/pdx; 0; [REDACTED]  
2000-09-29

CRM CALLED CUST AND LEFT MSG STATING THAT THEY NEED TO CALL BACK AND SEE IF THEY AGREE TO  
THE 7 YRS 75,000 MILES 0 DEDUCTIBLE GMPP. NEXT CRM PLEASE ADVISE. MIKE CONLEY--PDX; 0;  
[REDACTED]  
2000-09-29

PLEASE ADVISE SVC MGR WEATHER OR NOT CUST AGREES TO THIS. MIKE CONLEY--PDX; 0; [REDACTED]  
2000-09-29

CRM CALLED CUST AND WAS ADVISED THAT HE WILL CALL IN. NEXT CRM IF HE CALLS IN PLEASE ADVISE  
OF THE GMPP OFFER. MIKE CONLEY--PDX; 0; [REDACTED]  
2000-09-29

Cust returned call. CRM advised of offer of GMPP. Cust seeks to know what it covers before  
making decision. CRM advised stop by dealer for reading material then call back in with  
decision. Graylin Woods/PDX; 0; [REDACTED]  
2000-10-04

cust states that he wants to find out what the gmpp will cover before he accepts the offer  
CRM advised cust to go to dlrshp to ask w/ sales person abt coverage cust states he has  
already done that and he was advised that they did not have paperwork yet CRM called  
dlrshp and explained to srvc mgr clark what cust was exactly trying to do srvc mgr states  
they would show cust what gmpp covered CRM advised cust to ask for srvc mgr when he went to  
dlrshp to see gmpp brochures  
darrelle king/cac pdx; 0; [REDACTED]  
2000-10-18

CUST([REDACTED]) CALLED & STATES WAS NOT HAPPY WITH THE GMPP OFFER, BECAUSE HE IS STILL HAVING  
PROBLEMS WITH THE VEHICLE...CUST SEEKS; SPEAK TO PERSON WHO MADE THE DECISION TO OFFER GMPP  
INSTEAD OF EXCHANGING VEHICLE...CRM INFORMED CUST THAT THE AVM HAD MADE THIS DECISION & IN  
ORDER TO SPEAK TO THAT PERSON CUST WOULD HAVE TO SPEAK TO SVC MGR...  
SFLORES/ATX/CARS; 0; [REDACTED]  
2001-01-25

Cust states that he is upset with the offer made to give him extended warranty. Cust states  
that he would like another vehicle. Cust seeks to know the address to the Chev'r Cust Svc  
dept. CRM adv the cust of the address to write a letter to. John Mitchell // ATX //  
CARS.; 0; [REDACTED]  
2001-03-01

CUST STATES THAT VEH HAS BEEN TO DLR EVERY WK FOR PROBLEMS. CUST SEEKS A VEH W/O CONCERNS &  
IS DEPENDABLE. CUST STATES HE IS SENDING RECEIPTS OF WORK DONE & LETTER TO GM. CUST STATES  
THE TRACTION HAS GONE OUT WHERE THE VEH LOSES POWER - 2 REPAIR ATTEMPTS, THE VEH HAS LEAKED  
- REPAIRED 5-6 X'S, BRAKES HAVE BEEN REPAIRED 3-4 X'S - HAVE LOCKED UP PULLED TO ONE SIDE, &  
THE STEERING WHEEL HAS LOCKED UP - BEEN REPAIRED SEVERAL X'S. CUST STATES HE NEVER KNOWS  
WHAT IS GOING TO GO WRONG NEXT. CUST STATES HE JUST LEFT THE VEH AT DLR WHO HAS TOLD HIM HE  
CAN GET AN ATTORNEY BC HE HAS TO KEEP THE VEH. CRM ADVISED CUST THAT CRM WILL CALL SVC MGR  
AT DLR TO GET MORE INFO & CALL HIM BACK. CUST STATED HE WOULD LIKE CRM TO CALL HIM RATHER  
THAN BE PLACED ON HOLD. CRM CALLED DLR & SVC MGR WAS NOT AVAIL. CRM ADVISED CUST OF THIS &  
THAT CRM WILL CALL SVC MGR & CALL HIM BACK LATER TODAY. CUST GAVE CRM 2 PHONE #'S - [REDACTED]  
[REDACTED]. CRM-DENISE FAGHI-PDX-CAC; 0; [REDACTED]  
2001-03-01

CRM SPOKE W/DAVID MCDANIEL, THE SVC MGR WHO STATED THE VEH IS THERE FOR THE TRACTION LIGHT CONCERN FOR WHICH THEY ORDERED A CONTROL MODULE, THE INTERMITTENT BRAKE PULLING & THE STEERING WHEEL CONCERN. THE SVC MGR STATED THAT CUST HAS AN EXTENSIVE HISTORY OF CONCERNS & VEH IS THERE FREQUENTLY. CRM ADVISED THE SVC MGR THAT CRM WILL CONTACT THE AVM. CRM CALLED CUST BACK & ADVISED HIM THAT CRM WILL NEED 3-4 DAYS TO RESEARCH THIS & WILL CALL HIM BACK ON 3/7/01 AT 5-7 PM PST. CUST STATED HE DOESN'T WANT TO GET INVOLVED W/THE COURTS & THE LINE WENT DEAD. CRM CALLED CUST BACK & IM ON VM THAT CRM WILL CONTACT HIM ON 3/7/01 AT 5-7 PM PST TO GIVE UPDATE. CRM-DENISE FAEGHI-PDX-CAC; 0; [REDACTED]  
2001-03-05

CRM CALLED AVM TODAY RE: CUST CONCERNS & REQUEST. CRM-DENISE FAEGHI-PDX-CAC; 0; [REDACTED]  
2001-03-06

AVM CALLED & STATED THAT DUE TO MANY OF CUST'S CONCERNS NOT BEING DUPLICATED & THE ONES THAT ARE DUPLICATED BEING REPAIRED, WE WILL NOT DO A REPURCHASE OR ANY TRADE-IN ASSIST FOR A USED VEH. THE AVM STATES THAT CUST HAD TURNED DOWN THE GMPP OFFERED & HERECOMMENDS THAT THE CUST RIDES W/SVC MGR & POINTS OUT WHAT IS WRONG. CRM WILL CONTACT THE CUST RE: THIS DECISION. CRM-DENISE FAEGHI-PDX-CAC; 0; [REDACTED]  
2001-03-06

CRM CALLED CUST & ADVISED HIM OF AVM'S DECISION & RECOMMENDATION. CUST STATES THAT DLR HASN'T BEEN ABLE TO GET PART FOR IGNITION CONCERN - CAN'T PROGRAM IT & VEH HAS BEEN AT DLR SINCE 3/1/01. CRM ADVISED CUST THAT WE CAN'T REPAIR CONCERNS UNLESS THEY ARE DUPLICATED. CUST STATED HE WENT ON A TEST DRIVE W/THE TECH BUT THE STEERING WHEEL DIDN'T LOCK UP THEN. CUST ASKED WHAT THE CHARGE IS GOING TO BE. CRM ADVISED CUST THAT VEH IS UNDER WARRANTY & THE STEERING CONCERN WILL BE COVERED IF THE PROBLEM IS THE RESULT OF A MANUFACTURING DEFECT. CUST STATES HE WILL GO TO DLR TOMORROW, SPEAK W/THEM ABOUT THESE CONCERNS AGAIN & GO ON A TEST DRIVE W/THE SVC MGR.. CUST STATED IF IT ISN'T TAKEN CARE OF TOMORROW, HE MAY SEE AN ATTORNEY. CRM-DENISE FAEGHI-PDX-CAC; 0; [REDACTED]  
2001-03-06

TM REVIEWED DISSATISFIED CASE CLOSING; NO FURTHER ACTION NEEDED. BRIAN PERRY PDX; 0; [REDACTED]  
2001-04-04

CUST CLLD BACK IN AND STATES THE STEERING WHEEL LOCKED AGAIN AND IS GETTING TOWED TO THE DLR. CUST STATES HE HAS BBB PAPERS AND WILL FILE IN A COUPLE DAYS IF WE CAN NOT COME TO A RESOLUTION TO THIS. CUST SEEKS REPURCHASE AND TO SPEAK TO AVM. CRM ADVSD I WOULD UPDATE THE FILE AND CALL THE AVM TONIGHT TO SEE IF WE CAN REVIEW HIS CIRCUMSTANCE AGAIN. CRM ADVSD IF HE CHOOSES TO GO THROUGH BBB, CAC WILL NO LONGER BE ABLE TO ASSIST HIM. CUST STATES HE MAY CALL BACK IN SEEKING AN UPDATE. KARLA FASSLER.CAC.PDX; 0; [REDACTED]  
2001-04-05

CRM SPOKE TO DAVE, SVC ADVISOR WHO IS FAMILIAR W/VEH & STATES HE HAS NOT DUPLICATED ROOF LEAK BUT STEERING LOCKUP REQUIRES NEW BODY CONTROL MODULE WHICH WILL BE AVAIL ON 4/9. HE HAS TOLD CUST VEH WILL BE READY THAT NIGHT & CUST SAID OKAY. CRM WILL CALL CUST TO DETERMINE HIS INTENTIONS AT THIS POINT. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-04-05

CRM CALLED CUST BUT DID NOT LV MSG. CRM WILL ATTEMPT TO REACH CUST AGAIN. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-04-05

CRM WILL CALL CUST ON 4/10 TO FOLLOWUP REPAIR. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-04-11

CRM WAS OUT ON SICK LV ON 4/10 & FOLLOWUP CALL TO CUST HAS NOT BEEN MADE. CRM WILL CONTACT CUST THIS PM. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-04-11



CRM CALLED CUST WHO STATES THAT STEERING CONCERN HAS BEEN REPAIRED BUT HE WILL BE TAKING VEH BACK FOR BRAKE CONCERNS. CRM ADVISED VEH HAS BEEN REPAIRED UNDER WARRANTY & WILL NOT BE BOUGHT BACK & THERE WILL BE NO OFFER OF TRADE ASSIST. CRM ADVISED CUST CAN PURCHASE GMPP IF HE CHOOSES WHILE VEH IS STILL UNDER WARRANTY. CUST STATES HE WILL CONTACT BBB. CUST HAS PREVIOUSLY DECLINED OFFER OF GMPP & OFFER IS NO LONGER ON THE TABLE AS CUST DOES NOT WANT TO KEEP VEH. CUST BOUGHT VEH USED FROM PERSON LISTED ON FRONT OF THIS FILE. CRM WILL SEND BBB LETTER. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-04-11

\*\*\*\*\*CORRECTION TO CUST FILE\*\*\*\*\*OWNER OF VEH IS TONY DRAKOS, WORK PHONE 503 286 3760. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-04-11

CRM LEFT VM FOR AVM MARTIN SMALES AT 430 PST ON 4/11 AT [REDACTED] THAT CUST WILL BE SENT BBB LETTER. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-04-12

TM REVIEWED AND APPROVED, FORWARDING TO SARAH SHELBY GOODWILL LIAISON. ANNETTE JOHNSON/PDX/TM.; 0; [REDACTED]  
2001-04-16

TM REVIEWED, IS CLOSING CASE DISSATISFIED. LFT FYI ON AVM MARTIN SMALES VML. AT 80509-58623. ANNETTE JOHNSON/PDX/TM.; 0; [REDACTED]  
2001-04-23

Reviewed file and returned to crm pending further action. Please see feedback form. Goodwill Liaison/Jeanne Olson/PDX; 0; [REDACTED]  
2001-05-01

FILE IS CROSS REFERENCED TO NEW FILE UNDER NEW OWNER, TONY DRAKOS, WHO IS DISSAT W/CASE CLOSING. VEH IS OUT OF WARRANTY BY NOW, CUST HAS DECLINED GMPP OFFER. CRM WILL NOT BE SENDING BBB LETTER. ANNIE FLOROW/CAC/PDX; 0; [REDACTED]  
2001-06-25

CUST STATES THAT HE STEERING COLUMN LOCKED UP ON HIM AGAIN CUST SEEKS FOR GM TO COVER THE COST OF THAT REPAIR SINCE THIS HAS HAPPENED MORE THAN ONCE CRM CONTACTED SVC MGR MACK AND HE STATED THAT HE WOULD GET WITH HIS REP TO SEE IF GM WOULD PAY FOR THIS CRM ADVISED THE CUST OF THIS LINDA PRADO/ATX; 0; [REDACTED]  
2001-06-28

PLEASE SEE FILE C-[REDACTED] FOR GMPP MAJOR GUARD 72/75 0D FOR CUST [REDACTED] PER AVM MARTIN SMALE. ALSO FILE C-[REDACTED] WITH LITTLE INFO. TIM MADDEN/TAMPA AVM TEAM; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
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:                      DATE:  
TITLE NAMES:  
BUSINESS:                                      % BUSINESS: 0  
ACCIDENT:                                      DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0                              DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

SHEBOYGAN

WI

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7W5127155

MODEL YEAR:

1998

DATE OPENED: 2001-05-10

SERIES:

UNKNOWN

DATE CLOSED: 2001-07-02

MILEAGE:

12102

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: SHEBOYGAN CHEVROLET OLDSMOBILE CADIL

BRC PARENT:

DEALER ADDRESS: 3400 S BUSINESS DR., SHEBOYGAN, WI, 53081, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

C14 Seat Lumbar  
3 REPAIR ATTEMPT(S)  
WORKEDBroken  
SEAT HAS NEVER EVER BEEN RIGHT OR HAVEC23 Seat Frame  
3 REPAIR ATTEMPT(S)Broken  
NEVER HAS WORKED AT ALLL04 Fuel Tank  
1 REPAIR ATTEMPT(S)  
INInoperative  
TAKES 30 MIN TO REACT TO WHAT HAS BEEN PUTR47 Theft Deterrent System  
1 REPAIR ATTEMPT(S)Inoperative  
LOCKS UP ON HIMM01 Steering General  
1 REPAIR ATTEMPT(S)Other  
COLUMN LOCK IS OUT

Parts availability concern

## CRM ACTIONS:

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

Parts availability concern

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER CALLED WITH CONCERNS ABOUT PARTS AVAILABILITY AT THE DEALERSHIP. FOR THE CUST THEY HAVE HAD TO ORDER A SVC COLUMN LOCK, A FUEL TANK SENDING UNIT AND A PART FOR THE ANTI-THEFT DETERRMENT SYSTEM AND HE HAS CONSISTENTLY BEEN TOLD IT TAKES A WEEK TO TWO WEEKS FOR THESE PARTS TO COME IN. CUSTOMERS MAIN CONCERN IS SEAT HAS BEEN BROKEN SINCE DAY ONE AND HE KEEPS BRINGING IT IN TO THE DEALERSHIP TO BE REPAIRED AND THEY SAY EVERY TIME THEY HAVE FIXED IT AND STILL IT LOOKS THE SAME AS THE DAY HE BROUGHT IT IN. CUST IS FRUSTRATED BECAUSE HE PAID \$43,000 FOR THE CAR AND THEY TELL HIM THEY JUST DO NOT HAVE THE PARTS AVAILABILITY TO FIX HIS VEHICLE. CRM IS GOING TO BE CALLING SVCE MANAGER TO TRY AND GET THE STORY FROM AND CALL CUST BACK ON 5/11/2001. PAMELA PUGH/CAC/PDX; 0; [REDACTED]  
2001-05-11

CRM CALLED TIM THE SVCE MANAGER AT DEALERSHIP AND SAID THAT THERE IS USUALLY NO BACK ORDER ON ANY KIND OF PART ORDERED THROUGH THEIR DEALERSHIP. HE SAID OCCASIONALLY THEY HAVE TO SEND FOR THEM FROM WEST BEND BUT THAT IS VERY RARE. HE SAID HE DID HAVE TO OPEN A SPAC CASE FOR ONE PART BUT THAT WAS TAKEN CARE OF IMMEDIATELY FOR THIS CUSTOMER. AS FAR AS THE PROBLEMS

WITH THE SEAT TIM ADDRESSED THOSE AND SAID FOR CUST TO BRING THE VEHICLE IN AND THEY WOULD INSPECT IT AND EVEN RIDE ALONG TO SEE WHAT CUST WAS TALKING ABOUT IT BEING LOW TO THE GROUND. CUST CALLED AND LEFT MSG ON ANSW MACHINE TO THIS AFFECT AND SAID IF HE HAS ANY MORE CONCERNS TO CALL US. CRM WILL CONTINUE TO FOLLOW. PRP/CAC/PDX; 0; [REDACTED]  
2001-05-14

CRM CALLED CUSTOMER TO FOLLOW UP AND TELL HIM WHAT DEALERSHIP HAD TO SAY. CUST SAID THAT HE ALSO IS HAVING A FUEL SENDING UNIT AND A SENDING COLUMN REPLACED BY THE DEALERSHIP THAT THEY HAVE TO ORDER FROM MICHIGAN. HE SAYS IT HAS BEEN OVER A WEEK ON THIS. HIS COMPLAINT IS WHY THE PARTS TAKE SO LONG AND WHY DO THEY HAVE TO SEND FOR THEM SO FAR AWAY. CUST ALSO SAID THAT HE DID NOT WANT TO HAGGLE ABOUT THE SEAT AND THAT ANYONE WHO SEES THE SEAT WILL KNOW THE WORKMANSHIP IS POOR ON IT. CUST STATED ALSO THAT THE SEAT HAD BEEN REPLACED BEFORE BY US AND THAT IT WENT COMPLETELY BAD BEFORE. CRM EXPLAINED ALL OF THIS TO SVCE MGR AT DEALERSHIP- TIM AND HE STILL SAID THAT THEY HAD TO INSPECT THE SEAT TO DETERMINE IF IT NEEDED A NEW ONE. CRM WILL STILL FOLLOW UP WITH CUST IN A WEEK TO SEE IF THE SEAT WAS REPLACED OR NOT. PAMELA PUGH/CAC/PDX; 0; [REDACTED]  
2001-05-18

CUST STATES THAT HIS VEHICLE WILL NOT TURN OVER. CUST STATES THAT HE HAD ANOTHER FILE AND SPOKE WITH SOMEONE LAST NIGHT. CRM COULD NOT FIND ANY OTHER FILE. CRM COULD NOT FIND FILE NUMBER THAT CUST STATED WAS GIVEN TO HIM. CUST SEEKS HIS VEHICLE TO BE TOWED TO DLR AND TO GET A RENTAL CAR AND HAVE THE VEHICLE FIXED. CRM CALLED THE DLR AND SPOKE WITH JEREMY, JUST MISSED THE SVC MANAGER. JEREMY STATED THAT HE WOULD HAVE A TOW TRUCK OVER TO PICK UP THE VEHICLE. CRM ADVISED CUST THAT THEY WOULD BE COMING OVER TO PICK UP THE VEHICLE. SHANNON BARBEE/CAC/ATX; 0; [REDACTED]  
2001-06-13

CRM CALLED AND SPOKE WITH SVC MANAGER JEFFERY BRILL. CRM ASKED SVC AMANAGER IF REPAIR HAD BEEN COMPLETED ON THE VEHICLE SVC MANAGER STATED THAT HE HAD REPLACED THE BATTERY. SVC MANAGER ALSO STATED THAT AS FAR AS HE KNEW THAT THE CUST WAS SATISFIED. CRM CALLED CUST AND LEFT MESSAGE WITH ANSWERING MACHINE ASKING CALLER TO CALLBACK ABOUT REPAIR. CRM LEFT FILE NUMBER. CRM NEEDS MORE INFORMATION. CUST HAS HAD CONTINUING PROBLEM WITH DRAIN ON THE BATTERY. IF CUST CALLS IN PLEASE NOTIFY ME. SHANNON BARBEE/CAC/ATX; 0; [REDACTED]  
2001-06-22

CRM ADDITING FILES AS PRV CRM NO LONGER W/ CAC, NEXT CRM PLEASE FOLLOW PRESCRIBED OWNERSHIP GUIDELINES SHOULD CUST CALL IN. LIZ RUIZ/ATX; 0; [REDACTED]  
2001-06-29

crm further reviewed file and notes that every effort to contact cust has been made and svn has adv that veh is repaired. crm will close file. liz ruiz/atx; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
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:

**LOCATION:**

RESTRAINT:

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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

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

PERU ME

CASE NUMBER: VIN: 1G1YY22G7W5127902  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-04 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-09 MILEAGE: 45000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MORRISON CHEVROLET OLDSMOBILE  
BRC PARENT: DEALER ADDRESS: 65 WATER ST., ELLSWORTH, ME, 04605, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction 01044
M41 Steering Column/Lock/Attaching Parts 1 REPAIR ATTEMPT(S)	Vibration recall
A01 Open Campaign 1 REPAIR ATTEMPT(S)	Technical Bulletin 1044

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:  
The dealership should reimburse the customer.AGENT INSTRUCTIONS:  
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):[[Campaign and Special Policy Reimbursement RUN C:\Progra~1\Plus\Micros~1\Iexplore.exe  
<http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm>  
]]

Reimbursement for repairs already done that are on a campaign.

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust. seeks reimbursement for recal no. 1044 steering column lock. cust. stated that the steering column had locked up and he had to have the vehicle towed and the steering column repaired. cust. no longer owns the vehicle. crm advised the cust. to take the original docs., proof of ownership and the credit slip/ or copy of checks or statement to the dealer for possible reimbursement. jmoore, atx, cars; 0;

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:



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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

DEALER ADMINISTRATION:  
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Miami, FL [REDACTED]  
HOME PHONE: [REDACTED]  
  
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7W5128872  
MODEL YEAR: 1998  
DATE OPENED: 2002-06-11 SERIES: Corvette  
DATE CLOSED: 2002-06-11 MILEAGE: 34000.0000000  
SOURCE: DELIVERY DATE:  
BRC TYPE: N/ANO DEALER NAME: Grand Prize Motors, Inc.  
BRC PARENT: DEALER ADDRESS: 11701 S.W. 152ND Street, Miami, FL, 33177-1601,

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

01044 - steering column; ; 2002-06-11  
2002-06-11

SVM contact; ; 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: 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:		

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7W5128882
Date Opened:	10/3/2000	Model Year:	1998
Date Closed:	11/6/2000	Series:	Corvette
Dealer Code:		Mileage:	46000
Address:	BOB STALL CHEVROLET LA MESA	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK B25

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/03/2000 12:11:00 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

\_N\_ (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.)COLUMN LOCK MOTOR 3X

10/03/2000 12:11:00 HISTORY - RICHARDSON

DLR STS VEH HAS BEEN IN 2 OTHER TIMES FOR COLUMN LOCK CONCERNS, THIS TIME SET CODES B2587 B2592, BOTH HISTORY

ADVISED DLR OF PI A000285 AND ADVISED DLR IF HE REVIEWS SCHEMATICS TO BE AWARE OF BULLETIN 99-02-35-002

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

10/03/2000 14:14:42 MURRAY

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

RUDY-TECH

\*TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN\*

3

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

5+

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

TECH RUDY STS THAT THE CUST STS THAT THE STEERING WHEEL WILL INTERMITTENTLY NOT UNLOCK. RUDY STS THAT THE STEERING COLUMN LOCK HAS BEEN REPLACED 2 OTHER TIMES. RUDY STS THAT HE CANNOT DUPLICATE THIS CONCERN AND IS LOOKING FOR THE STEERING COLUMN LOCK RELAY.

\*\*\*\*\*NEW RECOMMENDATIONS\*\*\*\*\*

ADVISED RUDY THAT IF THIS VEHICLE HAS A STEERING COLUMN LOCK RELAY, IT IS IN THE RH FOOTWELL MOUNTED TO THE TOEBOARD ABOVE THE BCM.

10/19/2000 14:23:14 SHAUNA

- DEALER SURVEY WAS PERFORMED

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:DISCOVERY BAY  
CA

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G7X5100362  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-23 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-07-23 MILEAGE: 31000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: TRACY CHEVROLET-BUICK-OLDSMOBILE GEO  
BRC PARENT: DEALER ADDRESS: 3400 AUTO PLAZA PKWY., TRACY, CA, 95376, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A01 Open Campaign Other  
0 REPAIR ATTEMPT(S) #01044

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

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

TED

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HE OWNS A '99 CORVETTE. HE HAS TAKEN IT TO THE DLR 2 X'S BECAUSE THE STEERING COLUMN LOCKS. SATURDAY HE RCV'D THE CAMN #01044. CUST SEEKS TO KNOW WHEN THE DLR RCV'S INFO ON THIS CAMN. CRM ADVISED THEY WOULD HAVE RCV'D IT ABOUT 7-17 OR 18TH. CUST SAID THEN THE DLR DIDN'T HAVE THAT INFO WHEN HE TOOK HIS VEH IN FOR REPAIR & HE WILL HAVE TO TAKE IT IN AGAIN SO THEY CAN DO THE CAMN. HE WAS GLAD TO KNOW THE DLR HAD NOT HAD THE INFO AS HE HAD INTENDED TO CALL THEM TO FIND OUT WHY THEY HAD NOT DONE THE CAMN WHEN HIS VEH WAS IN THE SHOP. NOW HE WILL CALL FOR AN APPT TO HAVE CAMN DONE. CUST SAID THANK YOU. MARY VARGA/CAC-PDX/7-23-01; 0;

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:



NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER 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:  
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:

GREENBELT

MD

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7X5102872

MODEL YEAR: 1999

DATE OPENED: 2002-04-15

SERIES: CORVETTE COUPE

DATE CLOSED: 2002-04-17

MILEAGE: 70000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: FOX CHEVROLET OF LAUREL

BRC PARENT:

DEALER ADDRESS: 501-505 WASHINGTON BLVD., LAUREL, MD, 20707, USA

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

A01 Open Campaign  
0 REPAIR ATTEMPT(S)

Product Campaign Claim  
STEERING COLUMN

M01 Steering General  
0 REPAIR ATTEMPT(S)

Other  
CAMPAIGN

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES OVER THE WEEKEND THAT THE STEERING COLUMN LOCKED. CUST STATES HE HAS CAMPAIGN ON VEH. CUST STATES DLR TOLD HIM TO CALL CAC TO SET UP REPAIR. CUST SEEKS TO HAVE VEH TOWED AND BE COMPENSATED WITH RENTAL VEH WHILE VEH IS IN SHOP. CRM SPOKE WITH SRV MGR JIM. JIM STATES THAT HE WILL REPAIR VEH BUT WILL NOT AUTHORIZE TOW BECAUSE CUST DELAYED IN BRINGING VEH IN FOR CAMPAIGN COMPLETION. CRM CALLED ROADSIDE ASSIST. ROADSIDE WILL NOT TOW AT NO CHARGE WITHOUT DLR AUTHORIZATION. CRM ADVSD CUST THAT DLR WILL REPAIR VEH BUT GM WILL NOT PAY FOR THE TOW OR PROVIDE RENTAL. CRM SUSPENDING FILE CUST DISSATISFIED. PAT BOGGS/CAC/TPA; 0;

2002-04-17

CUST STATES DLRSHP TOLD HIM TO CALL REGARDING A RENTAL VEH WHILE HIS VEH IS BEING REPAIRED FOR RECALLS, CRM ADVISED CUST THERE IS NO PROVISION FOR RENTAL/LOANERS FOR REPAIRS DUE TO A RECALL. CUST NOT SATISFIED. CRM CLOSING FILE DISSATISFIED, NO BBB LETTER. JANIS RANNE/PDX/CAC; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

DIV: CHEVROLET CASE: [REDACTED] TYPE: G-GENERAL  
NAME: KELLEY CHEVROLET, INC.  
YR/MDL: 1999/CORVETTE

## Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: DANIA  
VIN: 1G1YY22G7X5103410  
RESP DEALER: 00000  
MILEAGE: 16000  
YEAR/MODEL: 1999/CORVETTE

STATE: FL ZIP: [REDACTED]  
DELIVERY DATE: 10/09/1998  
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 02/16/2000 ORIG OPEN DATE: 02/16/2000  
REOPENED: N  
LAST ACTIVITY DATE: 02/18/2000 BY: MICHAEL DELAROSA  
CLOSE DATE: 02/18/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N  
CONTACTED DATE: 02/16/2000  
DEALER CLOSED : 02/16/2000

DEALER NUMBER: 26308  
NAME: KELLEY CHEVROLET, INC.  
CITY: HALLANDALE ST: FL

## REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		LOCKS UP AND HAS OCCURRED 3 TIMES

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 02/16/2000 12:17:55  
CUST STATES THAT HE DOES NOT FEEL COMFORTABLE DRIVING VEH DUE TO THE  
FACT THAT THE STEERING HAS LOCKED UP ON THE CUST THREE TIMES. CUST  
STATES THAT HE IS CURRENTLY PURSUING THE LEMON LAW AND WAS ASKING CRM  
FOR INFO ON IT. CRM ADV CUST THAT THIS WAS NOT SOMETHING THAT CRM  
COULD ADV ON. CRM STATED TO CUST THAT IN ORDER TO BE CONSIDERED FOR A  
POSSIBLE REPURCHASE, VEH HAS TO BE DIAGNOSED AT LEAST 3 TIMES WITH THE  
SAME PROBLEM AND THE DLR HAS TO BE GIVE THE OPPORTUNITY TO CORRECT THE  
PROBLEM AT LEAST 3 TIMES AND DLR HAS ONLY HAD 2 ATTEMPTS. CRM  
APOLOGIZED TO CUST FOR THIS AND CUST THANKED CRM FOR TIME.

MICHAEL DE LA ROSA/AUSTIN TIER2

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 02/18/2000 00:00:01  
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.  
Reimbursements

No Reimbursement Data available for this case.  
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.



## Product Liability / Breach

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

No Related Documents Data available for this case.

## Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPAN [REDACTED]

ADDRESS [REDACTED]

CITY: DANIA

STATE: FL ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

# Injured Parties

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

## DMAC Correspondence

No DMAC Correspondence Data available for this case.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7X5105593
Date Opened:	8/2/1999	Model Year:	1999
Date Closed:	9/24/1999	Series:	Corvette
Dealer Code:		Mileage:	10531
Address:	WESTGATE CHEVROLET, AMARILLO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOW STEERING STEERING COLUMN WON'T UNL

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/02/1999 17:29:43 SBD TEMPLATE - RADZIOCH

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

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

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

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

08/02/1999 17:29:43 HISTORY - RADZIOCH

DEALER STATES STEERING COLUMN WON'T UNLOCK INTERMITTENTLY , NO DTC HAPPEN ON TIME TO TECH NOW CAR WORKING FINE .

ADVISED TECH TO CHECK LOCKING MOTOR TRY AND DUPLICATED THIS CONCERN AND SEE IF MOTOR IS STICKING .

09/24/1999 14:58:42 POULOS - VME CLOSING  
REPLACING ACTUATOR REPAIRED VEHICLE,

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7X5110728	
Date Opened:	6/20/2000	Model Year:	1999	
Date Closed:	9/15/2000	Series:	Corvette	
Dealer Code:		Mileage:	22699	
Address:	SANDY SANSING CHEVROPENSACOLA		State:	FL
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN WILL NOT UNLOCK

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/20/2000 08:39:56 SBD TEMPLATE - CRUMB

STRATEGY BASED DIAGNOSTICS

\_4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_5\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

06/20/2000 08:39:56 HISTORY - CRUMB

DALE STATES THE STEERING COLUMN LOCK MOTOR WILL NOT UNLOCK WITH KEY IN IGNITION. COLUMN LOCK MOTOR, IGNITION CYLINDER AND IGNITION SWITCH HAVE BEEN REPLACED. DALE STATES NO CODES SET. THE TECH 2 DATA SHOWS DRIVE A AND DRIVE B ACTIVE.

ADVISED HIM TO DISCONNECT C207 AND CHECK FOR B+ ON CIRCUIT 1603 AND 1604.  
POSSIBLE BCM CONCERN OR RELAY.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7X5114312	
Date Opened:	6/15/1999	Model Year:	1999	
Date Closed:	10/6/1999	Series:	Corvette	
Dealer Code:		Mileage:	3045	
Address:	MALIBIES GARAGE COMPLAKE GEORGE		State:	NY
Dealer Phone:				

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE INTERMITTENT LOCK COLUMN W

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--

06/15/1999 08:29:18 SBD TEMPLATE - EDWARDS

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

\_N\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

06/15/1999 08:29:18 HISTORY - EDWARDS

RICHARD STATES STEERING COLUMN WOULD NOT UNLOCK AND THEN IT UNLOCKED AND HAS BEEN WORKING FINE SINCE. RICHARD LOOKING FOR HELP.

ADVISED RICHARD PER OTHER CASES TO CHECK CKT 1601 AND THERE HAS BEEN A NUMBER OF CASES WHERE LOCK ACTUATOR HAS BEEN RPL AND LOCK RELAY.

RICHARD WILL TRY TO DUPLICATE AND REPAIR AND CALL WITH RESULTS.

10/06/1999 18:39:55 BURKETT

- DLR USED VME TO CLOSE CASE.

DLR STS HE TIGHTENED ALL ELECTRICAL CONNECTIONS FOR STEERING COLUMN LOCK  
TO CORRECT COND.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

BAKERSFIELD

CA

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7X5114701

MODEL YEAR: 1999

DATE OPENED: 2001-10-22

SERIES: UNKNOWN

DATE CLOSED: 2001-11-05

MILEAGE: 28787

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: THREE-WAY CHEVROLET CO

BRC PARENT:

DEALER ADDRESS: 3800 CALIFORNIA AVE., BAKERSFIELD, CA, 93309, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T35 Protection Plan Administration (GM Purchase) Customer Satisfaction  
0 REPAIR ATTEMPT(S) GMPP MAJOR GUARD 5/50

J01 Engine

Service Engine soon

6 REPAIR ATTEMPT(S)

IDLER PULLEY, BELT TENSIONER, ROCKER

GASKET, COOL TEMP SENSOR REPL'D

N01 Electrical General

Inoperative

4 REPAIR ATTEMPT(S)

COMP MODULE, TIRE PRESSURE LIGHT, WIPER

WASHER SYSTEM, SEAT INTERFACE UNTI REPL'

M01 Steering General

Inoperative

4 REPAIR ATTEMPT(S)

STTERING LOCK, COLUMN SWITCH, AND CAMPAIGN

01044 PERFORMED

L10 Exhaust System

Broken

2 REPAIR ATTEMPT(S)

DUAL SYSTEM AND HANG CLAMP REPLACED @

14,293 MILES

S86 CAC Resolved With Goodwill

CAC Resolved With Goodwill

0 REPAIR ATTEMPT(S)

GMPP MAJOR GUARD 5/50

Vehicle reimbursement or Goodwill decision - Repair already done

## INSTRUCTIONS TO CRM:

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

http://carsweb/webknowledge/Quickref/content/goodwill.htm]]

\* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra~1\Plus\Micros~1\Iexplora.exe

http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm]]

Vehicle reimbursement or Goodwill decision - Repair already done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST SEEKS ASSIST W/ COVERAGE BEYOND WARRANTY. CUST STATES THAT THIS HER 3RD 'VETTE AND ORIGINAL OWNER OF THE VEH. CUST STATES THAT SHE HAS NEVER HAD SO MANY CONCERNS W/ THIS VEH. CUST STATES THAT THE DLRSHIP HAS BEEN WORKING W/ HER ON EVERY REPAIR AND HAVE CONTACTED GM ENGINEERS FOR A METALLIC CHIRPING NOISE AND HIGH IDLE WHILE IN GEAR. CUST STATES THAT SHE ADDRESSED THIS CONCERN SINCE 9/99 W/ NO RESOLUTION AND WARRANTY IS NEAR END. CUST STATES THAT SHE HAS ALSO AHD MULTIPLE ENGINE, STEERING, AND ELECTRICAL CONCERNS, AND THE VEH IS @ THE DLRSHIP FOR LOCKED STEERING COLUMN THIS MORNING FOR WHICH THE DLR IS PERFORMING A RECALL TO REPAIR. CRM ATTEMPTED TO CONTACT SVC MGR, BUT HE WAS UNAVAILABLE. CRM ADV CUST THAT CRM WILL CONTACT CUST AND DLR ON 10/23 BETWEEN 2-4 PM. LIZ RUIZ/ATX; 0; [REDACTED]  
2001-10-23

CRM CONTACTED SVC MGR/ DAVE WHO STATES THAT THE CUST VEH HAS BEEN REPAIRED, THE STEERING COLUMN LOCKED UP ON CUST AND THEY PERFORMED CAMPAIGN 01044 TO REPAIR. SVC MGR STATES THAT THE CUST DOES HAVE A COMPLAINT REGARDING THE METALLIC LIKE CLUNK ( OR CHIRPING NOISE IN REAR END WHILE CHANGING GEARS), WHICH IS CONSIDERED A NORMAL CHARACTERISTIC DUE TO ALUMINUM DRIVE SHAFT, WHICH HAS BEEN KNOWN FOR YEARS, NO TAC CASE INVOLVED. SVC MGR STATES THAT THE HIGH IDLE WAS RESOLVED BY REPLACING THE IDLER PULLEY, AS WELL. SVC MGR VERIFIES CUST ORIGINAL OWNER, MAINTAINS VEH W/ DLR, NO EVIDENCE OF MISUSE, ABUSE, OR NEGLECT AND AGREES W/ GOODWILL. LIZ RUIZ/ATX; 0; [REDACTED]  
2001-10-23

CRM NOTES WHAT CUST REFERS TO AS EXTENSIVE WARRANTY HISTORY :

ENGINE: GENERATOR ASSY REPL'D @ 14,293 MILES, IDLER PULLEY REPL'D @ 17,671 MILES, BELT TENSIONER REPL'D @ 20,064 MILES, COOLANT TEMP SENSOR REPL'D @ 20,224 MILES, BROUGHT ROCKER GASKET REPL'D @ 23,502 MILES.

ELECTRICAL REPAIRS: COMPUTER MODULE REPL'D @ 16 MILES, TIRE PRESSURE LIGHT REPL'D @ 7,626 MILES, WIPER WASHER SYSTEM REPAIRED @ 20,224 MILES, LEFT SEAT LOCAL INTERFACE UNIT REPL'D @ 23,502, STEERING/SUSPENSION/ RIDE CONTROL REPAIR @ 16,608 MILES.

STEERING: STEERING LOCK REPL'D @ 14,293 MILES, STEERING COLUMN SWITCH REPL'D @ 20,064, AND STEERING COLUMN LOCK JUST REPAIRED UNDER CAMPAIGN 01044 @ 28,787 MILES.

EXHAUST SYSTEM: DUAL EXHAUST REPL'D @ 14,293 MILES AND EXHAUST HANGING CLAMP REPL'D @ 16,608 MILES.

CRM WILL CONSULT W/ TM ON GOODWILL. LIZ RUIZ/ATX; 0; [REDACTED]  
2001-10-23

CRM PROCESSING GMPP MAJOR GUARD FOR 5/60 DUE TO 1.) CUST WARRANTY HISTORY W/ VEH, 5 ENGINE REPAIRS, 5 ELECTRICAL REPAIRS, AND 3 STEERING REPAIRS. (SEE PREV COMMENTS IN WORK HISTORY). 2.) CUST LOYAL TO DLR, MAINTAINS VEH AS RECOMMENDED W/ DLRSHIP, DLR VERIFIED NO EVIDENCE OF ABUSE, MISUSE, OR NEGLECT.

3.) IN THE INTEREST OF CUST RETENTION AS CUST HAS EXPRESSED LOSS OF CONFIDENCE OF VEH. CUST STATED THIS IS HER 3RD CORVETTE AND RELUCTANT TO PURCHASE A 4TH. CRM WILL CONSULT W/ TM FOR APPROVAL.

LIZ RUIZ/ATX; 0; [REDACTED]  
2001-10-23

TM APPROVES GMPP MAJOR GUARD 5/60 FOR EXTENSIVE REPAIR HISTORY AS STATED PREVIOUSLY AND VALIDATED IN VIN PROFILE, AND AS CUSTOMER HAS DOUBTS REGARDING RELIABILITY OF VEHICLE ONCE WARRANTY EXPIRES

MARCIA HERMANN/TM/ATX; 0; [REDACTED]  
2001-10-23

CUST STATED SHE HAD RECIEVED A CALL FROM THE PREV CRM STATING SHE NEEDED TO CALL IN TO GET MORE INFO ABOUT WHAT THE GMPP COVERD ANF HOW EVERYTHING WORKS. CRM ADVISED THAT EVERYTHING WAS STILL IN PROCESSING AND SHE WOULD RECIEVE INFO IF IT WAS APPROVED. CRMADVISED CRM OF CAMPAIGNS ON VEH. CUST STATED ONE THEY WERE BEING TAKEN CARE OF IN DLR. CRM ADVISED DLR

STATED THE SEATBELT CAMPAIGN WAS STILL ON VEH BEACUSE WORK WAS DONE PRIOR TO CAMPAIGN BEING RELEASED. CUST REQ INFO ON INCETIVES CRM WARM TRASFERRED TO NEW PICS INFORMATION. CUST SAT CRM SENDING NOTIFICATION TO UPDATE CRM WITH TM JAMIE WILLEY APPROVAL. CUST STATED HM PHONE IS [REDACTED]

NICHOLEALLEN/CAC/PDX; 0; [REDACTED]  
2001-10-23

CRM CONTACTED CUST AND ADV OF OFFER, CUST ACCEPTED, STATING THAT THIS HAS RESTORED HER CONFIDENCE IN THE RELIABILITY OF THE VEH. CRM VERIFIED ADDRESS. LIZ RUIZ/ATX; 0; [REDACTED]  
2001-10-24

LIAISON REVIEWED REQUEST AND WILL SUBMIT FOR APPROVAL.....SHERRY JOHNSON/LIAISON/ATX; 0; [REDACTED]  
2001-10-24

CRM ACCIDENTALLY RESUMED FILE FROM ALARM NOTIFICATION. LIZ RUIZ/ATX; 0; [REDACTED]  
2001-11-03

WILL CLOSE REQUEST SATISFIED.....SHERRY JOHNSON/LIAISON/ATX; 0; [REDACTED]  
2001-11-05

GMPP LIAISON HAS SUBMITTED GMPP ON ITS WAY LETTER TO THE APPROVERS AND HAS COMPLETED THE CONTRACT FOR 60/60,000 GMPP MAJOR GUARD.....CLOSING FILE SATISFIED.....RITA LABRADO/ATX; 0; [REDACTED]  
2001-11-06

LETTER APPROVED/PERCY EDWARDS/AUSTIN/LIAISON.; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

November 6, 2001

[REDACTED]  
Bakersfield, CA [REDACTED]

Request: [REDACTED]

Dear Ms. [REDACTED]

Thank you for your support of Chevrolet Motor Division. 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 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G7X5114701, is for the following:

- 60 months or 60,000 odometer miles, whichever occurs first
- Standard rental
- A \$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,

Rita Labrado  
Customer Relationship Manager

RS0011-A/pme

# GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation  
National Mechanical Service Center  
P.O. Box 8866  
Chicago, IL 60680-8866



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

Customer Name: [REDACTED]

Request Number: [REDACTED]

Personal Use: ☒ Commercial Use: ☐

Reason for offering GMPP: Repairs to engine, electrical system, steering, + exhaust.

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1V422G7X5114701

Year: 1999 In-Service Date: 1/7/99 Mileage: 28,787

Division Dealer Code Information: (Circle one below)

Pontiac - 2-88101

Buick - 4-88801

Medium Duty Truck - 9-81766

GMC Truck - 8-81764

Chevrolet - 1-70019

Oldsmobile - 3-88001

Cadillac - 6-88000

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 original coverage cost to customer; see special instructions below  
☐ Cancellation

Special Instructions:

☐ Transferable ☒ Non-Transferable

☐ Transfer all claims to new policy

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

Payment Approval:

CRM (decision maker): Elizabeth Ruiz

Plan Selection: Major Guard 60/60,000 \$0 deductible

Team Manager/Supervisor: Marcia Herrmann Date: 11/5/01

## Contract Registration

CMTF

✓

MFP

GM CMT

MFP CMT

3RD PT LHM

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

PLAN PURCHASE DATE

1G1YY22G7X5114701 11/05/01

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

1999 Chevrolet Corvette 28787

FIRST NAME

MI

LAST NAME

FLEET

ON EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

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

CITY

STATE

ZIP CODE

Bakersfield

CA

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

DEALER NAME

DEALER CODE

PROMOTION CODE

Chevrolet Motor Division

170011

ADDRESS

CITY

STATE

ZIP CODE

P.O. BOX 33170

Detroit

MI

48202-5170

GMAC

NAME

OR Chevrolet Motor Division

ADDRESS

CITY

STATE

ZIP CODE

P.O. BOX 33170

Detroit

MI

48202-5170

LEASE

RENTAL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

SMART PROTECTION PLUS

## MECHANICAL TERM

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

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

RE-WARRANTY

✓

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

OUT-OF-WARRANTY

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

VEHICLE IN SERVICE DATE (in-Warranty vehicle)

TERM-MILES

OPTIONAL DEDUCTIBLE

PRICE

01/07/99

60/ 60,000

\$ 0.00

\$ 0.00

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

SMART CARE

SMART CARE

TERM-MILES

/

\$ 0.00

PURCHASER &amp;

BUSINESS

TOWTRUCK

EMERGENCY

SNOWFLOW

TIRE ROAD HAZARD

OPTIONAL COVERAGE

(check all that apply)

\$

\$ 0.00

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

CUSTOMER SIGNATURE

DATE

/M/LA

11/5/01

SUBTOTAL \$

TAX \$

TOTAL \$

\$ 0.00

\$

\$

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-871-6888



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

LA JOLLA , CA

CASE NUMBER: VIN: 1G1YY22G7X5115105  
MODEL YEAR: 1999  
DATE OPENED: 2000-08-30 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-08-30 MILEAGE: 11000  
SOURCE: Phone DELIVERY DATE:  
HRC TYPE: Yes DEALER NAME:  
HRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

## STEERING COLUMN

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE HAD HIS STEERING COLUMN REPLACED UNDER WARRANTY. CUST SEEKS AN EXTENDED WARRANTY ON THE VEH B/C HE DOES NOT FEEL THAT IT IS SAFE AT GM'S COST. CUST STATES THAT THE WARRANTY WAS DENIED BY GM. CUST ALSO WOULD LIKE TO KNOW WHAT CAUSED THE PROBLEM, IF IT'S TECH, MECH, OR ELECTRICAL, CUST STATES THAT HE IS STILL WAITING ON AN ANSWER FROM AN ENGINEER OR SOMEONE SO HE CONTACTED CAC. CRM ADV CUST THAT HE WOULD HAVE TO HAVE THE SAE PROBLEM TWICE BEFORE WE CAN OFFER AND EXTENDED WARRANTY FOR THE CUST. \*\* DETRA WASHINGTON/ATK/CARS\*\* 0; 336506232

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
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:	

## \*\*\*\*\*BHC CONTACT INFORMATION\*\*\*\*\*

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

DIV: CHEVROLET CASE [REDACTED] TYPE: G-GENERAL  
NAME: CLINTON CHEVROLET/CADILLAC  
YR/MDL: 1999/CORVETTE

## Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: FLEMINGTON STATE: NJ ZIP: [REDACTED]  
VIN: 1G1YY22G7X5115900 DELIVERY DATE: 01/29/1999  
RESP DEALER: 00000  
MILEAGE: 8100 CORPORATE CASE #:  
YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL STATUS: 0  
OPEN DATE : 02/07/2000 ORIG OPEN DATE: 02/07/2000  
REOPENED: N  
LAST ACTIVITY DATE: 08/25/2000 BY: CHRISTOPHER HURST  
CLOSE DATE: 07/04/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N DEALER NUMBER: 15410  
CONTACTED DATE: NAME: CLINTON CHEVROLET/CADILLAC  
DEALER CLOSED : CITY: ANNANDALE ST: NJ

## REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
B10	0		RT RR FENDER BENDING OUT
E40	0		FLUCTUATING PRESSURE
M01	0		STEERING WHEEL LOCKING UP BACKING UP
N10	0		TIRE INDICATOR/MONITORS MALFUNCTIONING
R47	0		LIGHTS NOT FLASHING WHEN ALARM SET (INTERMITTA

# Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/07/2000 14:09:44  
RCVD CORR, DOC# [REDACTED]  
LETTER FROM CUST SENT THRU ATTORNEY, KURT G. LIGOS, ESQ.  
CUST STATES: PURCH VETTE FROM TOYOTA DLR, HAS HAD REPRD X2 FOR:  
10-11-99: STEERING WHEEL LOCKING UP; TIRE INDICATORS/MONITORS MALFUNCTIONING; LIGHTS NOT FLASHING WHEN ALARM IS SET; DASHBOARD WARNINGS MALFUNCTIONING.  
10-27-99: STEERING WHEEL LOCKING UP; TIRE INDICATORS/MONITORS MALFUNCTIONING; LIGHTS NOT FLASHING WHEN ALARM IS SET; DASHBOARD WARNINGS MALFUNCTIONING.  
CUST BELIEVES VEH FALLS UNDER "LEMON" LAWS, WANTS REPRS MADE IN TEN CAL ENDAR DAYS FROM RECEIPT OF THIS LETTER.  
CRM LOOKED @ WINS, VEH NEVER HAD WARR WK DONE BY CHEVY.  
NOT FOR CUST\*\*\*NOT FOR CUST\*\*\* DLR IN BASE SCREEN IS ORIG SELLING DLR.  
CRM CALLED TO ATTY FOR CUST CONTACT INFO, @ 908 852 5788, LEFT VME FO R HIM TO CALL CAC W/ CUST CONTACT INFO SO THAT WE MAY PROCESS THIS --> FILE. CRM WILL TRY BACK W/ MR. LIGOS LATER TODAY IF TIME PERMITS.

NEXT CRM: IF ATTY (MR LIGOS) CALLS IN, GET BASE SCREEN INFO FOR CUST, AS ALL INFO THERE IS REFERRED THRU MR LIGOS. PLEASE REVIEW CMNT1, TAKE OWNERSHIP OF THIS FILE. CUST SHOULD TAKE VEH INTO AUTH CHEVY DLR FOR REPR UNDER WARRANTY, AS WINS SHOWS NO ATTEMPTS TO REPR MADE BY CHEVY.  
THANKYOU.  
C BLAKE HURST, AUSTIN, CORR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/09/2000 12:39:07  
CRM AGAIN CALLED TO MR LIGOS, HE WAS UNAVAILABLE, CRM AGAIN LEFT MSGG FOR HIM TO CONTACT CAC (LEFT 800 & FILE #'S) SO THAT HE CAN PROVIDE CA C W/ CUST CONTACT (& ANY OTHER PERTINANT) INFO SO THAT WE MAY PROCEED ON THIS FILE.  
NOTE: CRM CANNOT GET CUST # FROM INFORMATION AS THERE IS NO LISTING FO R CARMEN PETERSON IN HACKETTSTOWN, NJ.  
THIS WAS CALL ATTEMPT #2.

NEXT CRM, IF HE CALLS IN, PLEASE REFER TO PREV CMNTS, TAKE OWNERSHIP.

C BLAKE HURST/AUSTIN/CORR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/11/2000 17:09:12  
SPOKE W/ MR LIGOS, HE GAVE CRM ADDRESS & # FOR CUST, CRM CALLED TO CUS T: SHE STATES: VEH WENT TO CLINTON CHEVY X2, THEY TOLD HER THERE WAS N O WAY THEY COULD GET ALARM & LIGHTS TO WK PROPERLY, THEY WERE VAGUE W/ A REASON WHY, ADV HER TO "LIVE WITH IT", & ALTHOUGH THEY WERE NICE TO CUST IT WAS NOT A POSITIVE EXPERIENCE.  
CUST STATES CURRENT ISSUES ARE:  
B10 0 FENDER 20 RT RR FENDER BENDING OUT  
E40 0 TIRES/GENERAL 21 FLUCTUATING PRESSURE  
M01 0 STEERING GENERAL 22 STEERING WHEEL LOCKING UP BACKING UP  
N10 0 LAMPS/SIGNAL/GE 23 TIRE INDICATOR/MONITORS MALFUNCTIONING  
R47 0 THEFT DEFERRENT 24 LIGHTS NOT FLASHING WHEN ALARM SET (INTERMITT AS WELL AS LEFT HEADLAMP MISSING A GASKET/CAP; PAINT ON FRT LOOKS IRREGULAR, NOT FLAT & SMOOTH (ORANGE-PEEL), COLOR DOESNT MATCH QUITE RIGHT EITHER.

MORE---->

CUST STATED SHE WAS NOT COMFORTABLE GOING BACK TO THIS DLR. WOULD TAKE VEH TO ANOTHER DLR IN HER AREA FOR SVC, CRM ADV HER OF #S FOR LOCAL AREA DLRS, SHE WAS RELUCTANT BUT SATISFIED.

CUST THEN REQ INFO ON SMALL INEXPENSIVE CHEVY AS SHE IS INTERESTED IN PURCH A WINTER VEH, CRM ADV HER OF LOYALTY DRIVEN PROGRAM, ALSO OF GM.COM & INCENTIVES LISTED THERE, AND GMBUYPOWER SITE TO GET FURTHER INFO, ADV HER OF CURRENT INCENTIVES AS LISTED UNDER "SMALL CAR" ON GM SITE. CUST FEELS AFRAID VEH MAY NOT BE FIXED, CRM ADV CHEVY WOULD LOVE TO HELP HER W/ HER CONCERNS, CRM ADV CUST SHE COULD CALL CAC IF FURTHER CONCERNS AFTER ALTERNATE DLR ATTEMPTS TO FIX CAR. CRM DZI FILE TO DLR SHE SAID SHE MAY GOTO DUE TO CONCERNS & LOYALTY DRIVEN PROGRAM.

CHRISTOPHER BLAKE HURST/AUSTIN/CORR

GM 1241

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

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

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

No GM 1241X Data available for this case.  
Reimbursements

No Reimbursement Data available for this case.  
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

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

No Related Documents Data available for this case.

## Parties Involved

TYPE: OWNER

NAME: MRS CARMEN PETERSON

COMPANY: B# IS MR LIGOS

ADDRESS: 51 STONE SIGNPOST RD

CITY: FLEMINGTON

STATE: NJ ZIP: 08822-0000

AGE: 000

HOME PHONE: (908) 237-0272

BUSINESS PHONE: (908) 852-5788

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:



**Injured Parties**

No Injured Party Data available for this case.  
**Repurchase**

No Repurchase Data available for this case.

**DMAC Correspondence**

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

MULLICA HILL

NJ

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5116092

DATE OPENED: 2001-09-01

MODEL YEAR:

1999

DATE CLOSED: 2001-09-18

SERIES:

CORVETTE COUPE

SOURCE: Mail

MILEAGE:

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: KERBECK CADILLAC PONTIAC CHEVROLET,  
DEALER ADDRESS: 430 N ALBANY AVE, ATLANTIC CITY, NJ, 08401, USA

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

A01 Open Campaign  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
01044/ 00034S13 Reimbursement Requested  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
steering columnM41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Other  
rpl prior to campaign noticecorr.//request reimbursement 01044  
also open 00034

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

corr.// cust states he experienced steering wheel lock prior to receiving notification of campaign. cust seeks reimbursement for cost of repair (done at independent dlr) totaling \$335.68. cust vin is included in campaign. crm will advise cust to take vehicle dlr for inspection and confirmation that campaign is "closed" properly. then proceed from there. another campaign pending: 00034; crm will notify. rich perez /cars /tampa; 0; [REDACTED]  
2001-09-01

crm unable to contact cust; no msg available. crm will try again tomorrow. rich perez /cars /tampa; 0; [REDACTED]  
2001-09-04

crm unable to contact cust; no msg available. crm will submit unable... letter. rich perez /cars /tampa; 0; [REDACTED]  
2001-09-04

Approving Letter//Claudia S. Liz/Letter Auditor//TPA; 0; [REDACTED]  
2001-09-17

CUST STATES HE HAS RECIEVED A LETTER FROM PREVIOUS CRM STATING HE WAAS NOT ABLE TO BE CONTACTED CUST SEEKS UPDATE OF PHONE NUMBER TO [REDACTED] CRM ADVISED THAT NUMBER WILL BE UPDATED AND THAT HE WILL RECIEVE A CALL BACK REGARDING HIS CASE CUST SATISFIED RENEN VILLARREAL/CAC/ATX; 0; [REDACTED]  
2001-09-18

customer called in to speak with Renin. supposed to receive callback from someone. CRM reviewed docs, and verified customer in NJ. CRM referred customer back to dealership and advised of needed documentation. Customer does not see why he was not given this information earlier. CRM apologized and advised of reimbursement process. CRM reiterated needed

documents and action plan. Customer will go to dealership. CRM contacted dealership and gave customer contact info, for heads up. Dealership will contact customer just to make sure he is taken care of. Closing file satisfied. Johanna Kaim/PDX; 0; [REDACTED]

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

September 4, 2001

[REDACTED]  
Mullica Hill, NJ [REDACTED]

Request: [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent comments regarding your 1999 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,

Richard Perez  
Customer Relationship Manager

SU0003-T/csl



06-27-61 PUG-14A RCVD

Central Office  
Chevrolet Motor Division  
G.M. Corporation  
100 Renaissance Center  
P O Box 100  
Detroit, Michigan 48265-1000

48265+1000 [Barcode]

August 20, 2001

Central Office  
Chevrolet Motor Division  
G.M. Corporation  
100 Renaissance Center  
P O Box 100  
Detroit, Michigan 48263-1000

Re: Recall Campaign  
Steering wheel lock  
1999 Corvette 1G1YY22G7X5116092 C-1

Gentlemen:

Enclosed copy of recall notice I received July 23, 2001. Unfortunately, my Corvette (which I purchased new from Kerbeck Co., Atlantic City, NJ) experienced the infamous locked up steering column condition on June 19, 2001. The vehicle was 146 miles out of warranty, so I had it towed (rollback truck) to the local repair shop I use for other vehicles I own, they repaired it, and I paid the bill. Copy of bill from TMT attached.

I contacted Kerbeck Chevrolet in Atlantic City about getting reimbursed for the repair I paid for, which is now subject to the recall. They stated I need to contact Chevrolet Headquarters. Hence this letter to you. I have been reimbursed by my auto insurance company the \$50.00 towing fee, and am asking you for reimbursement of the \$335.68 cost of repairs.

Sincerely,



Central Office  
Chevrolet Motor Division  
General Motors Corporation  
100 Renaissance Center, P.O. Box 100, Detroit, MI 48206-1000



C01044  
July, 2001

Dear Chevrolet Corvette Customer:

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

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

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

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

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

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

**What You Should Do:**

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

**Customer Reply Card:**

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



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

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

1G1YY22G7X8116082 C-I

NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
PHONE (\_\_\_\_) \_\_\_\_\_  
E-MAIL \_\_\_\_\_



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

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

Chevrolet Motor Division  
General Motors Corporation

Enclosure

[REDACTED]

010441 G1YY2207X5118092



## GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5118375  
 DATE 06/17/02 MODEL 1999  
 DATE 08/13/02 SERIES CORVETTE  
 SOURCE: N/AYES MILEAGE 27000.  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: OH  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] North Olmsted OH [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5118375  
 MODEL YEAR: 1999  
 DATE OPENED: 2002-06-17 SERIES: Corvette  
 DATE CLOSED: 2002-08-13 MILEAGE: 27000.0000000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: N/AYes DEALER NAME: Halleen Chevrolet, Inc.  
 SRC PARENT: DEALER ADDRESS: 27932 Lorain Rd, North Olmsted, OH, 44070-4086, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Campaign repair done 2 times--this will be 3rd; ; 2002-06-17  
 2002-06-18

1-9209287 John Schloss; ; 2002-06-18  
 2002-06-19

1-9209287 John Schloss; ; 2002-06-28  
 2002-06-18

Svc Advisor; ; 2002-06-18  
 2002-06-19

L/M on VME; ; 2002-06-19  
 2002-06-19

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

Notify previous crm- cust update; ; 2002-06-19  
2002-06-19

see previous notes on cust update; ; 2002-06-28  
2002-06-19

L/m; ; 2002-06-19  
2002-06-27

Sending call cac letter; ; 2002-06-27  
2002-06-27

Created: CAC\_RS0006. SR# [REDACTED]; ; 2002-06-27  
2002-06-27

Submitting Call CAC Letter for approval; ; 2002-06-28  
2002-06-28

letter approved; ; 2002-06-28  
2002-06-28

Service Request has been Closed Satisfied.; ; 2002-06-28  
2002-07-22

Cust seeks repurchase; ; 2002-07-22  
2002-07-22

CRM called dlr; ; 2002-07-22  
2002-07-25

Follow up; ; 2002-07-27  
2002-07-23

Service Request Ownership has changed FROM: SCHMITZ TO: SAUCEDO; ; 2002-07-23  
2002-07-31

call; ; 2002-07-31  
2002-07-31

update; ; 2002-08-08  
2002-08-01

Service Request Ownership has changed FROM: SAUCEDO TO: FOUNALG; ; 2002-08-01  
2002-08-01

call; ; 2002-08-01  
2002-08-02

call; ; 2002-08-02  
2002-08-02

call; ; 2002-08-02  
2002-08-05

OLC; ; 2002-08-05  
2002-08-05

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

call; ; 2002-08-05  
2002-08-05

Cust does not accept offer; ; 2002-08-05  
2002-08-05

Cust did not accept offer for \$3,000 OLC. Please see notes.; ; 2002-08-13  
2002-08-06

call; ; 2002-08-06  
2002-08-08

call; ; 2002-08-08  
2002-08-13

call; ; 2002-08-13  
2002-08-13

x39004; ; 2002-08-13  
2002-08-13

transferred to CRM Forum; ; 2002-08-13  
2002-08-13

cust contact; ; 2002-08-13  
2002-08-13

call; ; 2002-08-13  
2002-08-13

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

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2002-08-13

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

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

## 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:

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\*\*\*\*\*

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

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:

September 25, 2003

[REDACTED]

Service Request: [REDACTED]

Dear Mr. [REDACTED]

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

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

Sincerely,

Toni Schmitz  
Customer Relationship Manager

RS0006-P/jas



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7X5118375	
Date Opened:	7/11/2002	Model Year:	1999	
Date Closed:		Series:	Corvette	
Dealer Code:		Mileage:	26790	
Address:	HALLEEN CHEVROLET INNORTH OLMST		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT--- COLUMN LOCK DOES NOT UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/11/2002 13:15:53 SBD TEMPLATE - CRUMB

STRATEGY BASED DIAGNOSTICS

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_7\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME KEN CHAPMAN

CUSTOMER CONCERN - STEERING COLUMN DOES NOT UNLOCK AT TIMES

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) KEN STATES THEY HAVE PERFORMED CAMPAIGN 01044 2 TIMES AND CUSTOMER STATES THE COLUMN SOMETIMES DOES UNLOCK IMMEDIATELY AND AT TIMES WILL UNLOCK IN 4-5 SECONDS. OTHERTIMES NOT AT ALL.

TAC RECOMMENDATION - CHECK G202 IF NPF REPLACE THE IGNITION SWITCH.

07/11/2002 13:15:53 HISTORY - CRUMB

07/24/2002 13:13:47 JASKULA - CALLER'S NAME (FIRST, LAST, AND POSITION)

\_4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_7\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

EA02-031 / GM22C

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

DEALER HAS PERFORMED C01044 PRIOR VISIT. DEALER STATES THE COLUMN WILL NOT  
UNLOCK VEHICLE WAS TOWED IN.

DEALER HAS REPLACED IGN SWITCH AND LOCK MOTOR LAST VISIT.

NEW RECOMMENDATIONS

SEARCHED DATA ADVISED DEALER OF PI A000285.

IF GROUNDS 201 202 CHECK GOOD CHECK ALL CONNECTORS AND AS AT BCM.

IF NEED BE REPLACE THE LOCK MOTOR.

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5119204  
 DATE OPENED: 07/16/01 MODEL YEAR: 99  
 DATE CLOSED: 07/24/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE:  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: MN  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] KOONE RAPIDS MN [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5119204  
 DATE OPENED: 2001-07-16 MODEL YEAR: 1999  
 DATE CLOSED: 2001-07-24 SERIES: CORVETTE COUPE  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: MAIN MOTOR SALES COMPANY  
 BRC PARENT: DEALER ADDRESS: 435 W MAIN ST, ANOKA, MN, 55303, USA

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

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

Vehicle operation or design

#### INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/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 operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

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

374330

cust sts he bought veh on tues and had to have it towed on thur. cust sts the steering locked up. cust sts he was told gm knows about the problem. cust seeks to have veh repaired and speak to area rep. cust sts they told him that they would have to order a part and it would take 3 day to come in. crm contacted svm, but he was unavail. crm was adv'd that svc dale is the one working on veh. crm left v/m for svc. crm adv'd that crm would like feedback on cust veh. crm adv'd cust that crm will call him back. cust sts to leave message on answering machine. crm adv'd cust that crm would. action plan crm will call svm.

jessica jaramillo/atx/cars; 0; [REDACTED]

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:

TRANSACTION:

GM RESTRICTED

374330

## 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:

ACCOUNT BALANCE:

LEGAL:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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Case No:		VIN Number:	1G1YY22G7X5119580	
Date Opened:	4/13/1999	Model Year:	1999	
Date Closed:	5/5/1999	Series:	Corvette	
Dealer Code:		Mileage:	280	
Address:	VALLEY CHEVROLET-PONCARSON CITY		State:	NV
Dealer Phone:				

---

SYMPTOM ABSTRACT-- COLUMN LOCK STAYS LOCKED ES

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/13/1999 10:54:59 SBD TEMPLATE - CRUMB

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

\_Y\_ (Y/N) 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.)

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

04/13/1999 10:54:59 HISTORY - CRUMB TECH STATES COLUMN  
LOCK STAYS LOCKED. NO CODES STORED.

ADVISED TECH TO CHECK G202 AND ESI DOCUMENT # 487073.

REPORT.

04/13/1999 13:38:08 RUSSO

- UPDATE-

DLR USING ESI 2.03, SCHEMATIC FOR STEERING COLUMN LOCK DOES NOT SHOW RELAY.

TAC FAXED PROPER SCHEMATIC TO DLR, ADV DLR TO UPDATE ESI. DLR TO DIAG, AND CALL BACK IF NECESSARY.

JR

44-0728



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

BIRMINGHAM

AL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5119915

MODEL YEAR:

1999

DATE OPENED: 2000-08-21

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-08-21

MILEAGE:

25000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: SERVA CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 1170 CENTER PT RD., BIRMINGHAM, AL, 35215, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts  
2 REPAIR ATTEMPT(S)Inoperative  
STEERING COLUMN LOCKS

STEERING COLUMN LOCKS

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STS THE STEERING COLUMN IN HER VEH KEEPS LOCKING UP AND SHE'S UNABLE TO DRIVE THE VEH. CUST HAS THE VEH AT THE DLR EVERY COUPLE OF WEEKS AND IS FRUSTRATED W/ THE ENTIRE SITUATION. THE SVM AT THE DLR IS CONTACTING THE AVM AND IS LOOKING INTO WHAT CANBE DONE ABOUT A REPURCHASE. CUST BASICALLY WANTED TO DOCUMENT CONCERNS AND HAVE A CASE STARTED ABOUT THE PROBLEMS SHE'S BEEN HAVING. CRM DOCUMENTED AND RELAYED CASE NUMBER TO CUST. RANGELT/ATX; 0; 335732999

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

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:	
	CONTACT PHONE:	
ADDRESS:		

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

KINGWOOD, TX

CASE NUMBER: VIN: 1G1YY22G7X5121437  
MODEL YEAR: 1999  
DATE OPENED: 2000-10-12 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-11-07 MILEAGE:  
SOURCE: DELIVERY DATE:  
BRC TYPE: REP Yes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Inoperative  
0 REPAIR ATTEMPT(S) column locking

steering column

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

\*\*\*\*\*EXECUTIVE

SUMMARY\*\*\*\*\*

DECISION MAKER.....GREGORY CZUBIK  
TRANSACTION.....STRAIGHT REPURCHASE  
REASON FOR REPURCHASE.....STERRING WHEEL LOCK UP.  
DEALER CONTACT.....TOMMY MORTON

OSCAR JOHNSON / REPURCHASE; 0;  
2000-11-01

\*\*\*\*\*REFURCHASE

SUMMARY\*\*\*\*\*

GM SUPERVISOR AUTHORISED STRAIGHT REPURCHASE DUE TO STEERING WHEEL LOCK UP.  
MSRP IS 40751.00. VEHICLE MEETS CONSUMER PROTECTION LAWS.  
BASEPRICE .....36750.00  
TOTAL PRICE.....36750.00

OSCAR JOHNSON / REPURCHASE; 0;

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: AVM  
REQUEST TYPE: Non-legal/General  
REPURCHASE REASON: steering wheel lock up

TRANSACTION: Straight Repurchase

DEALER BAC: \_\_\_\_\_  
DEALER NAME: ROBBINS CHEVROLET COMPANY  
DEALER ADDRESS: . .  
CONTACT: Sales, TOMMY MORTON  
PHONE NUMBER: 281-446-3021  
PRODUCT CODE:

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

ENGINE TYPE:  
MILEAGE @ BUY-BACK:  
MSRP:

DEPRECIATION: none  
UPGRADE: none  
AFTERMARKET: none  
LEASE TERM: none  
DAMAGE: none  
OTHER: gregory czubik  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL: N

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

DEALER ADMINISTRATION: N  
RELEASE: N

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:

Att 01881684

**GM**

**Business America Center**

**Fax**

From Oscar Johnson

To MSY

Date

Fax 313-381-0022

Phone 800-431-1841 extension 58757

Pages including this cover sheet

Re File #

☐ Urgent ☐ For Review ☐ Please Comment ☒ Please Reply ☐ Please Recycle

Comments

Return Fax 813-381-0061





# ARC REPURCHASE WORKSHEET

File Number

Customer Name

Worksheet filled out by:

Deane Johnson

Old Vehicle VIN:  
1G1YY2AG7X5121437

New Vehicle VIN:

Date:  
10/12/00

P. 03/10

TO 513133810022

NOV 01 2000 12:53 PM

1	Acct. 251/237 Vehicle Costs	\$0.00	1	Base Price	\$38,750.00	1	Lease Terms MO _ 36 _ MI _	Lease Usage Mo _ MI _
2	Adjustment to line 1		2	Conversion Price		2	Dealer Buyout Price	
3	Conversion Cost		3	Tax	0	3	Payments (opt)	
4	Tax		4	Reg./Lic./Title (opt)	\$0.00	4	Pre-Payment(s) (Pre-acc)	
5	Reg./Lic./Title (opt)		5	Aftermarket Items		5	Cap Cost Reduction	
6	Aftermarket Items		6	Finance Charges		6	Tax	
7	Other		7	Incentives (deduct)	\$0.00	7	Reg./Lic./Title (opt)	
8			8	Total Purchase Price	\$38,750.00	8	Other	
9	Total Replacement Price	\$0.00	9			9	Total Additions	\$0.00
10	Usage/Depreciation		10	Usage/Depreciation	\$0.00	10	Usage/Depreciation	
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance	\$0.00	12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	
14	Downgrade (deduct)		14			14	Security Deposit	
15			15	Total Deductions	\$0.00	15	Incentives	
16	Total Customer Cost	\$0.00	16			16	Total Deductions	\$0.00
17			17			17		
18			18	Total Repurchase Amount	\$38,750.00	18	Total Repurchase Amount	\$0.00
19			19			19		
20	Trade Repurchase Amount	\$0.00	20	Total Payoff Amount		20	Dealer Buyout Price (From Line 1)	\$0.00
21			21			21		
22			22	Total Refund to Customer	\$38,750.00	22	Total Refund to Customer	\$0.00
23			23			23		
24			24			24		
25	Estimated Auction Price		25	Estimated Auction Price	\$38,750.00	25	Estimated Auction Price	
26	Projected Loss	\$0.00	26	Projected Loss	\$0.00	26	Projected Loss	\$0.00

## PAYMENT METHOD

A	Payee(s)	Amount	Contact(s)	BAC Code	
A	Credit to Dealership		Tommy Morton	114871	
B	Check to Customer		281-446-3021	Dealer Name	ROBERTS Chevrolet
C	Check to Lienholder & Customer		281-446-7688		
D	Check to Lienholder				
E	Check to Attorney (1099 Info)				
F	Check to Other				

Amesha M. Salley 10/25/00  
SR G.M. Signature Date

# PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

10/12  
Page 1 of 1

BUICK  
CADILLAC  
CHEVROLET  
OLDSMOBILE  
PONTIAC - GMC

DATE: 10/11/2000  
DEALER NAME & CITY: Robins Chevrolet Humble, TX  
DEALER CONTACT: Tommy Martin 281-448-8081 ext. 8000  
SAC CODE: 114871  
DEALER PHONE NUMBER: 281-448-8081

VEHICLE INFORMATION:  
Old VIN: 1G1YY220720121437  
Mileage: 18,000  
New VIN: NA

CUSTOMER NAME: [REDACTED]  
CUSTOMER PHONE NUMBER: [REDACTED]  
CAC CASE # (if available): None established  
REASON FOR REPURCHASE: Owner claims safety issue. Steering lock up  
Owner claims condition worsens while  
vehicle is moving. Operation of steering lock  
up while moving never duplicated.

TRANSACTION TYPE:  
Trade Repurchase  
Straight Repurchase X  
Lease Repurchase

COMMENTS:  
O. Johnson

The AVM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (AVM will familiarize with customer/dealer)

## Taxes & Fees - Negative Equity - Over Allowance

- No rebates/cash incentives of any kind will be allowed on replacement vehicle
- Special Lease Rates and Financing will be allowed on replacement vehicle
- Current GM Card points may be applied on replacement vehicle
- GM Card points will never be refunded in cash

Detail of agreement with the customer on the following items:

*Flat repurchase price that Aubrey approved*

Usage/Depreciation: Repurchase in the amount of \$38,700.00. Repurchase amount based on NADA Used Car Guide.  
Refer to attached letter dated 10/10/00 to owner stating repurchase amount.

Upgrade/Downgrade: NA

Aftermarket Items: NA

Lease Termination: NA

Damage to vehicle: None

Special Instructions:

Recommended disposition of replacement vehicle:

Donate        Auction X NAO Recovery        Scrap        Other (Explain)       

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRS

Attachments: (X) Buyers Order ( ) Used Car Evaluation ( ) TxDOT Calculations (X) Other Offer letter in AVM

Authorization: Gregory Smith  
Area Vehicle Manager  
Houston Market Area 2104  
GM South Central Region

Date: 10/11/2000

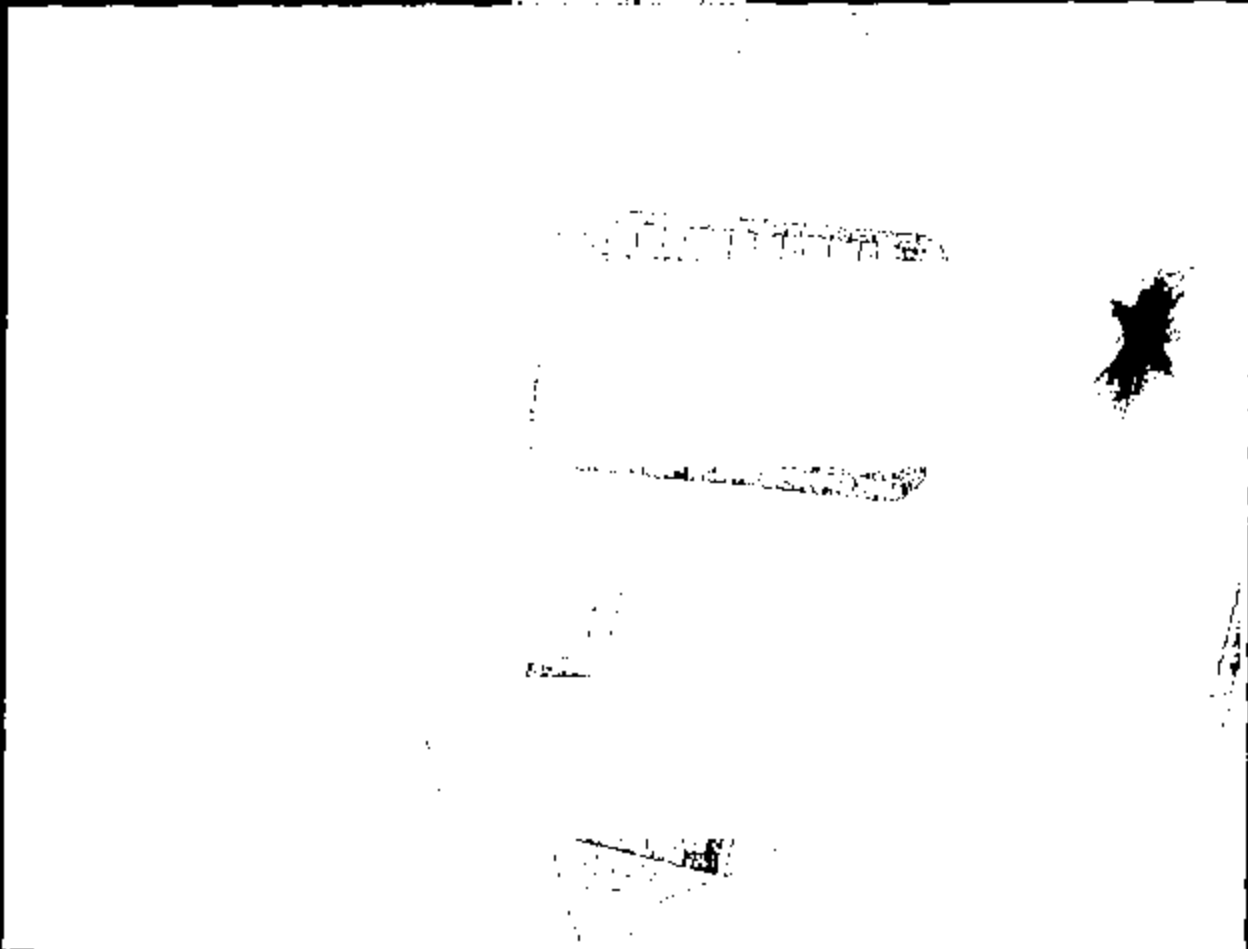
Phone: 1-800-215-3811  
ext 8087

FAX TO: 913-833-4382

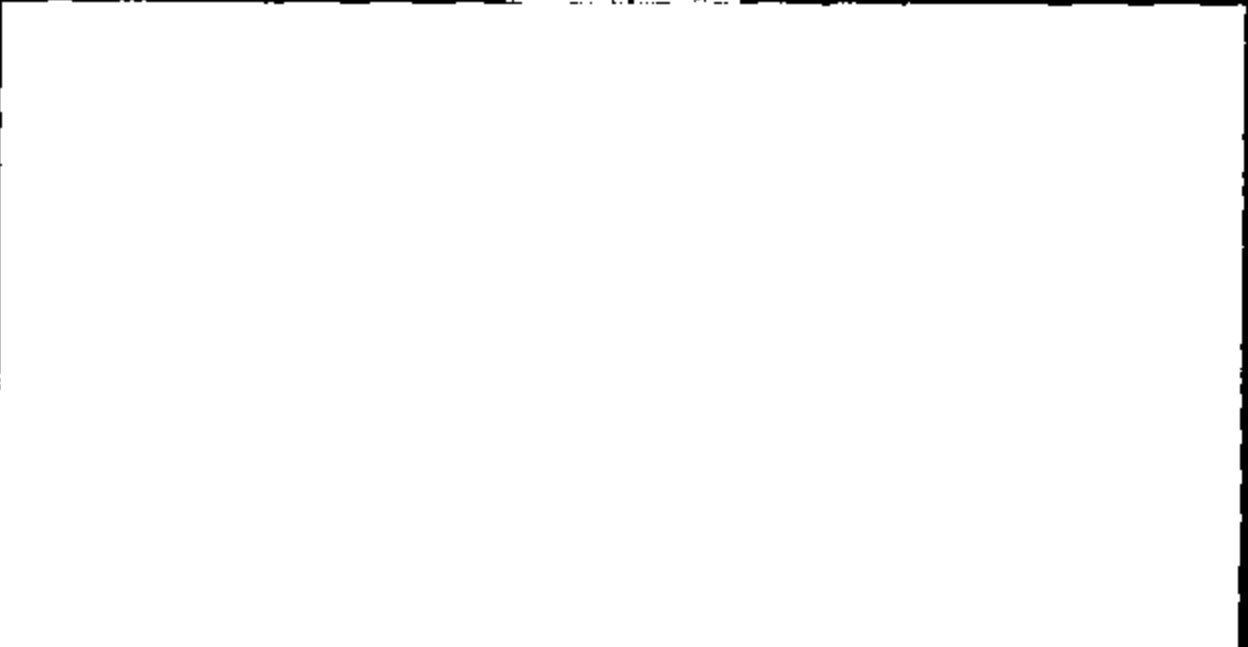
Printed  
on 10/11/2000  
at 12:40



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Advertisement Item





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[illegible]

**DUPLICATE ORIGINAL OWNER'S COPY 4**

Page 3 of 3

General Motors Corporation  
VISA South Central Region

October 6, 2000

Dear Mr. [REDACTED]

General Motors regrets that you are dissatisfied with the service experience you have had with your 1999 Chevrolet Corvette, which was purchased used with 10,346 miles from Randall Road Ford in Houston, TX on or about 3/17/00.

This preliminary offer to repurchase your vehicle is based on the result of our meeting on July 27, 2000. Chevrolet will repurchase your vehicle for \$36,750.00. This offer is arrived at by using the N.A.D.A. Official Used Car Guide (Automated Vehicle Used Car Guide 9/31/2000) Southwestern Edition 9-2000.


The conditions of the repurchase are as follows:

- the vehicle is free from any damage or alterations which may impact its resale value
- all factory installed equipment is intact and functional
- a free and clear title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase - used only for title corrections, if needed (supplied by Chevrolet)
- an "Odometer Disclosure Statement" is signed at the time the transaction is completed (supplied by Chevrolet)
- a release agreement is signed at the time the transaction is completed (supplied by Chevrolet)

This preliminary offer to repurchase is in effect until October 25, 2000, after which the repurchase price is subject to review.

If you choose to accept this offer, sign the bottom of this letter and return it to my attention, via fax, at 281-360-4157. Upon receipt of your signed acceptance I will begin processing your repurchase via the Business Revenue Center. This process will take approximately two weeks once I receive this letter, signed by you.

Sincerely,

  
Greg Croteau  
Area Service Manager  
Houston Market Area  
Signature and Date

10/12/00

cc: Bill Robbins, Robbins Chevrolet, Houston, TX





GM RESTRICTED

349547

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5121437  
 DATE OPENED: 07/06/00 MODEL YEAR: 99  
 DATE CLOSED: 10/12/00 SERIES: CORVETTE COUPE  
 SOURCE: MILEAGE:  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: TX  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5111437  
 DATE OPENED: 2000-07-06 MODEL YEAR: 1999  
 DATE CLOSED: 2000-10-12 SERIES: CORVETTE COUPE  
 SOURCE: Phone MILEAGE:  
 SRC TYPE: DELIVERY DATE:  
 SRC PARENT: DEALER NAME:  
 DEALER ADDRESS:

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

M01 Steering General Inoperative  
 0 REPAIR ATTEMPT(S) column locking

Repeated part failure after repair

INFORM THE CALLER:

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

steering column

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust called is upset because steering column on veh has locked up for the third time on him. cust seeks repurchase of vehicle but is hesitant about going through sales manager and svc mgr. crm called svc mgr Tommy Morton who states he will be glad to have veh towed in and take a look at the problem. cust does not want veh fixed, he wants a new veh. crm advised of steps to take if he is unhappy with our procedures. robert sumner/pdx; 0;

2000-10-12

GM R E S T R I C T E D

349547

PRA forwarded to repurchase cxa Oscar Johnson, ext. 58757. Kristine Ellis/Tampa  
 workflow; 0; [REDACTED]  
 2000-10-12

\*\*\*\*\*executive  
 summary\*\*\*\*\*  
 decision maker.....gragory czubik  
 transaction.....straightrepurchase  
 reason for repurchase.....steering lock up  
 dealer contact.....tommy morton  
 \*\*\*\*\*  
 oscar johnson / repurchase; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
 DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

GM RESTRICTED

349547

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
 REQUEST TYPE:  
 REPURCHASE REASON:  
  
 DEALER BAC:  
 DEALER NAME:  
 DEALER ADDRESS: , ,  
 CONTACT: ,  
 PHONE NUMBER:  
 PRODUCT CODE:  
  
 ENGINE TYPE:  
  
 MILEAGE @ BUY-BACK: 0  
 MSRP:  
  
 DEPRECIATION:  
 UPGRADE:  
 AFTERMARKET:  
 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:  
 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:

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

349547

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

GRAND TERRACE  
CA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5122457

MODEL YEAR:

1999

DATE OPENED: 2001-02-21

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-02-21

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: TOM BELL CHEVROLET

BRC PARENT:

DEALER ADDRESS: 800 ALABAMA ST., REDLANDS, CA, 92374, USA

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

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

Other  
LOCKING UP

CRM Instructions:

1. DO NOT INFORM THE CUSTOMER OF THE ALERT!
2. Determine if the customer's current concern is related to the alert.
3. Inform the customer, 'It is (BRAND ID's) first priority to repair your vehicle. I would like to gather some additional information so that I can assist in making sure that your concerns are resolved.'

Questions to ask customer:

- How long has the problem existed?
- Describe the condition when it happens.
- Did you drive the vehicle with the Service Manager?

Questions to ask Service Manager:

- Were you able to experience/duplicate the concern
- Did you drive the vehicle with the customer?
- Did you compare the customer's concern with a like vehicle?
- Did you contact TAC?

Go to SBS in Webknowledge [[Chronic Repair RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/JobAids/SBS/Content/ChronicAlerts.htm>]]

CHRONIC REPAIR

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE IS EXTREMELY FRUSTRATED BY THE FACT THAT THE STEERING LOCK HAS RENDERED HIS VEH INOPERABLE TWICE, SAW ONLINE THAT THE 2001 HAVE A NEW DESIGN ELIMINATING THE ISSUE, CUST IS SEEKING TO HAVE THE 2001 STYLE OF IGNITION LOCK PLACED ONTO HIS VEH, CRM ADVISED CUST THAT FURTHER RESEARCH NEEDED, DIDN'T PROMISE ANYTHING, CUST REQUESTED THAT CRM C/B. CRM THANKED CUST FOR CALLING.

SANDRA CHRISTENSEN/CARS/PDX; 0;  
2001-02-21

CRM CALLED TOM BELL CHEVROLET & SPOKE W/ SVC MGR JUNIOR. JUNIOR ADVISED THAT HE IS AWARE OF THE CUST CONCERN, CUST EVEN BROUGHT IN A PRINTOUT OF THE INFO THAT HE FOUND ONLINE, JUNIOR STATES THAT HE HAS SEARCHED FOR TSB'S & HAS EVEN CALLED TAC. NOWHERE DOES IT STATE THAT THE 2001 PARTS ARE COMPATIBLE W/ THE 1999 VEH. JUNIOR UNDERSTANDS THAT THE CUST IS WILLING TO PAY FOR THE PART & LABOR, HOWEVER JUNIOR WON'T DO THE WORK W/OUT KNOWING IF THE PART WILL BE COMPATIBLE OR NOT. JUNIOR STANDING BY ETHIC'S POLICY. CRM ADVISED UNDERSTAND, WILL CALL CUST

& ADVISE.

SANDRA CHRISTENSEN/CARS/PDX; 0; [REDACTED]

2001-02-21

crm relayed info to cust, cust uset that gm won't replace w/ the 2001 part, crm advised that we will not place cust safty in danger, cust lives come before experimenting w/ cust veh. cust understands. crm thanked cust again for calling.

sandra christensen/cars/pdx; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

PRODUCT CODE: BODY TYPE:  
ENGINE TYPE: TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE:  
MSRP: NADA: 0  
SALES TAX:  
DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH: NAME:  
ACCOUNT NUMBER:  
INTEREST RATE: 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:

ST. LOUIS

MO

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5123379

MODEL YEAR:

1999

DATE OPENED: 2001-06-07

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-06-07

MILEAGE:

19933

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: LEADER CHEVROLET

BRC PARENT:

DEALER ADDRESS: 12110 LUSHER RD., SAINT LOUIS, MO, 63138, USA

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

M01 Steering General  
0 REPAIR ATTEMPT(S)

Other  
STEERING WHEEL LOCKED

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112

Cadillac: 1 (800) 882-1112

Chevrolet: 1 (800) 243-8872

GMC: 1 (800) 223-7799

Oldsmobile: 1 (800) 535-6537

Pontiac: 1 (800) 762-2737

Roadside Assistance phone numbers

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HIS STEERING WHEEL IS LOCKED AND WILL NOT MOVE. CUST SEEKS ASSISTANCE WITH HIS VEH. CRM ADVISED WILL CALL ROADSIDE ASSISTANCE, CRM GOT LISA FROM ROADSIDE ON THE LINE AND SHE ASSISTED CUST. DENISE HOFFMAN/PDX/CAC; 0;

\*\*\*\*\*FAIR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:



INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
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:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:

LOCATION:

RESTRAINT:

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

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

SALUDA , CA

CASE NUMBER: VIN: 1G1YY22G7X5123804  
MODEL YEAR: 1999  
DATE OPENED: 2000-06-09 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-06-09 MILEAGE:  
SOURCE: E-Mail DELIVERY DATE:  
BRC TYPE: No DEALER NAME: HUNTER CHEVROLET  
BRC PARENT: DEALER ADDRESS: 2520 ASHEVILLE HWY., HENDERSONVILLE, NC, 28791, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

steering column locked up

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust sent the following e-mail:

"Last Friday my 99 Corvette had the steering column lock up and the following 2 messages appeared on the DIC display in the following order.

- 1) PULL KEY - WAIT 10 SEC:
- 2) SERVICE COLUMN LOCK:

The car was towed to Hunter Chevrolet that evening. The next morning the service manager called and said he could not find any problem since the steering column was now unlocked. No body knows how this occurred but it did.

Today I took it to Wood Automotive and the service manager said there was nothing he could do find out why it locked up in the first place since any fault code that had been generated had long disappeared.

So now what do I do. I am afraid this may happen again and would like some sort of permanent fix. Could someone tell me what caused the problem and if it can be fixed.

Thanks for your help"

crm sent the following response:

"Thank you for your recent E-mail regarding your 1999 Corvette. We apologize for your frustration. Due to the lack of opportunity for hands-on inspection with this medium, we are unable to provide the support you requested. Chevrolet refrains from offering speculative information or diagnosis based only on text. In addition, Chevrolet has a service agreement and offers technical support to its dealers to facilitate the most accurate assessment of a vehicle's condition. At this time we feel our Customer Assistance Center at 1-800-222-1020 is in the best position to assist you further. Their hours are from 8am to 11pm, EST weekdays. We have documented your concerns in a computer request. Please reference your request, number [REDACTED] when calling."

crm advises e-mail is handled as tier 1. lisa ehl/kana/tampa; 0; [REDACTED]

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

DIV: CHEVROLET CASE [REDACTED] TYPE: G-GENERAL  
NAME: THE ANCIRA-WINTON CHEVROLET, I  
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: SAN ANTONIO  
VIN: 1G1YY22G7K5124547  
RESP DEALER: 00000  
MILEAGE: 13000  
YEAR/MODEL: 1999/CORVETTE

STATE: TX ZIP: [REDACTED]  
DELIVERY DATE: 04/12/1999  
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 02/24/2000 ORIG OPEN DATE: 02/24/2000  
REOPENED: N  
LAST ACTIVITY DATE: 02/25/2000 BY: LAURA TELLEZ  
CLOSE DATE: 02/25/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00  
RO DATE:  
CUSTOMER SATISFACTION: D  
ARBITRATION LETTER : (Y/N)  
ARBITRATION OFFERED: TRADEOUT:  
VEHICLE BUYBACK:

DEALER CONTACTED: N  
CONTACTED DATE: 02/24/2000  
DEALER CLOSED : 02/24/2000

DEALER NUMBER: 30012  
NAME: THE ANCIRA-WINTON CHEVROLET, I  
CITY: SAN ANTONIO ST: TX

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC  
M41 0 LOCKS UP

## Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 02/24/2000 09:12:01  
CUST CALLED STATING THAT HE HAD A PROBLEM WITH THE STEERING WHEEL LOCK  
ING UP AND IS INQUIRING IF THERE ARE ANY OPEN CAMPAIGNS ON HIS VEHICLE  
... CRM REVIEWED THE SYSTEM AND ADVISED CUST THAT AS OF YET THERE WERE  
NO RECALLS ON HIS VEHICLE ... CRM ADVISED CUST THAT CRM WOULD DOCUMENT  
THE FILE ... CUST AGREED ...  
LAURA TELLEZ/AUSTIN

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 02/25/2000 00:00:01  
CASE CLOSED BY SYSTEM

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.



## Product Liability / Breach

No Product Liability / Breach Data available for this case.

## Related Documents

No Related Documents Data available for this case.

## Parties Involved

TYPE: OWNER

NAME:

COMPANY:

ADDRESS:

CITY: SAN ANTONIO

AGE: 000

BUSINESS PHONE: ( ) -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: TX ZIP:

HOME PHONE:

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

JACKSONVILLE

FL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5124578

MODEL YEAR:

1999

DATE OPENED: 2000-09-11

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-09-28

MILEAGE:

30500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

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

Inoperative  
cust has had steering column lock on him

S30 Roadside Assistance Complaint  
0 REPAIR ATTEMPT(S)

Customer Satisfaction  
4 HOUR WAIT.

Repeated part failure after repair

INFORM THE CALLER:

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states he has had his corvette have the steering column lock the vehicle on him twice now, and seeks a permanent repair for this concern. Crm contacted dealer, who adv rm that the steps at this point were to fix the problem, which for right now was the 'steering actuator', and chevrolet is working on this problem. Crm adv cust at this point, we were going to fix the vah as opposed to any another option, cust mentioned consumer protection laws, crm adv cust that would not be n issue, because if things went that far, we would do something for him before that. \*\*\*CRM note\*\*\* cust believes he has about 8 months before the CPL expires, not sure how this works. Cust also stated he was promised a nicer rental vehicle by Scott (R/A), for the 4-hour wait in the rain, who made no such entry in his file. David Frederick, ATX CARS; 0; [REDACTED]  
2000-09-28

CUST CALLING FROM DLR. WINDOW MOTOR BROKEN, ROOF LEAKS. STEERING COLUMN PARTIALLY LOCKED..  
DLR IS REPAIRING THE WINDOW AND SCHEDULE THE LEAKS REPAIR \*KAMMERDK\*PDX\*CAC\*; 0; [REDACTED]  
2000-09-28

CUST STATED THAT HE WAS TOLD BY PREVIOUS CRM THAT WE WOULD CONTACT THE AVM IF ANY FURTHER CONCERNS. IF THE DLR FEELS IT'S NOT NECESSARY THAT IS THE DECISION THAT I WOULD GO WITH.. UNTIL ANYTHING MORE DEVELOPS. \*KAMMERDK\*PDX\*CAC\*; 0; [REDACTED]

\*\*\*\*\*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:  
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:

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:  
ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

NEW ROCHELLE

NY

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5124970

MODEL YEAR:

1999

DATE OPENED: 2001-08-08

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-08-08

MILEAGE:

17000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: NEW ROCHELLE CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: 291 MAIN ST., NEW ROCHELLE, NY, 10801, USA

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

M40 Steering Wheel  
0 REPAIR ATTEMPT(S)

Other  
STEERING COLUMN LOCKED

S50 Roadside Assistance Complaint  
0 REPAIR ATTEMPT(S)

Other  
DID NOT TOW VEH TO DLR

Roadside Assistance: Hold/Towing Time

CRM INSTRUCTIONS:

Advise customer that their comments are appreciated and are being documented. Advise customer that Roadside Assistance will be in a better position to address their concerns. Transfer customer to Roadside Assistance for further assistance.

[[Phone List RUN C:\Progra~1\Plus!\Micros~1\explore.exe

http://carsweb/webknowledge/plists/]]

Notification of open campaigns or special policies.

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THE STEERING COLUMN LOCKED UP, CALLED ROADSIDE ASSISTANCE AND THEY WILL NOT TOW VEH BECAUSE WHEEL WAS NOT IN STRAIGHT AND COLUMN IS LOCKED UP. CUST STATES CALLED DLR AND THEY TOLD CUST THE SAME THING. DLR REFERRED CUST TO CALL CAC. CRM ADVISE CUST THERE IS AN OPEN CAMPAIGN FOR THE STEERING AND THE LAP BELT. CRM ADVISE CALLED DLR AND THEY WILL NOT BE ABLE TO GO TOW VEH. CRM ADVISE CALL ROADSIDE ASSISTANCE AND THEY WILL SEND SOMEONE TO TOW VEHICLE. NO FURTHER ACTION NEEDED. BRENDA SANTOS/ATX/CARS; 0;

\*\*\*\*\*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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



GM RESTRICTED

352726

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5127979  
 DATE OPENED: 10/30/00 MODEL YEAR: 99  
 DATE CLOSED: 10/31/00 SERIES: CORVETTE COUPE  
 SOURCE: MILEAGE: 13000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] JACKSONVILLE FL [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1G1YY22G7X5127979  
 MODEL YEAR: 1999  
 DATE OPENED: 2000-10-30 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2000-10-31 MILEAGE: 13000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: DEALER NAME: BUDDY HUTCHINSON CHEVROLET  
 BRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General	Other
2 REPAIR ATTEMPT(S)	locks & will not let cust drive veh
M02 Battery	Charging/Lack of Charge
1 REPAIR ATTEMPT(S)	replaced
M30 Instrument Cluster	Other
1 REPAIR ATTEMPT(S)	computer losing memory
A12 Miscellaneous - Not Classified	Other
0 REPAIR ATTEMPT(S)	cust seeking repurch

## INFORM THE CALLER:

No, they may claim with many repairs or no repair attempts  
 repeat repairs

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states the steering will lock up and show to turn key off and restart and sometimes  
 it will recrank.. cust sates the battery has had to be replaced. tire pressure will drop  
 from 32-26 lbs.. memory program not working....  
 cust seeking to know what GM is going to do for him and if veh can be bought back/// cwa

GM RESTRICTED

352726

adv cust that she will have to talk to SVM who is out to lunch .... crm adv cust she will call him back later this afternoon.... linda willis/atx; 0; [REDACTED]  
2000-10-30

cust called, sttes/seeks: status--prev crm was to call him back after svc mgr & she went to lunch--no call back yet & no specific call back time set. crm read notes & took ownership of file. crm asked for clarification. cust states: veh in 2x for steering lockdown where veh tells cust to shut off & re-try in 10 secs, then again does not work. also, veh in for battery/lockdown, all programmable items (radio, temp control, etc) don't hold their programming, window & door lock systems lock down. veh has been in a total of 30 days or so for these repairs & now wife, who drives veh, is scared to drive veh w/ all the problems, lost confidence. crm spoke w/ loraine, svc adv while on hold for svc mgr, & asked if tac involved/is a "theme" to computer? problems. loraine said: veh is there now & is done. loraine said she would have to look up hard copies to gett all hist & if tac involved & that corvettes have had several problems w/ steering lock.>>; 0; [REDACTED]

2000-10-30

>> cont'... crm transferred call to svc mgr, chuck jones, asked same ? of lorriana & told of cust is seeking repurch, that cac not able to make that kind of decision. [REDACTED] states: feels currently that all concerns have been isolated, but that avm theretomorrow & will run by him. took req #. crm advised cust: will research & call cust back before 7pm est at [REDACTED] (until 5) or [REDACTED] (cell), that gm is not in the business of repurch, & if gm feels is something that can be fixed under warr--gm will not repurch. that crm does not even pretend to be a tech expert & has to rely on dlr for tech info as to if could possibly be related electrical concerns or if are isolated & each repaired. also, crm will gather all info to look further into request. julie avery--cars/pdx.; 0; [REDACTED]

2000-10-31

[REDACTED] W/BUDDY HUTCHISON CHEVROLET CALLED TO ADV THAT AFTER REVIEWING THIS FILE, HE DOES NOT FEEL THERE IS ANY BASIS FOR RE-PURCHASE OF CUST'S VEH. THERE IS STILL PLENTY OF TIME TO ADDRESS CUST'S CONCERNS. THIS DECISION CAME FROM MR. [REDACTED] AVM, JOHN BARTNICK. IF THERE CONTINUES TO BE PROBLEMS, THEN THEY CAN LOOK INTO EXTENDED SVC CONTRACTS, ETC. (TIME: 9:38 AM) -WANDA STRONG-PDX; 0; [REDACTED]

2000-10-31

crm called cust, advised: at this time chev feels all concerns are isolated, we rely on our expert dlr svc dept for if can be repaired & repairs are made or all items repairable per terms of warr, VEH WILL NOT BE REPURCH. cust asked what happens if concern is not fixed. crm advised: all is doc'd completely--if does re-arise> take veh back to dlr & gm can re-address issue, please update cac. cust states: so every time he has to deal w/ repairs he is paying for a corvette, but has to drive a metro. crm advised: again per terms of warr in book provided when veh purch'd chev does provide transportation, but not a guarantee of comparable veh. cust sttes: if happens again in future he will file for lemon law. crm advised: cac would appreciate any update cust would have despite any means cust deems nec outside gm. NO FURTHER ACTION REQUIRED. julie avery--cars/pdx.; 0; [REDACTED]

\*\*\*\*\*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

352726

## 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:

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

352726

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:

## \*\*\*\*\*REC CONTACT INFORMATION\*\*\*\*\*

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

Sacramento

CA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5128498

MODEL YEAR:

1999

DATE OPENED: 2003-07-10

SERIES:

Corvette

DATE CLOSED: 2003-07-21

MILEAGE:

67587.0000000

SOURCE:

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

reimbursement request; ; 2003-07-10

2003-07-10

Cust c/b; ; 2003-07-10

2003-07-10

See inbound activity; ; 2003-07-14

2003-07-14

update; ; 2003-07-14

2003-07-21

update; ; 2003-07-21

2003-07-21

Created: CAC\_RS0006. SR# [REDACTED]; ; 2003-07-21

2003-07-21

Cust unable to contact letter submitted for approval; ; 2003-07-21

2003-07-21

APPROVED; ; 2003-07-21

2003-07-21

SR in Status of Pending Documentation has been Re-Opened by KENTS; ; 2003-07-21

2003-07-21

Service Request has been Closed Satisfied.; ; 2003-07-21

## \*\*\*\*\*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:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

October 22, 2003

[REDACTED]

Service Request: [REDACTED]

Dear M [REDACTED]

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

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

Sincerely,

Nerone Anthony  
Customer Relationship Manager

RS0006-T/sk



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

SAN JOSE, CA

CASE NUMBER: VIN: 1G1YY22G7X5129957  
MODEL YEAR: 1999  
DATE OPENED: 2000-05-31 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-05-31 MILEAGE: 11300  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: ANDERSON CHEVROLET  
BRC PARENT: DEALER ADDRESS: 15600 LOS GATOS BLVD., LOS GATOS, CA, 95032, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

Many concerns with veh

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust states product problems not svc problems, veh is currently going back to Crown Chev due to steering column lock up, column locked 5-8-00, towed into dlrship, fixed under warranty, in past has had transmission failure and cosmetic concerns. Cust seeks repurchase. Crm advised cust will not repurchase veh, will repair veh. Crm advised must contact svc mgr. Cust stated no need to contact svc mgr, just document concern. Dana Cornman/Portland; 0;

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

## \*\*\*\*\*HRC CONTACT INFORMATION\*\*\*\*\*

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

SPARTANBURG

SC

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7X5131305

MODEL YEAR:

1999

DATE OPENED: 2001-11-06

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-11-07

MILEAGE:

SOURCE: Mail

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: DICK BROOKS CHEVROLET

BRC PARENT:

DEALER ADDRESS: 1051 ASHEVILLE HWY., SPARTANBURG, SC, 29303, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T22 CSI Reply

Customer Satisfaction

0 REPAIR ATTEMPT(S)

CSI RCVD 11/6/01

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCK REPLACED

E30 Wheels

Other

0 REPAIR ATTEMPT(S)

CRUNCH ON SHARP TURNS

T19 Campaign Correction Required

Other

0 REPAIR ATTEMPT(S)

STEERING LOCK

CSI RCVD 11/6/01

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CSI RCVD 11/6/01 KIRASLYE/PDX/CAC; 0;

2001-11-06

CUST COMMENTS IN SURVEY: CORVETTE: HAS SPENT TOO MUCH TIME W/ WRNTY WORK DURING FIRST 2 YEARS. THINKS GM SHOULD IMPROVE QUALITY, SINCE VEH IS EXPENSIVE

KIRASLYE/PDX/CAC; 0;

2001-11-06

CALLED CUST, L/M ON MACHINE. CLBK 11/7, 10-12 AM PT KIRASLYE/PDX/CAC; 0;

2001-11-07

CUST STATES: OVERALL DISATISFACTION W/ QUALITY OF VEH. SHARP TURNS MAKES CRUNCHING SOUND. HAS TO

BRING IN TO DLR AGAIN. DLR IS 45 MIN AWAY, INCONVENIENT, LOCAL DLR DOESN'T HANDLE CORVETTES AS MUCH.

MAINT DONE AT DLR. 19,000, NO MAJOR WORK DONE YET. STATES SHE KNOWS SHE IS NIT-PICKING, BUT THINKS VEH SHOULD NOT HAVE THESE ISSUES.

STEERING COLUMN LOCKED UP, WINDOW WOULDN'T GO DOWN.

CUST STATES: WOULD NOT PURCHASE ANOTHER CORVETTE. THIS IS FIRST CHEV PRODUCT, USUALLY BUYS FOREIGN AND THINKS SHE WILL GO BACK TO FOREIGN VEH WHEN LEASE IS OVER

CUST SEEKS: TO HAVE CONCERNS DOC'D, AND FOR CHEVROLET TO DESIGN CORVETTE BETTER, SINCE IT IS EXPENSIVE

VEH. CRM ADVISED: CONCERNS ARE DOC'D AND PASSED ON TO PRODUCT DEVELOPMENT.

SVC MGR JEAN STATES: OIL 15, 10, 5, VEH IS TOO NEW TO SEE MUCH MAINT. DOESN'T SEE MAJOR WORK THAT WOULD

GREATLY INCONVENIENCE CUST OR CAUSE MAJOR PROBLEMS W/ VEH. DOESN'T SUPPORT GOODWILL.  
KIRASLYE/PDX/CAC; 0; [REDACTED]  
2001-11-07

REQUEST CLOSED SATISFIED. KIRASLYE/PDX/CAC/CORR; 0; [REDACTED]  
2001-11-07

CRM L/M FOR CUST REGARDING CAMPAIGN ON ELECTRONIC STEERING LOCK. CLOSING CASE.  
KIRASLYE/PDX/CAC; 0; [REDACTED]

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER:  
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



## Service Satisfaction Survey

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

Home telephone: [redacted]

Change to: [redacted]

Please provide us with your preferred email address:

Dear Myra Bishop:

Our records indicate that you had your 1999 Corvette serviced at Dick Brooks Chevrolet on August 29, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Dick Brooks 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 1999 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON AUGUST 29, 2001, COMPLETE THIS SURVEY. \*\***

### About Your Chevrolet Dealership's Service Department

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

### About Your Service Consultant/Advisor

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

# 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 Dick Brooks Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1988 Corvette?.....

19. Do you have any comments/recommendations about your Dealer?.....

voice: I think more time should be spent on improving quality of this vehicle. I have owned it 2 years + have spent entirely too much time with nuisance troubles. I think a vehicle of this price should perform better.

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: 1-800-222-1620

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

Please return this questionnaire in the self-addressed, postage-paid envelope in CHEVROLET MOTOR DIVISION, P.O. BOX 16063, TOLLEDO, OH 43606-0663



DIV: CHEVROLET CASE 000015675 TYPE: G-GENERAL  
NAME:  
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER:  
ADDRESS:

CITY: RYE  
VIN: 1G1YY22G7X5132616  
RESP DEALER: 00000  
MILEAGE: 0  
YEAR/MODEL: 1999/CORVETTE

STATE: NY ZIP:  
DELIVERY DATE: 06/29/1999  
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 01/10/2000 ORIG OPEN DATE: 01/10/2000  
REOPENED: N  
LAST ACTIVITY DATE: 01/14/2000 BY: DEBRA AUSLOOS  
CLOSE DATE: 01/14/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00  
RO DATE:  
CUSTOMER SATISFACTION: D  
ARBITRATION LETTER : (Y/N)  
ARBITRATION OFFERED: TRADEOUT:  
VEHICLE BUYBACK:

DEALER CONTACTED: N  
CONTACTED DATE: 01/10/2000  
DEALER CLOSED : 01/10/2000

DEALER NUMBER:  
NAME:  
CITY: ST:

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC  
M41 0 CUST STATES STEERING WHEEL LOCKED

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE  
CASE CLOSED BY SYSTEM

ENTERED DATE/TIME: 01/14/2000 00:00:01

GM 1241

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

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

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

No GM 1241X Data available for this case.  
Reimbursements

No Reimbursement Data available for this case.  
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPAN [REDACTED]

ADDRES [REDACTED]

CITY: RYE

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: NY

HOME PHONE: ( )

EXTENTION:

DATE:

DATE:

ZIP: [REDACTED]

Injured Parties

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

---

Case No:		VIN Number:	1G1YY22G7X5132843	
Date Opened:	10/20/2000	Model Year:	1999	
Date Closed:	11/16/2000	Serial:	Corvette	
Dealer Code:		Mileage:	14506	
Address:	BRYNER CHEVROLET INC/JENKINTOWN		State:	PA
Dealer Phone:				

---

SYMPTOM ABSTRACT--- COLUMN LOCK

RESOLUTION ABSTRACT- COLUMN RELEASE (STEERING) - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/20/2000 11:08:22 SBD TEMPLATE - EDWARDS

STRATEGY BASED DIAGNOSTICS

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

10/20/2000 11:08:22 HISTORY - EDWARDS

DLR STS WTILL HAS INTERMITTENT WONT UNLOCK

DLR HAS REPLACED LOCK MOTOR, COLUMN LOCK RELAY, BCM, AND KEY CYLINDER SWITCH

ADVISED DLR OF PI A000285 TO REPLACE LOCK ACTUATOR MOTOR AGAIN

DLR TO ADVISE

11/16/2000 12:32:27 KRALL

- CLOSING CASE PER FAX.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

---

Case No:		VIN Number:	1G1YY22G7Y5102193
Date Opened:	6/11/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	21460
Address:	DEES CHEVY-OLDS	BILOXI	MS
		State:	MS
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN STEERING SERVICE STEERING COLUMN MESSA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/11/2002 09:30:45 SBD TEMPLATE - MOCERI

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)

PAT MACHADO - TECH

CUSTOMER CONCERN -

CUST STATES THE STEERING WHEEL IS LOCKED

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

PAT STATES THIS VEHICLE CAME IN WITH A SERVICE COLUMN MESSAGE. THE COLUMN WOULD NOT UNLOCK. PAT STATES HE STARTED CHECKING THE CKT'S AND THE COLUMN STARTED WORKING.

TAG RECOMMENDATION -

I ADV PAT TO P/I A001782 FOR THIS CONCERN. I ADV PAT THE CONCERN ON THIS VEHICLE IS MOST LIKELY A PIN TERMINAL ISSUE.

06/11/2002 09:30:45 HISTORY - MOCERI

EA02-031 / GM22C



07/29/2002 14:20:08 WILSON - CALLER'S NAME (FIRST, LAST,  
AND POSITION)PAT MACHADO TECH

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR HAS REPLACED COLUMN RELAY AND DID NOT HELP THIS CONCERN. OTHER DLR  
HAS INSTALLED HARNESS PER TSB 01044A BUT DID NOT INSTALL THE ACTUATOR.

NEW RECOMMENDATIONS DLR TO INSTALL ACTUATOR AS NEEDED. DLR TO ADV WW

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

West Bloomfield  
MI

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7Y5102257

MODEL YEAR: 2000

DATE OPENED: 2003-08-27

SERIES: Corvette

DATE CLOSED: 2003-08-27

MILEAGE: 43000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AMC

DEALER NAME: Jack Cauley Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 7020 Orchard Lake Rd, West Bloomfield, MI, 48322-

3601, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

complaint steering lock tow charge; ; 2003-08-27  
2003-08-27

inquire on reimburse; ; 2003-08-27  
2003-08-27

Service Request has been Closed Satisfied.; ; 2003-08-27

\*\*\*\*\*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:

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:		VIN Number:	1G1YY22G7Y5102811
Date Opened:	8/3/2001	Model Year:	2000
Date Closed:	11/1/2001	Series:	Corvette
Dealer Code:		Mileage:	17134
Address:	FOREST CITY CHEVROLEPORTLAND	State:	ME
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING STEERING LOCK MESSAGE AFTER 010

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---

08/03/2001 08:20:09 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

5\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y\_\_ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y\_\_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y\_\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

08/03/2001 08:20:09 HISTORY - WILSON

CONCERN;

TECH STS VEHICLE CAME IN WITH THE STEERING COLUMN LOCKED AND IT  
WOULDN'T UNLOCK.....

DIAGNOSIS;

NONE.....TECH DID CAMPAIGN 01044 AND NOW THERE IS A STEERING  
COLUMN LOCK MESSAGE ON THE DIC.....TECH STS HE WENT BACK OVER WHAT HE HAD

DONE TO THE VEHICLE AND STS THE CAMPAIGN WAS CARRIED OUT  
CORRECTLY.....TECH STS THE BATTERY WENT DEAD ON THE VEHICLE WHILE HE  
WAS WORKING ON THE VEHICLE

ADVISED TECH TO DISCONNECT THE BATTERY AND TOUCH THE TERMINAL TOGETHER,  
RECONNECT THE BATTERY AND RETEST.....