

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7Y5103005	
Date Opened:	7/5/2001	Model Year:	2000	
Date Closed:	7/6/2001	Series:	Corvette	
Dealer Code:		Mileage:	27918	
Address:	LEE CHEVROLET-OLDSMOBILE WASHINGTON		State:	NC
Dealer Phone:				

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN WONT UNL

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/05/2001 15:03:01 SBD TEMPLATE - JACOBS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

07/06/2001 15:03:01 HISTORY - JACOBS

CONCERN

CUSTOMER STS THE STEERING COLUMN IS LOCKED AND WILL NOT UNLOCK

DIAG

TECH STS HE HAS A B2592 AND A B2587

TECH STS HE CANNOT COMMAND THE STEERING COLUMN LOCK TO UNLOCK, HOWEVER HE

DOES HEAR THE LOCK RELAY CLICKING
TECH STS HE HAS CHECKED THE KEY IN AND OUT STATUS AND IT IS OK

TAC SUGGESTION

TAC ADVISES TECH TO CHECK FOR POWER AND GROUND AT THE LOCK MOTOR TERMS D
AND C AND MAKE SURE IT SWITCHES POLARITY BOTH WAYS IF THAT IS OK TECH IS
TO REPLACE STEERING COLUMN LOCK MOTOR

07/08/2001 15:54:29 CALDRONE - UPDATE

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

JIM BULLOCK, TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH CHECKED COLUMN LOCK CIRCUITS 912 AND 1604 AT C207 WITH A TEST LIGHT.
TECH FOUND THAT CIRCUIT 912 OPERATED AS DESIGNED, BUT CIRCUIT 1604 HAD
B+ ON IT AT ALL TIMES.

TECH REPLACED AND PROGRAMMED BCM AND THE STEERING COLUMN UNLOCKED AND
LOCKED AS DESIGNED.

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

ADVISED TECH THAT I WOULD CLOSE CASE.

BOB CALDRONE 4-0767

07/17/2001 13:34:54 MEYERS

- DEALER SURVEY WAS PERFORMED

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

PLANO , TX

CASE NUMBER: VIN: 1G1YY22G7Y5103229
MODEL YEAR: 2000
DATE OPENED: 2001-08-14 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-20 MILEAGE: 21223
SOURCE: DELIVERY DATE:
SRC TYPE: ADR No DEALER NAME: POWELL CHEVROLET-OLDEMOBILE
SRC PARENT: DEALER ADDRESS:

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

G29 Differential Housing/Gears (Front/Rear) Broken
12 REPAIR ATTEMPT(S) GRINDING NOISE
M41 Steering Column/Lock/Attaching Parts Inoperative
2 REPAIR ATTEMPT(S) LOCKED UP

LEMON-TX

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

*****EXECUTIVE SUMMARY*****

DECISION: REPURCHASE VEH
JUSTIFICATION: REAR END NOISE
DECISION MAKER: AVM TODD NELSON
FOLLOW UP: NONE; 0;
2001-08-15CRM CONTACTED TODD NELSON AVM YESTERDAY BEFORE LEAVING. TODD SUGGESTED CRM CONTACT THIS MORNING IN REGARDS TO CASE. CRM HAS CONTACTED BOB HINSON LEGAL CORP GOT MORE INFO AND WILL CALL AT 9:00 AM.; 0;
2002-02-05

CRM WAS CONTACTED BY AVM TODD NELSON. AVM STATES THEY'VE AGREED TO REPLACE THE CONSUMER'S VEH. CRM WILL CONTACT THE STATE AND ADVISE.; 0;

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7Y5104090
Date Opened:	6/29/2001	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	11369
Address:	DANBURY CHEVROLET CADANBURY	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN STEERING INTERMITTENTLY LOCKS UP A000

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/29/2001 13:39:41 SBD TEMPLATE - STRETLIEN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

06/29/2001 13:39:41 HISTORY - STRETLIEN

ANDY MULHALL TECH

CONCERN; STEERING COLUMN LOCKS UP INTERMITTENTLY

TECH STATES; SERVICE MANAGER WANTED HIM TO MAKE A CASE ON THIS VEHICLE,
THIS VEHICLE TOWED IN, WAS FINE WHEN TECH PULLED CAR IN,

TAC DISCUSSED PI A000285 WITH TECH

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

CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR
INTERMITTENTLY STAYS LOCKED.

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

KINGSLAND

GA

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G7Y5111797

MODEL YEAR:

2000

DATE OPENED: 2001-10-08

SERIES:

UNKNOWN

DATE CLOSED: 2001-10-29

MILEAGE:

26700

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BENNETT CHEVROLET-BUICK INC

BRC PARTS:

DEALER ADDRESS: 1974 HWY 40 E., KINGSLAND, GA, 31548, USA

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

N22 Fuel Gauge

Other

0 REPAIR ATTEMPT(S)

NOT WORKING PROPERLY

F30 Rear Suspension/Track Bar

Other

0 REPAIR ATTEMPT(S)

NOISE

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

needs repair

S08 Loaner Vehicle Not Provided

Customer Satisfaction

0 REPAIR ATTEMPT(S)

no rental available yet

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

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

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

Final Repair Attempt

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

CUST STS THAT SINCE HE BOUGHT VEH HE HAS HAD SEVERAL THINGS WRONG W/ IT, VEH HAS HAD A PROBLEM W/ THE FUEL GAGE PROBLEMS, HE HAD COLD WATER THAT HAS STARTED COMING OUT FROM UNDERNEATH THE DASHBOARD IN THE PASSENGERS SIDE, AND HE IS HAVING NOISE FROM THEREAR-END WHICH HAS GOTTEN WORSE AND HAS ALOT OF FREE PLAY, CRM SPOKE W/ SVC MGR SCOTT MEIER, HE STS THAT THEY INSTALLED A FUEL SENDING UNIT IN MAY, HE STS THAT VEH MAY HAVE BEEN INVOLVED IN A WRECK, THROUGH HIS COMPUTER HE IS SHOWING THAT USAA INSURANCE HAS BEEN INVOLVED FOR THE LEFT REAR DAMAGE AND THE LEFT QUARTER PANEL, HE STS THAT CUST NEEDS TO BRING VEH IN SO THAT THEY CAN TAKE A LOOK AT VEH, CRM ADV CUST THAT HE WOULD NEED TO BRING VEH IN TO DLR SO THAT THEY CAN TAKE A LOOK AT VEH, CUST STS HE WILL CALL BACK IF NEEDED.....REQUEST CLOSED SATISFIED.....CYNTHIA HERNANDEZ/ATX/CARS; 0; [REDACTED]
2001-10-09

CUST STATES HE IS ON THE BASE AND VEHICLE STEERING HAS LOCKED. CUST SEEK ASSIST WHEN HE CALLS BACK IN RESOLVE THIS ISSUE. CUST STATES VEH CANNOT MOVE AND VEH IS IN A PARKING AREA WHERE TOW CAN'T REACH. CUST STATES HE WANTS A CB FROM PREV BUT HAS NO WAY TO BE CONTACTED. CUST STATES HE WOULD LIKE FILE DOC UNTIL HE CALLS AGAIN ON WED. CUST STATES IS ON NIGHT DUTY ON BASE AND CAN'T CALL BACK TODAY. CUST; 0; [REDACTED]
2001-10-09

PREV NOTES DOC BY STENIS RAINES/CARS/PDX; 0; [REDACTED]
2001-10-10

CUST SEEKS PREV CRM...CRM ADV CUST THAT WE COULD NOT TRANSFER CALLS BUT WOULD ASSIST IN ANY WAY POSSIBLE....CUST ADV HE WILL TRY BACK LATER AND DISCONNECTED CALL.
PETE SWANSON/ATX/CAC; 0; [REDACTED]
2001-10-10

CUST CALLED STATING THAT HE HAD AN APPT. FOR THE 11TH TO HAVE SOME SVC WORK DONE, BUT THE VEH'S STEERING COLUMN LOCKED AGAIN AND IT WILL BE COVERED UNDER THE CAMPAIGN. CRM WARM TRANSFERRED THE CUST TO ROADSIDE ASSISTANCE FOR THE VEH TO BE TOWED IN TO THE NEAREST DLRSHIP. AUSTINMONAGHAN/CAC/ATX; 0; [REDACTED]
2001-10-11

Cust states roadside could not tow him from military base and now it has been determined repair is wrnty which will take longer than a day yet cust has no rental nor loaner veh. Cust seeks rental veh as he may be shipped out at any moment and he wants wife to be able to have rental veh. CRM called dlr and svc adv, Craig Tinsley states he will call Enterprise to see if they have a veh available for cust. Cust satisfied. CRM closing file.
Della Richmond/pdx/cac; 0; [REDACTED]
2001-10-11

Cust states dlr did get rental veh for cust but told cust it would only be for 3 days. Cust satisfied. CRM closing file.
Della Richmond/pdx/cac; 0; [REDACTED]
2001-10-16

CUST STATES THAT THE RENTAL CAR THEY GOT WAS FOR 3 DAYS AND THAT THE VEHICLE IS NOT FINISH BEING REPAIRED AT THE DEALER. CUST SEEKS TO HAVE RENTAL VEHICLE UNTILL THIER CAR IS DONE AT DEALER. CRM ADVISE CUST THAT DEALER IS CLOSED AND I WOULD NEED TO CALLTHEM TOMORROW AND SEE IF WE CAN EXTEND THE RENTAL. WILL CALL CST A BACK. KIMBERLEE WEISKER/POX-CAC; 0; [REDACTED]
2001-10-17

CUST CALLED IN AND STATED SHE HAS TO TURN HER RENTAL CAR IN TODAY AT 11:00 AND HER CAR ISNT FIXED YET. CUST SEEKS TO FIND IF AN EXTENSION ON THE RENTAL IS AVAILABLE. CRM CALLED DLR AND DLR SAID HE WOULD NOT PAY FOR RENTAL AND DIDNT HAVE LAONER CARS BUTHE WOULD HAVE VEH FIXED BY 5:00. CRM ADVISED CUST OF UPDATE AND CUST WAS SATISFIED. CUST WILL CALL CAC BACK IF ANY OTHER PROBLEMS OCCUR.
ORLANDOGUTIERREZ/CAC/ATX; 0; [REDACTED]
2001-10-18

CUST STATES HE WAS GONE WHEN C/B WAS TO BE MADE. CUST SEEKS TO LET CRM CHRIS KNOW THAT VEH HAS BEEN PICKED UP BUT WOULD STILL LIKE TO SPEAK WITH HIM. CUST CAN BE REACHED AT HOME THIS PM OR ON CELL 10-19-01, [REDACTED]. CUST STATES CRM ADVISED HE WOULD BE HANDLING HIS PERSONALLY AND ONLY WISHES TO WORK WITH CRM CHRIS. CRM FORWARDING PER CUST REQUEST. BONNIE WEBBER/PDX/CAC; 0; [REDACTED]
2001-10-19

CUST CALLED TO LEAVE ANOTHER MESSAGE FOR CHRIS TRAFTON. CRM TRIED TO TAKE OWNERSHIP BUT CUST INSISTED ON DEALING W/ CHRIS TRAFTON. HIS CELL IS [REDACTED].
STORMY ROGERS/CAC/PDX; 0; [REDACTED]
2001-10-23

CRM LEFT MESSAGE FOR CUST TO CALL BACK W/ GOOD TIME TO BE REACHED. CRM WILL ALSO ATTEMPT CALL BACKS THROUGHOUT THE DAY. CHRIS TRAFTON/CAC/ATX; 0; [REDACTED]
2001-10-29

CRM CALLED CUST WHO HAS BEEN AWAY FOR A WEEK. CUST STATES REAR END IS STILL NOT REPAIRED, AND DLR IS REFERRING TO A DIFFERENT DLR W/MORE SPECIALIZED TOOLING FOR REPAIR. REQUEST CLOSED SATISFIED. CHRIS TRAFTON/CAC/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: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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:

Lusk , WY

CASE NUMBER: VIN: 1G1YY22G7Y5117115
MODEL YEAR: 2000
DATE OPENED: 2003-08-18 SERIES: Corvette
DATE CLOSED: MILEAGE: 33500.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Covello Motor CO.
BRC PARENT: DEALER ADDRESS:

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

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

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

Possible Recall; ; 2003-08-25
2003-08-20

Cust left V/M to call back; ; 2003-08-20
2003-08-20

To verify diagnosis.; ; 2003-08-25
2003-08-20

To update SR; ; 2003-08-25
2003-08-25

V/M X3 from both father & son to let CRM know what they found on the net.; ; 2003-08-25
2003-08-25

Call from the son, William Palmer to call back.; ; 2003-08-25
2003-08-25

Created by mistake.; ; 2003-08-29
2003-08-25

1-131261329, Call Mr. Palmer Williams to follow up after contact with AVM.; ; 2003-08-29
2003-08-27

Nearest Corvette authorized dlr; ; 2003-08-27
2003-08-27

Avm response; ; 2003-08-29
2003-08-29

Calling cust for sr update.; ; 2003-08-29
2003-09-04

SR update.; ; 2003-09-04
2003-09-04

SR update for cust.; ; 2003-09-04
2003-09-04

Cust called in for SR update.; ; 2003-09-04
2003-09-04

Follow up.; ; 2003-09-04
2003-09-04

Duplicate activity made in error.; ; 2003-09-04
2003-09-17

Service Request Ownership has changed FROM: ANDERMAH TO: HARRINGT; ; 2003-09-17

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

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

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

NAME:
 COMPANY:
 ADDRESS:

CONTACT NUMBER: 1
 CONTACT TYPE:
 CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7Y5118944	
Date Opened:	8/17/2001	Model Year:	2000	
Date Closed:	10/22/2001	Series:	Corvette	
Dealer Code:		Mileage:	25979	
Address:	REICHERT CHEV-BUIC CRYSTAL LAKE		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT--- LOCK STEERING STEERING LOCK MESSAGE AFTER 01

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--

08/17/2001 14:34:38 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y__ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

08/17/2001 14:34:38 HISTORY - WILSON

CONCERN;

TECH STS VEHICLE CAME IN WITH THE STEERING COLUMN LOCKED AND
WOULDN'T UNLOCK.....

DIAGNOSIS:

TECH STS HE CARRIED OUT CAMPAIGN 01044 AND NOW THERE IS A "SERVICE
STEERING COLUMN LOCK" MESSAGE ON THE DIC.....TECH STS HE HAS GONE

THROUGH THE REGULAR DIAGNOSIS FOR THE STEERING COLUMN LOCK AND STS, THE KEY STATUS SHOWS CORRECT, THE LOCK STATUS SHOWS CORRECT IN THE BCM DATA. TECH STS HE CAN COMMAND THE LOCK ON AND OFF AND CAN HEAR IT CLUCKING.....TECH STS ALL THE FUSES ARE OKAY, TECH STS HE REMOVED THE BCM #25 FUSE FOR THE 15 SECONDS, STS HE DID THAT ABOUT 6 TIMES AND THE MESSAGE IS STILL THERE.....

ADVISED TECH FIRST OF ALL THIS VEHICLE ISN'T INVOLVED IN THE CAMPAIGN SO THE CAMPAIGN SHOULD NEVER HAVE BEEN DONE.....ADVISED TECH TO GO AND TOUCH THE BATTERY TERMINAL TOGETHER, WHAT HAPPENS.....TECH CAME BACK AND STS IT DIDN'T CHANGE, THE MESSAGE IS STILL THERE.....

WENT OVER THE SCHEMATIC WIRE BY WIRE AND WHAT WAS ON EACH WIRE, WHETHER POWER OR GROUND AND AT WHAT TIME.....TECH STS WHEN HE PUTS THE KEY IN THE IGNITION AND SWITCHES THE IGNITION ON, THERE IS B+ ON CKT 812A AT THE DUAL POLE RELAY.....TECH ALSO STS AT THAT TIME THERE IS ALSO B+ ON CKT 1804A AT THE DUAL POLE RELAY.....TECH WENT TO CHECK JUST TO MAKE SURE WHILE I WAITED.....TECH CAME BACK AND STS THE READINGS ON CKT 812A AND 1804A ARE CORRECT.....

ADVISED TECH THERE IS A PROBLEM RIGHT THERE, THESE 2 CKTS SHOULDN'T HAVE POWER AT THE SAME TIME, ONE SHOULD BE GROUND AND THE OTHER SHOULD BE B+ DEPENDING ON THE LOCK ACTUATOR POSITION AND KEY STATUS....

ADVISED TECH THE VEHICLE CAME IN ORIGINALLY WITH THE STEERING COLUMN LOCKED AND IT WOULDN'T UNLOCK...ADVISED TECH TO REPLACE THE BCM AND RESET.....

08/22/2001 18:48:40 MERKLE

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

LINO DE CRISTOARO, TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

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

7

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

-TECH STATES ORIGINAL CONCERN IS: COLUMN WOULD NOT UNLOCK, VEHICLE WAS TOWED IN AND "SERVICE COLUMN LOCK" MESSAGE WAS DISPLAYED ON DIC

--TECH STATES HE PERFORMED CAMPAIGN 01044 ON THIS VEHICLE, BUT "SERVICE COLUMN LOCK" MESSAGE REMAINS ON DIC WITH IGNITION ON

-TECH STATES THAT FEEDBACK VOLTAGE (BACKPROBED) AT BCM TERMINAL C15 IS 12 VOLTS WITH KEY OUT, 0 VOLTS WITH KEY IN AND IGNITION ON.

-TECH STATES THAT "KEY IN" STATUS DOES NOT CHANGE FROM INACTIVE TO

ACTIVE ON THE TECH 2 UNTIL THE KEY IS INSERTED AND TURNED TO RUN.

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

- 1) REPLACE IGNITION SWITCH AND LOCK
- 2) REPORT RESULTS.

4-4295

08/23/2001 09:48:57 LESZCZYNSKI

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

TERRY

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

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

8

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

SERVICE MANAGER TERRY CALLED BACK AND STATES THAT THEY REPLACED THE BCM AND STILL HAS THE CONCERN DEALER STATES THAT VEHICLE WAS NOT INVOLVED IN THE CAMPAIGN AND WAS PERFORMED BY MISTAKE DEALER STILL HAS THE MESSAGE AND SHOWS KEY INACTIVE WITH THE KEY IN DEALER IS ASKING FOR ASSISTANCE

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

TAC

ADVISED DEALER TO DISCONNECT THE BATTERY FOR 20 SECONDS

ADVISED DEALER TO PUT VEHICLE BACK TO THE ORIGINAL STATE

ADVISED DEALER TO CHECK IGNITION SWITCH AND KEY IN KEY OUT CKTS TO THE BCM

10/22/2001 11:57:13 CRUMB

- FAXED IN CLOSING

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

BAYTOWN , TX

CASE NUMBER: VIN: 1G1YY22G7Y5121035
MODEL YEAR: 2000
DATE OPENED: 2001-08-16 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-29 MILEAGE: 6150
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: RON CRAFT CHEVROLET - CADILLAC - OLD
ERC PARENT: DEALER ADDRESS:

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

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

W15 Headlamp Wiring/Switch Other
0 REPAIR ATTEMPT(S) LIGHT STAYS UP AFTER RECALL WORK WAS
PERFORMED

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 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 STATES VEH HAS BEEN TO DLRSHP TWICE FOR STEERING COLUMN LOCK CONCERN. CUST STATES FIRST TIME CONCERN WAS NOT RESOLVED AND STEERING COLUMN CONTINUED TO LOCK UP. CUST STATES 2ND TIME, TECH DID NOT COMPLETE REPAIR AND STEERING COLUMN DID NOT HAVE A LOCK AT ALL. CUST STATES DLRSHP HAS NO RENTAL VEH AVAILABLE DUE TO FLOOD AND THEY HURRY TO GET VEH BACK TO CUST W/ OUT COMPLETING REPAIR. CUST STATES SVC ADVER IS FINE HOWEVER CUST HAS TO RETURN 8/17/01 TO DLRSHP FOR STEERING COLUMN LOCK AS WELL AS ELECTRICAL CONCERN WHERE THE DRIVER'S SIDE HEAD LIGHT STAYS UP WHEN LIGHTS ARE OFF. CUST STATES TECH DID SOMETHING TO LIGHT WHEN WORKING ON STEERING COLUMN. CUST STATES HE HAS ALREADY SPOKEN TO DLRSHP RE

DISSATISFACTION W/ REPAIR WORK. CRM ADVSD OF FOLLOW UP CALL ON 8/20/01 BETWEEN 5-5:30 PST
IN FILE RE DLRSHIP APPOINTMENT. CUST SATISFIED. AUDREY BAIR/CAC/PDX; 0; [REDACTED]
2001-08-20

CRM CALLED CUST 4 TIMES ALREADY AND HAS BEEN N/A. CRM L/M DUE TO SHIFT ENDING. CRM ADVSD
CALL CAC RE DLRSHIP APPOINTMENT AND FOLLOW UP. *****NEXT CRM*****
PLEASE ASSIST CUST ACCORDINGLY AND DOC AND FEEDBACK RE DLRSHIP. THANKS. AUDREY BAIR/CAC/PDX;
0; [REDACTED]
2001-08-22

CRM AGAIN ATTEMPTED TO REACH CUST AT HM # AND WAS N/A. CRM HAS L/M AND WILL KEEP CASE OPEN
ANOTHER 3 BUSINESS DAYS (UNTIL 8/27/01) AND IF NO CONTACT IS MADE TO CAC RE FOLLOW UP, CRM
WILL SEND CALL CAC LETTER. AUDREY BAIR/CAC/PDX; 0; [REDACTED]
2001-08-22

*****NEXT CRM***** CRM HAS MADE ANOTHER ATTEMPT TO CONTACT CUST FOR F/U AND
WAS N/A. CRM L/M TO CALL CAC. --*WHEN CUST CALLS, PLEASE DOC ANY FEEDBACK OR UPDATES CU
MAY HAVE RE DLRSHIP APPOINTMENT. IF CUST SEEKS FURTHER ASSISTANCE, EITHER ASSIST
ACCORDINGLY OR PLS NOTIFY AND FORWARD FILE TO BAIRA AND CRM WILL CONTACT CUST AT REQ CALL.
BACK TIME AND # TO ASSIST. CRM HOURS ARE 9-5:30 PST. THANKS. AUDREY BAIR/CAC/PDX; 0;
[REDACTED]

2001-08-23

CUST SEEKS TO EXPRESS HIS CONCERN IN REGARD TO HIS 2000 CHEVROLET CORVETTE. CUST STS THAT
HE HAS EXPERIENCED A PROBLEM WITH HIS STEERING WHEEL LOCKING UP ON HIM WHILE DRIVING. CU
STS THAT DLR PERFORMED CAMPAIGN NUMBER [REDACTED] ON HIS VEH. CRM SCANNED VIN PROFILE AND FOUND
THAT HIS VEH WAS NOT INVOLVED IN THAT CAMPAIGN. CUST STS THAT AT THIS TIME HIS VEH'S
STEERING WHEEL DOES NOT LOCK AT ANYTIME. CUST STS THAT THIS IS CONCERN OF HIS BECAUSE IT
COULD DETER THEFT. CUST STS THAT HE BELIEVES THAT HIS STEERING WHEEL SHOULD LOCK ESPECIALLY
WHILE VEH IS TURNED OFF. CRM CONTACTED DLR AND SPOKE TO SVC ADV JOYCE IN REGARD TO CUST
CONCERN. SVC ADV STS THAT THE CUST SHOULD COME IN TO THE DLR FOR DIAGNOSIS OF THE MENTIONED
PROBLEM. SVC ADV STS THAT CUST SHOULD CALL AND MAKE APPT FOR NEXT WEEK. SVC ADV STS THAT
PART NUMBER 26050960 WAS INSTALLED IN THE CUST VEH. CRM WILL FORWARD CASE TO PREVIOUS CRM
FOR REVIEW. DEVIN BAILEY/ATX/TIER2; 0; [REDACTED]
2001-08-24

CUST STATES THE PREV CRM DID NOT CALL HIM BACK. CUST STATES HE IS UNHAPPY THAT AFTER THE
DLR COMPLETED THE CAMPAIGN 01044 ON HIS VEH THAT HIS STEERING WHEEL COLUMN WILL NOT LOCK.
CRM SPOKE WITH SVC MGR - JOYCE WHO SAID THAT THE STEERING WHEEL WASN'T SUPPOSED TO LOCK
AFTER THE CAMPAIGN WAS DONE. CRM RESEARCHED AND FOUND OUT THAT THE VEH WAS NOT EVEN IN THE
CAMPAIGN. THE DLR JUST DECIDED TO DO THE CAMPAIGN ON THE VEH. CUST STATES HE BOUGHT HIS
VEH WITH A STEERING WHEEL LOCK AND THAT IS WHAT HE WANTED. CRM ADVSD CUST THAT HIS VEH WAS
OPERATING AS IT SHOULD AND THAT THERE WAS NOTHING WE COULD DO TO ASSIST HIM IN THIS ISSUE.
THAT IF HE WAS UNSATISFIED WITH THE NONLOCKING COLUMN THAT HE WOULD NEED TO CONTACT HIS DLR.
CUST STATES THE DLR TOLD HIM THEY HAD DONE WHAT THEY WERE SUPPOSED TO AND THAT IT WAS GM'S
ISSUE NOW. CRM REPEATED THAT THE VEH WAS OPERATING AS IT WAS SUPPOSED TO AND THAT THE CUST
WOULD NEED TO DEAL W/ THE DLR IF NOT SATISFIED. CUST WANTED TO SPEAK TO MY SUPERVISOR.

****CONT****; 0; [REDACTED]

2001-08-24

****CONT****

CRM HANDED CALL OVER TO TM - RYON SLAUGHTER. RYON STATES THE CUST SAID HE EITHER WANTED TO
LOCK IN HIS STEERING WHEEL OR REPURCHASE. RYON ADVSD CUST THAT THOSE OPTIONS WERE NOT
AVAILABLE. RYON ADVSD CRM TO CLOSE CASE DISSATISFIED AND TO SEND A BBB LETTER. REBECCA
WELSH/PDX/CAC; 0; [REDACTED]
2001-08-27

TM REVIEWED REQ AND APPROVES DISSAT CASE CLOSING. RYON SLAUGHTER/TM/PDX; 0; [REDACTED]
2001-08-29

GL reviewed file for BBB Letter MN0001, Approved, Sent to MSX to process
Nicole Rew/Goodwill Liaison/Portland 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:
SRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DONE OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

August 24, 2001

Request: [REDACTED]

Dear D: [REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Rebecca Welsh
Customer Relationship Manager

MN0001-P/nlr

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Louisville

KY

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7Y5121164

MODEL YEAR: 2000

DATE OPENED: 2003-07-02

SERIES: Corvette

DATE CLOSED: 2003-08-29

MILEAGE: 51000.0000000

SOURCE: White Mail

DELIVERY DATE:

BRC TYPE: ADYes

DEALER NAME: Bob Hook Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 4144 Bardstown Rd, Louisville, KY, 40218-3267, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

1-115842304 (BOB Hook Chevrolet); ; 2003-07-10
2003-07-10

1-115842304; ; 2003-07-10
2003-07-09

1-115842304; ; 2003-07-09
2003-07-09

1-115842304; ; 2003-07-09
2003-07-09

1-115842304; ; 2003-07-10
2003-07-10

1-115842304; ; 2003-07-10
2003-07-10

1-115842304; ; 2003-07-10
2003-07-10

1-115842304; ; 2003-07-10
2003-07-10

1-115842304 Locking Steering Column 2000 Corvette; ; 2003-07-10
2003-07-10

1-115842304; ; 2003-07-10
2003-07-10

BBB Letter submitted for approval; ; 2003-07-11
2003-07-10

Created: CAC_MN0001. SF ; 2003-07-10
2003-07-11

MM0001; ; 2003-07-11
2003-07-11

Service Request has been Closed Dissatisfied.; ; 2003-07-11
2003-07-21

CHV0347537 07/21/2003 15:15:21:210; ; 2003-07-25
2003-07-25

SR in Status of Closed has been Re-Opened by ODOMT; ; 2003-07-25
2003-07-25

Service Request Ownership has changed FROM: RUNDVIN TO: ODOMT; ; 2003-07-25
2003-07-25

Ownership Escalated to SRC; ; 2003-07-25
2003-07-25

Crm attempted to contact the cust [REDACTED] ; 2003-07-25
2003-07-25

Crm attempted to contact the dealership to speak with the service manger Lee Hundly# 502-4
0800; ; 2003-07-25
2003-07-25

Crm recieved a call from the cust; ; 2003-07-25
2003-07-25

Crm attempted to contact the cust at [REDACTED] ; 2003-07-25
2003-07-25

BRC ADR Scanned: 2003-07-25-17.13.55.000000, MSXDocNum: ODO3F2156P; ; 2003-07-28
2003-07-28

Crm contacted the AVM Michael Hurrell [REDACTED] ; 2003-07-28
2003-07-31

called cust at [REDACTED] ; 2003-07-31
2003-07-31

Reviewed with TM Ken New; ; 2003-07-31
2003-07-31

Crm contacted the cust; ; 2003-07-31
2003-08-14

Crm attempted to contact the cust at [REDACTED] ; 2003-08-14
2003-08-15

BRC ADR Scanned: 2003-08-14-17.15.00.000000, MSXDocNum: ODO3F2FASB; ; 2003-08-15
2003-08-15

Crm recieved a voice mail from the cust; ; 2003-08-15
2003-08-27

Crm attempted to contact the cust at [REDACTED] ; 2003-08-29
2003-08-27

Repurchasing the cust for steering locking; ; 2003-08-27
2003-08-27

Created:CAC_RS0605. SR [REDACTED] ; 2003-08-27

2003-08-27

Reimbursement for 389.54; , 2003-08-28
2003-08-28

Goodwill Status has been changed from: PreApprv - Check BRC to Approved; , 2003-08-28
2003-08-28

TM approval; , 2003-08-28
2003-08-29

Voluntary; , 2003-08-29
2003-08-29

Settlement; , 2003-08-29
2003-08-29

Closing; , 2003-08-29
2003-08-29

Service Request has been Closed Satisfied.; , 2003-08-29
2003-09-05

CHV0347537 09/05/2003 09:15:32.517; , 2003-09-05

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
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

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

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 22, 2003

[REDACTED]

Service Request [REDACTED]

Dear Mr. [REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Vincent Rundo
Customer Relationship Manager

MN0001-P/amc

August 27, 2003

[REDACTED]

Service Request: [REDACTED]

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$389.54. 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,

Teresa Odom
Customer Relationship Manager
Business Resource Center



CHECK No. [REDACTED]

00-25
10/03

DATE
09/02/03

*****389 DOLLARS

*****54 CENTS

AMOUNT
*****389.54

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

[REDACTED]

[REDACTED]

SEP 02 2003

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

AMOUNT

[REDACTED]

VENDOR
NAME TO

11 [REDACTED]

VENDOR NAME

[REDACTED]

[REDACTED]

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

[REDACTED]

PAYMENT
DATE

09/02/03

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1017722077512126	09/02/03	[REDACTED]	00.0000	389.54	.00	389.54
TOTAL				389.54	.00	389.54

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. IN QUESTIONS CALL 845-642-8702

MS

Page 1 of 2

FUNCTION..... 7H

VENID.....

VENID

SERIAL NO.

1Q1YY22G7Y5121164

CUSTOMER

DELV. DATE

28FEB00

IN SERVICE

28FEB00

WAR.EXP.DATE

LICENSE NO.

HOME PHONE

BUS. PHONE

EXT.

CELL PHONE N/A

PAGER N/A

CODE

SA

E-MAIL

80 CHEVROLET CORVETTE

Command? (Enter, *, N, VEN, CUST, ?)?

REPAIR ORDER DETAIL BOMOLL [REDACTED] 25 JUL 08 04:10PM

A CK FOR STEERING WHEEL IS LOCKED UP?

(7) STEERING

TECH# 384

Flag Hrs= 2.00

Type= CPC

2-PR02
199.00

[REDACTED] LOCK

Qty= 1

Cost=

171.25

*** STORY DETAIL *** 07/09/08 04:18PM
50223

emp-384

2.0 384

DIAG SYSTEM REPLACE STEERING WHEEL LOCK
ASSEMBLY

B TOWED IN

(25T) TOM

TECH# 990

Flag Hrs= 0.00

Type= CPC

0.00

*** STORY DETAIL *** 07/08/08 10:00AM
502

emp-562

<RETURN> to continue -or- (E)xit..

[REDACTED]

[REDACTED]

Bulletin

[REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7Y5128597
Date Opened:	4/26/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	16023
Address:	FITZPATRICK CHEVROLECONCORD	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- STEERING STEERING COLUMN IS LOCKED UP 01-02-3

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/26/2002 12:58:23 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL LEWIS (SERVICE)

CUSTOMER CONCERN -

STEERING COLUMN IS LOCKED INT.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH STATED NO CODES CALLING FOR P/I INFO A001328, A000265

TAC RECOMMENDATION -

TECH TO FOLLOW BULLETIN 01-02-35-008

04/26/2002 12:58:23 HISTORY - MASON

SYMPTOM ABSTRACT— STEERING STEERING COLUMN IS LOCKED UP 01-02-3

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/26/2002 12:58:23 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL LEWIS (SERVICE)

CUSTOMER CONCERN -

STEERING COLUMN IS LOCKED INT.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH STATED NO CODES CALLING FOR PA INFO A001328, A000285

TAC RECOMMENDATION -

TECH TO FOLLOW BULLETIN 01-02-35-008

04/28/2002 12:59:23 HISTORY - MASON

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Centerville

GA

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G7Y5131368

MODEL YEAR: 2000

DATE OPENED: 2003-05-09

SERIES: Corvette

DATE CLOSED: 2003-05-23

MILEAGE: 61650.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Robbins Chevrolet-Cadillac, LLC

BRC PARENT:

DEALER ADDRESS: 495 Watson Blvd, Warner Robins, GA, 31093-3407, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering lock cost asst; ; 2003-05-09

2003-05-09

Get cust history from dealer; ; 2003-05-09

2003-05-12

Followup w/ cust on reimbursement; ; 2003-05-12

2003-05-09

Followup w/ dealer on repair; ; 2003-05-09

2003-05-09

Get veh repair info and business case input; ; 2003-05-09

2003-05-12

Followup w/ cust; ; 2003-05-12

2003-05-14

Cancelled; ; 2003-05-12

2003-05-12

Offer GM reimbursement; ; 2003-05-12

2003-05-21

Confirm docs received w/ cust; ; 2003-05-21

2003-05-17

SR in Status of Pending Documentation has been Re-Opened by ADMIN; ; 2003-05-17

2003-05-17

REQUEST FOR ASSISTANCE Scanned: 2003-05-15-17.58.46.000000, MSXDocNum [REDACTED]; 2003-

05-19

2003-05-17

REQUESTED DOCS ATTACHED; ; 2003-05-19

2003-05-21

Confirm docs received; ; 2003-05-21
2003-05-21

Creating reimbursement GW; ; 2003-05-21
2003-05-21

Created: CAC_RS0005. SR#1-97820703; ; 2003-05-21
2003-05-21

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-05-21
2003-05-21

Reimbursement in the amount of \$325.92 being sent to GL for review and submission; ; 2003-05-23
2003-05-23

Reimbursement in the amount of \$325.92 was final approved.; ; 2003-05-23
2003-05-23

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2003-05-23
2003-05-23

BAC 194184 Customer David White; ; 2003-05-23
2003-05-23

Service Request has been Closed Satisfied.; ; 2003-05-23
2003-05-30

Check sent; ; 2003-05-30

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER 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*****

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

CLB:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

October 22, 2003

[REDACTED]
Centerville, GA [REDACTED]

Service Request [REDACTED]

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$325.92. 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,

Bernard Glaser
Customer Relationship Manager

RS0005-T/gib



CHECK No. [REDACTED] 32

DATE
05/28/03

*****325 DOLLARS

AMOUNT
*****92 CENTS *****325.92

North American Operations
General Motors Corporation
Employee Pay Account

PAY
TO THE
ORDER
OF

[REDACTED]

[REDACTED]

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

[REDACTED]

MAY 28 2003

VENDOR
DATE NO.

[REDACTED]

VENDOR NO.

[REDACTED]

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 94531482

PAYMENT
DATE 05/28/03

INVOICE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DED.	INVOICE AMOUNT	DED. AMOUNT	NET AMOUNT
301VY3207YB121240	05/26/03	[REDACTED]	00.0000	325.92	.00	325.92
TOTAL				325.92	.00	325.92

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

NA



CHEVROLET MAY 15 2003
ATT: BERNARD GLASER
File # 1-97820703
P.O. Box 33170
Detroit, MI. 48232-5170

48232-5170



11049

JOHN FLOYD

152

3660

05/09/03

CVCS64190

61,101 RED/

MACON, GA

00/CHEVROLET/CORVETTE/2 DOOR HATCHBACK

1 G 1 Y Y 2 2 G 7 Y 5 1 3 1 3 6 8

05/09/03

0-000-0000

JOB 1 CHARGES

LABOR

JOB 1 SEC281

TRIM ELECT CONCERN

TECH(S):179

175.00

CUSTOMER STATES STEERING WHEEL IS IN LOCK POSITION -
INFO CENTER STATES CHECK STEERING COLUMN LOCK - CUST
CONTACTED ON CUSTOMER ASSISTANCE - (THEY ARE WORKING
TO REINBURSE CUSTOMER FOR REPAIR. CASE#1-87820703
--BERNARD GLASER WAS THE REP AT BN CUST SPOKE TO
--VEN HAS BEEN IN TWICE FOR THIS REPAIR WHEN VEN WAS
BTAD
DISABLED STEERING WHEEL LOCK BY INSTALLING RELAY TO LOCK
SYSTEM PER BULLETIN

PARTS	QTY	FR	DESCRIPTION	UNIT PRICE	
	1		HARNES K 2.196	114.04	114.04
				TOTAL - PARTS	114.04

JOB 1 TOTALS

LABOR	175.00
PARTS	114.04

JOB 1 JOURNAL PREFIX CVCS JOB 1 TOTAL 289.04

JOB 2 CHARGES

LABOR

JOB 2-70CV285

TOWING

TECH(S):89

0.00

NED GA WRECKER

SURLET	PO#	VENO	INVT	DATE	DESCRIPTION	
	51823	4284	06/09/03	TOWING		43.75
						TOTAL - SURLET

43.75

JOB 2 TOTALS

SURLET	43.75
--------	-------

JOB 2 JOURNAL PREFIX CVCS JOB 2 TOTAL 43.75

NAME	CODE	DESCRIPTION	CONTROL NO	
JOB # A		ISS HAZ/ENV FEE & SHOP SUPPLIES		28.90
				TOTAL - MISC

28.90

TECHNICIAN CERTIFICATION

179

STEVE P. TIBBS

STEVE TIBBS

ORIGINAL

11049

05/09/03

61,101 RED/

00/CHEVROLET/CORVETTE/2 DOOR HATCHBA

1 G 1 Y Y 2 2 G 7 Y 5 1 3 1 3 6 8

05/09/03

0-000-0000

TOTALS

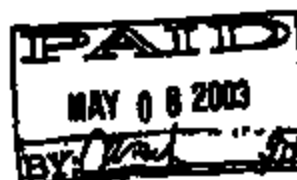
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 175.00
TOTAL PARTS... 114.64
TOTAL SUBLET... 43.75
TOTAL S.O.B... 0.00
TOTAL MISC OIL... 20.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 7.98

TOTAL INVOICE \$ 380.87

THANK YOU FOR YOUR BUSINESS!

LIFETIME SERVICE GUARANTEE-LIMITED WARRANTY ON ELIGIBLE PART
12 MONTHS/12,000 MILES WARRANTY ON ALL GM
PARTS WE INSTALL AT FIVE STAR CHEVY-CADILLAC

CUSTOMER SIGNATUREORIGINAL

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1A1VY2267Y8131308 - 2000 CHEV CORVETTE CP

Tag Number:

Expires: 04/17/2004

Valuation:

Tag Fee: \$8.00

Title Number:

Equip. No:

County: 019 District: 03 MSF Rate: \$6.9200 Pool: 4

Farm Vehicle? N GVW: Color: RED

Classification: DISABLED PERSON

Insurance Status: VALID INSURANCE COVERAGE

Customer 1 No: Customer 2 No:



Signature: _____

TAG EXPIRES ON YOUR BIRTHDAY!!
IT IS YOUR RESPONSIBILITY TO RENEW
WHETHER OR NOT YOU RECEIVE NOTICE
BY MAIL.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G7Y5132056
Date Opened:	9/13/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	16475
Address:	MODERN CHEVROLET COMWINSTON-SA	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK COLUMN LOCK UP IN BAY

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/13/2002 08:51:25 SBD TEMPLATE - WENGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

NATHAN JACKSON (TECH)

CUSTOMER CONCERN -

STEERING COLUMN LOCK

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

TECH CALLED STATES WAS GOING TO INSTALL UPDATED COLUMN LOCK PARTS PER BULLETIN 01-02-35-008. TECH STATES THAT THE COLUMN IS LOCK RIGHT NOW AND CAN NOT GET IT UNLOCKED. TECH LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH TO GO INTO TECH II, BODY, BODY CONTROL MODULE, SPECIAL FUNCTION, MISCELLANEOUS TEST, COLUMN LOCK, SHOULD ALLOW HIM TO COMMAND IF THE LOCK WORKS. ADVISED IF NOT HAS REMOVE LOCK THEN DISASSEMBLE.

EA02-031 / GM22C

DEALER TO REPORT.

08/13/2002 08:51:25 HISTORY - WENGER

08/16/2002 09:12:48 SHEPHERD -

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

NATHAN JACKSON TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STATES SDM FUSE BLOWS WHEN LOCK RELAY IS COMMANDED ON. DLR REMOVES
THE RELAY AND CKT IS OK.

NEW RECOMMENDATIONS

TAC ADVISED DLR TO B CLAIM AND REPLACE THE LOCK RELAY.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Rowlett , TX [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1G1YY22G7Y5132228
MODEL YEAR: 2000
DATE OPENED: 2003-03-27 SERIES: Corvette
DATE CLOSED: 2003-04-04 MILEAGE: 45000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Frank Parra Autoplex, Inc.
BRC PARENT: DEALER ADDRESS: 1000 E Airport Fwy, Irving, TX, 75062-4813, USA

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

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Cust states that his steering column is locked up; ; 2003-03-27
2003-03-27
Call Parts Mgr/Serv Mgr re: cust veh concern with steering column lockout; ; 2003-03-27
2003-03-31
Call cust re: diagnosis and follow-up on veh; ; 2003-03-31
2003-03-29
Call cust re: diagnosis and follow-up on veh; ; 2003-03-29
2003-04-03
Call cust re: status of veh; ; 2003-04-03
2003-04-03
Created: CAC_RS0005. [REDACTED]; ; 2003-04-03
2003-04-03
Sending unable to contact ltr for review and submission to ltr approver for approval; ; 2003-04-04
2003-04-04
Approved; ; 2003-04-04
2003-04-04
Service Request has been Closed Satisfied.; ; 2003-04-04

*****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:

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:

October 22, 2003

[REDACTED]

Service Request: [REDACTED]

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2000 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,

Eliha Jimenez
Customer Relationship Manager

RS0006-T/mm

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] NORTHBRIDGE CA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1G1YY23G815102323
MODEL YEAR: 2001
DATE OPENED: 2001-10-04 SERIES: UNKNOWN
DATE CLOSED: 2001-11-13 MILEAGE: 13500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RYDELL AUTOMOTIVE GROUP
BRC PARENT: DEALER ADDRESS: 753 SAN FERNANDO RD, SAN FERNANDO, CA, 91340, USA

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

N30 Instrument Cluster Unusual Gauge Reading
1 REPAIR ATTEMPT(S) TIRE PRESSURE
M01 Steering General Inoperative
0 REPAIR ATTEMPT(S) LOCKED
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) 1/2 MO'S LEASE PYMT

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_Corpoi nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST STATES: VEH AT FIRST HAD AN UNUSUAL TIRE PRESSURE READING. AFTER REPAIR, THE ENTIRE STEERING UNIT IS NOT LOCKED UP & THE VEH IS UNDRIVEABLE. CUST STATES: THIS IS TOTALLY UNACCEPTABLE, ESPECIALLY SINCE HE HAS BEEN ADV'D THAT A GM ENGINEER CANNOT INSPECT HIS VEH FOR ALMOST ANOTHER WEEK. CUST SEEKS: QUICKER RESOLUTION. CRM ADV'D: OUR GM FIELD PERSONNEL COVER A LARGE AREA & DLRSHF HAS NO CONTROL OVER THAT & ADV'D THAT THE FIELD REPS MAKE ROUNDS ON A REGULAR BASIS. CUST STATES: LACK OF PERSONNEL IS NOT HIS PROB; HE WISHES TO HAVE HIS VEH REPAIRED SO HE CAN DRIVE IT. CRM CALLED DLRSHF TO SPEAK W/SVC MGR, MR. ROBERT HENDERSON; HE WAS NOT AVAIL. CRM ATTEMPTED TO SPEAK W/HIS ASSIST; MR. RICK GUZMAN. HE ADV'D THAT HE IS TO HEAR TOMORROW WHEN A REP WILL BE AVAIL & AGREED TO CALL CRM W/INFO. ===ANY CRM TAKING MR. GUZMAN'S CALL, PLEASE FORWARD INFO TO CRM STRONGW. THANK YOU.=== CRM THEN ADV'D CUST. CUST IS NOT SATISFIED W/TIME CONSTRAINTS & ADV'D THAT IF THIS APPEARS THAT IT IS GOING TO DRAG OUT, HE WILL THEN...CONT'; 0; [REDACTED]
2001-10-04

CONT'D: AVAIL HIMSELF OF THE CONSUMER PROTECTION LAW IN CA. -CRM WANDA STRONG-PDX; 0;

2001-10-05

=====CUST FILE

NOTES=====

CF #:

2001-10-05

(TIME: 11:58 AM) SPOKE W/SVC MGR, MR. HENDERSON. HE STATES THAT THE AVM IS IN A COUPLE OF TIMES A WEEK & WAS JUST THERE THIS PAST WED.; DOES NOT KNOW FOR SURE WHEN HE'LL BE BACK IN. CRM ADV'D OF CUST'S POSITION THAT HE EITHER WANTS HIS VEH FIXED & RETURNED OR WILL BE PURSUING OTHER ACTION. MR. HENDERSON STATED HE WOULD HAVE TO CHECK W/HIS ASSIST, MR. GUZMAN, TO SEE IF HE HAD HEARD ANYTHING, BUT THAT MR. GUZMAN WAS NOT AVAIL TODAY. CRM CONTACTED CUST TO ADVISE. CUST PATIENT W/CRM & CRM ADV'D WILL FOLLOW UP ON TUE., 10/9. CUST THANKED CRM. -CRM WANDA STRONG-PDX; 0;

2001-10-08

Rick from the dealer called and stated that an engineer was coming out this wednesday to inspect the vehicle and was seeking to have info relayed to the previous crm....crm forwarding to previous crm for futher processing.....Aaron Correll/cac/pdx; 0;

2001-10-08

(TIME: 11:10 AM) CRM REC'D MSG FROM SVC MGR, MR. HENDERSON RE AVM VISIT ON UPCOMING WED., 10/10. CRM RELAYED INFO TO CUST & ADV'D WOULD RE-CONTACT CUST ON TUES., 10/16. -CRM WANDA STRONG-PDX; 0;

2001-10-16

(TIME: 10:54 AM) CALLED CUST; HE IS VERY PLEASED TO HAVE VEH REPAIRED & OPERATING AGAIN; HOWEVER, CUST DOES FEEL THAT IT WOULD BE A GOOD-FAITH GESTURE ON GM'S PART TO COMPENSATE HIM 1/2 MOS PYMT FOR THE TIME HIS VEH SAT AT DLRSHP AWAITING AN AVM INSPECTION. CUST STATES: VEH IS FINANCED THROUGH BANK OF AMERICA. CRM ADV'D: WILL RESEARCH TO SEE WHAT CAN BE DONE TO COMPENSATE CUST FOR INCONVENIENCE & LOSS OF PLEASURE OF VEH. CRM REV'D REQ W/TM CORNELI, WHO ADV'D TO PLACE AN AVM REQ. CRM PROCEEDING ACCORDINGLY. CRM PLACED COURTESY CALL TO SVC MGR, MR. HENDERSON, SIMPLY TO ADVISE. CRM THEN RE-CONTACTED CUST TO GET AMT OF MONTHLY PYMT, PH # OF BANK OF AMERICA BRANCH WHERE LOAN IS HELD & CUST ACCT #. ===NEXT CRM: WHEN CUST CALLS IN W/THIS INFO, PLEASE FORWARD TO CRM STRONG. THANK YOU.=== -CRM WANDA STRONG-PDX; 0;

2001-10-16

FILE SET FOR REV FOR RECEIPT OF INFO FROM CUST ON TUES., 10/23. -CRM WANDA STRONG-PDX; 0; 372111882

2001-10-17

CUST CALLED IN WITH REQUESTED INFORMATION:

1) AMOUNT OF PAYMENT IS 714.81

2) ACCOUNT # IS

3) PHONE # ON STATEMENT IS

CRM SENDING FILE BACK TO PREVIOUS CRM AS

REQUESTED. CHRISTINE STEVENS/CAC/PDX; 0;

2001-10-17

(TIME: 10:08 AM) CRM REC'D CUST INFO; MADE AVM REQ. FILE SET FOR REV ON 10/23. -CRM WANDA STRONG-PDX; 0;

2001-10-18

(TIME: 11:30 AM) REC'D RESPONSE FROM AVM, MR. TONY MASARWETH THAT CUST IS CERTAINLY ENTITLED TO 1/2 MO'S PYMT REIMB W/HIS BLESSING. CRM THEN CONTACTED BANK OF AMERICA & SPOKE W/TRICIA WHO ADV'D THAT W/O CUST'S LAST FOUR DIGITS OF SS #, THEY COULD PROVIDE NO INFO. CRM CONTACTED CUST ON CF & OBTAINED THOSE #'S. CRM THEN CALLED BANK OF AMERICA AGAIN & SPOKE W/HUY TRUONG WHO ADV'D THAT CUST'S MONTHLY PYMT IS \$714.81. THUS 1/2 MO'S REIMB WOULD BE \$357.40.

REIMB PREP;

REC'D TM CONNELM APPROVAL TO CONTACT AVM W/CUST REQ FOR REIMB OF 1/2 MO'S LEASE PYMT;

REC'D RESPONSE FROM AVM, MR. TONY, MASARNETH, TO DO SO W/HIS BLESSING -- IS FAMILIAR W/CUST'S CASE & CUST IS DEFINITELY ENTITLED;

BUSINESS REASONS: (1) CUST LOST USE OF VEH FOR TWO (2) WEEKS DUE TO FACTORY OVERSIGHT; (2) RESTORE CUST FAITH IN VEH/GM; (3) PROMOTE CUST LOYALTY/ENTHUSIASM; (4) APOLOGETIC GESTURE; (4) FOSTER DLR/CUST RELATIONSHIP; (5) AVM RECOMMENDS; (5) CUST COULD NOT HAVE PREVENTED CONDITION; (7) CUST DID NOT CAUSE CONDITION; CONT'D; 0; [REDACTED]
2001-10-18

CONT'D:

(8) DRIVE CUST ENTHUSIASM & OFFSET INCONVENIENCE.

UC CODE (\$13) INPUT & LTR PREPARED.

FORWARDING TO GWL, MCCALLUK. -CRM WANDA STRONG-PDX; 0; [REDACTED]
2001-10-22

GL reviewed request...request is returned pending further action...please see feedback form...***kathryn mcallum/gl/pdx/cac; 0; [REDACTED]
2001-10-25

(TIME: 9:01 AM) REV'D FAXED DOCS W/GWL, MCCALLUK & IT WAS NOTED THAT NOT ONLY IS THERE A DISCREPANCY IN THE FIRST NAME, BUT ALSO IN SPELLING OF LAST NAME; ADDITIONALLY, THE PROOF OF OWNERSHIP SENT IS A TITLE (SO THERE WOULD BE NO PYMTS) & IT IS FOR AN RV, NOT THE CORVETTE. CRM CALLED CUST'S CF & LFT MSG & THEN CALLED CUST'S WRK # & LFT ADDITIONAL MSG. ---ANY CRM TAKING CUST'S C/B, PLEASE FORWARD INFO TO CRM STRONGW. THANK YOU.--- -CRM WANDA STRONG-PDX; 0; [REDACTED]
2001-10-25

CUST STATES IS CALLING IN DUE TO A MESSAGE THAT WAS LEFT FOR HIM BY PREV CRM. CUST VERIFIED CORRECT SPELLING OF NAME, AND WILL SEND IN COPIES OF CHECKS, AFTER HE GETS THEM FROM BANK(WILL NEED TO REQUEST THEM AT BANK). CUST WILL ALSO SEND IN COPY OF REGISTRATION. CUST STATES SPELLING OF FIRST AND LAST NAME IS CORRECT. CRM WILL SEND NOTIFICATION TO PREV CRM, AND CHECK IN ON FILE TOM TO MAKE SURE IT WAS PICKED BACK UP. TABATHA REYNOLDS/PDX/CAC; 0; [REDACTED]
2001-10-26

(TIME: 6:41 AM) CALLED CUST'S CF # & WRK # & LFT MSGS ON BOTH; WHAT THIS CRM NEEDS IS: TO VERIFY THAT CORRECT NAME IS [REDACTED], NOT [REDACTED] OR [REDACTED]. ALSO ADV'D CUST THAT WE NEED CORRECT VEH PROOF OF OWNERSHIP FOR THE CORVETTE, AS DOC WEHAVE IS FOR A '97 GMC STATION WAGON IN NAME OF [REDACTED]. LASTLY, A COPY OF CUST'S PYMT COUPON TO BANK OF AMERICA WOULD BE ACCEPTABLE SHOWING HIS NAME/PYMT AMT. ---ANY CRM TAKING CUST'S C/B, PLEASE ADVISE CRM STRONGW. THANK YOU.--- -CRM WANDA STRONG-PDX; 0; [REDACTED]
2001-10-26

(TIME: 11:27 AM) SPOKE W/CUST WHO ADV'D THAT HE HAD ONLY SENT IN 1 PAGE, THAT THE TITLE FORM DID NOT BELONG TO HIM. HE FURTHER ADV'D THAT HE WOULD BE FAXING THE COPY OF HIS CORVETTE REGISTRATION & COPY OF PYMT COUPON TO BANK OF AMERICA EITHER THIS AFTERNOON OR TOMORROW. CUST STATED: APPRECIATES FOLLOW UP. CRM SETTING FILE FOR REV ON TUES., 10/30 FIRST THING IN AM FOR RECEIPT OF FAXED DOCS. -CRM WANDA STRONG-PDX; 0; [REDACTED]
2001-10-30

(TIME: 9:33 AM) CRM CALLED CUST & ADV'D THAT FINAL DOCS (PROOF OF OWNERSHIP/PROOF OF PYMT AMT) HAD BEEN REC'D & REIMB IS PROCEEDING. CUST THANKED CRM FOR COURTESY CALL. CRM ADVISING GWL, MCCALLUK THAT ALL DOCS ARE NOW AVAIL. -CRM WANDA STRONG-PDX; 0; [REDACTED]
2001-10-31

GL reviewed with CRM...cust was offered and accepted reim of 50% of one month's lease payment of \$714.81 for a reim amount of \$357.40...cust's address has been verified as [REDACTED] Northridge, CA [REDACTED]...***kathryn mcallum/gl/pdx/cac; 0; [REDACTED]
2001-10-31

GL reviewed request and request is submitted for first and final approval...***kathryn mcallum/gl/pdx/cac; 0; [REDACTED]
2001-11-01

final approved; 0; [REDACTED]
2001-11-05

CUST REQUESTING TO SPEAK ONLY W/WANDA STRONG BECAUSE SHE HAS BEEN WORKING ON CASE. CUST STATED STILL HAVING CONCERNS REGARDING HIS TIRE PRESSURE AND RECEIVING FALSE READINGS. HE STATED THE CONCERN HAPPEND ONCE LAST WEEK AND AGAIN TODAY WHICH MAKES THEM INTO THE DLR 3X FOR HIS CONCERNS. CUST SEEKS TO KNOW WHY HE SHOULD NOT GO TO A LAWYER AND HAVE VEH REPLACED. CUST SEEKS TO SPEAK W/WANDA TODAY ON CELL. [REDACTED] CRM ADVISED WOULD NOTIFY WANDA STRONG BUT COULD NOT GURANTEE A C/B FROM HER. CUST SATISFIED. ALICIA RAMIREZ/CAC/PDX; 0; [REDACTED]
2001-11-13

(TIME: 7:05 AM) CRM RET'D CUST'S CALL & CELL PHONE & AS REQ'D; LFT MSG. THIS FILE HAD BEEN CLOSED AS ALL OF CUST'S CONCERNS HAD BEEN RESOLVED & CUST'S REQ'D REIMB OF 1/2 MONTH'S PYMT IS BEING PROCESSED. ANY FURTHER CONCERNS OF CUST MAY BE ADDRESSED BY ANY CRM TAKING CUST CALL. THIS CRM DID ADVISE CUST IN THE MSG LFT FOR HIM, THAT VEH WILL NEED TO BE DIAGNOSED BY DLRSHF BEFORE ANYTHING FURTHER CAN BE DETERMINED & AT THIS POINT, AS CUST HAS MENTIONED AN ATTORNEY, CRM WOULD SUGGEST SENDING A HEB LTR IF CUST WISHES TO PROCEED IN THIS VEIN. - CRM WANDA STRONG-PDX; 0; [REDACTED]
2001-11-13

CHECK [REDACTED] 0 IN THE AMOUNT OF \$357.40 WAS MAILED ON 11/05/01 TO [REDACTED] NORTHBRIDGE, CA. [REDACTED]
JADA MEAD/GL/TL/CAC/PDX.; 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 HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

October 23, 2001

[REDACTED]
Request: [REDACTED]

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2001 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 \$357.40. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Wanda Strong
Customer Relationship Manager

RS0005-P



CHECK 88-82 10

DATE
11/85/01

*****557 DOLLARS

*****CENTS *****557.40

PAY
TO THE
ORDER
OF



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

AMOUNT



VENUE
3076 10

1

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 980487918

PAYMENT
DATE 11/85/01

VENDOR NAME



REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
181YY2R001910202	11/81/01	*****	01.0000	557.40	.00	557.40
TOTAL				557.40	.00	557.40

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT FOR QUESTIONS CALL 800-441-8752

MS

557

MSX Request Form

If a Corepoint Request file exists, print out all attachments and attach them to this request form.

10-31-01
Today's Date

Strong, Wanda
CRM Name

Customer Information

MSX Doc No. [REDACTED]

Customer Name [REDACTED]

Action to be taken by MSX**SEND ORIGINAL DOCUMENTS TO:**

- ☐ Portland ☐ Austin ☐ Tampa ☐ Customer
☐ OTHER _____

Address: _____

City/ST/Zip: _____

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

- ☒ Scan documents. Attach to Request Number: [REDACTED]

- ☐ Scan documents. Put in Corr Assign Only.

- ☐ Return attached documents to storage.



ORIGINAL

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

[REDACTED]
Signature

ALBANY BUSINESS SYSTEMS**FAX TRANSMISSION COVER PAGE****To:** Wanda Strong**Date:** 10/23/01**Company:** Chevrolet**From:** [REDACTED]**Fax Number:** [REDACTED]**CC:****Number of pages, including Cover Page:** cover only**Ref. Case #** [REDACTED]

Wanda, you requested the vehicle registration and the front and back of a cancelled check. The bank does not return my checks. Do we have any other options?

Also, you can e-mail me if you wish at [REDACTED]

Thanks very much.



Oct 26 '01 18:15 P.02

**Introducing the
Bank of America
Visa® Gift Card**

Whether you have no time to shop or no idea what to give, Bank of America Visa® Gift Card is the perfect gift. It's like a gift certificate good at 19 million places.

To order a gift card, visit us at www.hartshornhvac.com/giftcard or call us toll-free at 1-866-761-3399.

⁴MSLs are not available for sale at Stock of Domestic Issuance auctions.

Lease Amount:
Statement Date:
Term:
Months in Service:

10/09/2001

14

ACCOUNT

2001 CHEVROLET COBALT



Call Toll-Free:

1-877-540-6225

Hours of Availability

5:00 am - 12:00 pm PT, MON - FRI

9:00 am - 2:00 pm PT, SAT



Write To:

Bayer of American Auto Finance Corp.
P.O. Box 2200
Brea, CA 92622-2200

It is our pleasure to service this account for you. Please contact us at any time if you require assistance. Thank you for being an important part of Bank of America. We appreciate your business and value you as a customer.

Child's Details

Department	Amount	Tax	Total
Public Works	\$41.00	\$3.25	\$44.25

DEBIT PAYMENTS TO:**LEASE ACCOUNT**

**PLEASE MAIL YOUR PAYMENT SO THAT IT REACHES US BY THE DUE DATE.
PLEASE RETURN THE PORTION WITH YOUR PAYMENT.**



Check if change of address or payment instructions cover.

REMIT PAYMENTS TO:

BANK OF AMERICA AUTO FINANCE CORP.
PO BOX 60307
LOS ANGELES CA 90060-0307

Hafalla, Haddad, Kallala, Khamis, Khamis, Khamis, Khamis

OCT 26 2001 17:16

AUTO 09/02/2001 TO 09/02/2002 11 [REDACTED]

1G1YY22E8L5102323
 NEW FIVE MODEL
 CP
 09/01/2001
 120 G
 00/00/2000 HE
 CHEV
 2001
 5316 1700

BANC AMER AUTO FIN CORP LER
 [REDACTED]

BANC AMER AUTO FIN
 PO BX 2269

BREA
 [REDACTED]

STATE OF CALIFORNIA
 DEPARTMENT OF MOTOR VEHICLES
 VALIDATED REGISTRATION CARD
 READ INSTRUCTIONS - IMPORTANT INFORMATION

PAGE 03

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G815109627	
Date Opened:	7/28/2003	Model Year:	2001	
Date Closed:	8/1/2003	Series:	Corvette	
Dealer Code:		Mileage:	39507	
Address:	PORTSMOUTH CHEVROLETNEWINGTON		State:	NH
Dealer Phone:				

SYMPTOM ABSTRACT— LOCK STEERING SERVICE COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION--

07/28/2003 14:39:28 SBD TEMPLATE - BAILLOD

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 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)ANDREW SABLE TECH

CUSTOMER CONCERN - STEERING WHEEL LOCK WILL NOT UNLOCK, SERVICE COLUMN LOCK MESSAGE.

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

ANDREW STATES NO CODES IN THE BCM AND I WAS CHECKING KEY IN AND KEY OUT AND YOU CAN HEAR THE RELAY WORKING, WENT TO GET SOME TOOLS AND PUT THE KEY IN AND IT WORKED? CALLED ON THE TSB AND SPECIAL POLICY FOR THE DOUBLE POLE RELAY?

TAC RECOMMENDATION - SUGGEST THE VEHICLE IN 01 ALREADY HAS THE DOUBLE POLE RELAY. SUGGEST TO PRINT OUT THE SCHEMATIC CHECK THE CONNECTIONS AT THE BCM COLUMN LOCK MOTOR AND G201 G202, IF OK REPLACE THE COLUMN LOCK MOTOR ACTUATOR.

EA02-031 / GM22C

07/28/2003 14:39:28 HISTORY - BAILLOD

08/01/2003 14:54:33 MINOR -DEALER SURVEY WAS PERFORMED

-CASE CLOSING

DLR REPLACED THE COLUMN LOCK MOTOR ACTUATOR.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

FT. MYERS

FL

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5100111

MODEL YEAR: 1997

DATE OPENED: 2000-09-05

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-09-05

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

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

Other
column is locked

REQUEST FOR INFORMATION

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."*Use the dealer locator process if the caller would like to locate their nearest dealer.

service code

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

cust states steering column is locked and code says "service column lock"...cust seeks technical explanation of service code...crm advised cust that cac does not have capability to give technical advice...crm advised cust that a dlr/svc mgr will have to help cust with that info...crm advised cust that crm could contact dlr for cust...cust states he just recently moved to area and wasn't working with any dlr yet...crm advised cust that crm could locate a dlr or dlrs for cust...cust states he will contact a dlr on his own...crm advised cust of this request and advised cust that his concern had been documented...***kathryn mccallum/pdc; 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:	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:

Ballwin , MO

CASE NUMBER: VIN: 1G1YY22G8V5100738
MODEL YEAR: 1997
DATE OPENED: 2002-12-26 SERIES: Corvette
DATE CLOSED: 2002-12-26 MILEAGE: 64000.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Elco Chevrolet Inc.
BRC PARENT: DEALER ADDRESS: 15110 Manchester, Ballwin, MO, 63011, USA

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

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

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

Chevrolet Corvette Owner Assistance; ; 2002-12-26

RE: Chevrolet Corvette Owner Assistance; ; 2002-12-26
2002-12-26

Service Request has been Closed Satisfied.; ; 2002-12-26

RE: Chevrolet Corvette Owner Assistance; ; 2002-12-26

RE: Chevrolet Corvette Owner Assistance; ; 2002-12-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

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:

ROGERSVILLE

TN

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5100934

MODEL YEAR: 1997

DATE OPENED: 2001-08-21

SERIES: UNKNOWN

DATE CLOSED: 2001-08-21

MILEAGE: 56000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Broken
LIGHT ON STEERING LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]], Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_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 STS THAT HER ELECTRONIC COLUMN LOCK LIGHT CAME ON. CUST STS THAT HER STEERING COLUMN IS LOCKED. CUST STS THAT SHE HAS CALLED SOME CHEV DEALERS AND THEY DO NOT KNOW ANYTHING ABOUT IT. CRM ADVISED THAT SHE NEEDS TO TAKE THE VEHICLE INTO A DEALER FOR DIAGNOSIS. CRM ADVISED DEALER WOULD BE ABLE TO HELP. CRM OFFERED TO CALL DEALER TO HELP MAKE APPT. CUST STS THAT SHE WILL DO THAT ON HER OWN. JENNIFER CORPUS/ATX; 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: 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:

Palm Harbor

FL

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5101307

MODEL YEAR: 1997

DATE OPENED: 2002-07-05

SERIES: Corvette

DATE CLOSED: 2002-07-05

MILEAGE: 44000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

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

Sticks

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

steering column lock; ; 2002-07-05
2002-07-05

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2002-07-05

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G8V5102019
Date Opened:	2/28/2003	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	97725
Address:	LOSADA AUTO TRUCK, IBAYAMON	State:	PR
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING STEERING WILL NOT UNLOCK 01-02-35-00

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

02/28/2003 13:23:16 SBD TEMPLATE - ESCAMILLA

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 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)

JUAN RIVERA

CUSTOMER CONCERN -

STEERING WHEEL LOCK

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

JUAN RIVERA REPORTS THAT HE NEEDS CASE FOR THIS VEH.

HE IS GOING TO PERFORM BULLETIN 01-02-35-008.

TAC RECOMMENDATION -

GAVE CASE TO JUAN.

VAL ESCAMILLA

02/28/2003 13:23:18 HISTORY - ESCAMILLA

SYMPTOM ABSTRACT--- STEERING STEERING WILL NOT UNLOCK 01-02-35-00

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

02/28/2003 13:23:16 SBD TEMPLATE - ESCAMILLA

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 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)

JUAN RIVERA

CUSTOMER CONCERN -

STEERING WHEEL LOCK

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

JUAN RIVERA REPORTS THAT HE NEEDS CASE FOR THIS VEH.

HE IS GOING TO PERFORM BULLETIN 01-02-35-008.

TAC RECOMMENDATION -

GAVE CASE TO JUAN.

VAL ESCAMILLA

02/28/2003 13:23:16 HISTORY - ESCAMILLA

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

Louisville

KY

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5102585

MODEL YEAR: 1997

DATE OPENED: 2002-12-26

SERIES: Corvette

DATE CLOSED: 2002-12-26

MILEAGE: 30000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Bachman Chevrolet-Oldsmobile, Inc.

BRC PARENT:

DEALER ADDRESS: 9650 Bluegrass Parkway, Louisville, KY, 40299-1900,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering column lock; ; 2002-12-26

2002-12-26

Service Request has been Closed Satisfied.; ; 2002-12-26

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: ORANGE STATE: TX ZIP: [REDACTED]
VIN: 1G1YY22G8V5103509 DELIVERY DATE: 04/22/1997
RESP DEALER: 00000
MILEAGE: 26590 CORPORATE CASE #:
YEAR/MODEL: 1997/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 08/09/1999 ORIG OPEN DATE: 07/29/1999
REOPENED: N
LAST ACTIVITY DATE: 11/18/1999 BY: KELLY A ANDERSON
CLOSE DATE: 11/18/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: BBB
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: 07/29/1999
DEALER CLOSED : 11/18/1999

DEALER NUMBER: 30091
NAME: TRIANGLE CHEVROLET, INC.
CITY: PORT ARTHUR ST: TX

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A12	0		BBB CALL RECORD**8/6/99**
M40	4		STEERING WHEEL LOCKS UP
T04	0		OWNER REQUESTS RENTAL EXTENSION

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/29/1999 18:23:48
OWNER CALLED W/CONCERN FOR VEHICLE STEERING LOCKED UP...OWNER STATES
2ND OWNER AT 25K MILES...OWNER STATES HAS BEEN TO DEALER 5 TIMES FOR
THIS CONCERN...STATES NO EXTENDED SERVICE CONTRACT...STATES NO OTHER
CHEVS...STATES DEALER HAS HAD VEHICLE FOR A WEEK & THE PROBLEM HAS
NOT BEEN RESOLVED...STATES DEALER ADVISED OWNER THAT DEALER WOULD
NEED RENTAL VEH BACK TOMORROW...STATES IF VEHICLE IS NOT READY OWNER
NEEDS A VEHICLE TO GET TO WORK...CRM NOTED CONCERN & ADVISED OWNER
CRM WOULD LOOK INTO ISSUE...CRM CONTACTED TRIANGLE CHEV (30 091) BUT
SERVICE MANAGER BARRY STEEL NOT AVAILABLE...CRM LEFT A MESSAGE FOR
SERVICE MANAGER TO CALL CRM...CRM ADVISED OWNER OF FAILED DEALER
CONTACT...ADVISED OWNER OF FILE & PURPOSE & ADVISED WOULD FOLLOW UP
& CALL OWNER BACK...OWNER THANKED CRM...CRM THANKED OWNER FOR CALL...
JAY HAVENER, X4102 TROY SITE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/30/1999 17:40:43
07/30/99*****
O/C& REQ ASST...O/STS FILE#...CO REV'D& OFFERED TO ASST...
O/STS IS ON HER WAY TO DLR FOR ASST...O/STS CONTINUOUSLY CALLS
LISTED DLR...O/STS CALLED TODAY & THEY ADVISED THAT VEH HAS
NOT BEEN INSPECTED AND THEY WILL NOT BE ABLE TO GET TO
IT TODAY... O/STS WOULD LIKE CO TO PROVIDE ANOTHER DLR
NAME & NUMBER IN AREA WHERE SHE CAN TAKE THE VEH TO...CO
ACK& ADV O/OF ANOTHER CHEV DLR IN AREA...O/ACK...O/STS IF
THERE ARE ANY OTHER CONCERN SHE W/CALL CHEV...CO ACK...
OWNER THANKED CO...CO THANKED OWNER...
MESHA KING/TROY

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/09/1999 08:03:44
CAC ADR RECEIVED CALL RECORD FROM THE BBB OF OWNERS INTENT ON MEDARB
CASE IS BEING HANDLED BY THE ADR TEAM ... PLEASE DIRECT ANY QUESTIONS
TO YOUR ADR TEAM CONTACT OR THE ADR TEAM ASSISTANT...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/10/1999 10:21:27
08/10/99*****
CUSTOMER CALLED REQUESTING STATUS ON CASE...CRM CONTACTED ADR CONTACT
WENDY LOUIS...CRM LEFT MESSAGE ON VOICEMAIL STATING TO PLEASE CONTACT
CUSTOMER AT EARLIEST CONVENIENCE...CRM ADVISED CUSTOMER WILL BE
CONTACTED BY APPROPRIATE DEPARTMENT ASAP...CUSTOMER ASKED FOR NAME OF
INDIVIDUAL MAKING PHONE CALL...CRM ADVISED UNABLE TO PROVIDE THAT
INFORMATION SINCE THERE ARE SEVERAL PEOPLE IN EACH DEPARTMENT...
CUSTOMER THANKED CRM AND ADVISED AWAITING PHONE CALL...CRM THANKED
CUSTOMER FOR CALLING....
SHANE ALBRANDT - TROY SITE
8/10/99*****
CO REC'D C/ FROM PREV...CO LEFT O'SHIP CARLOS GARCIA VRU W/ FYI THAT
O/ C/ REQ A C/B...

WENDY LEWIS
BRC/ADR
8-10-99*****

OWNER CALLED BACK STATES FILE # & PURPOSE...CO REV FILE...
CO OFFERED TO ASST...O/REQUEST UPDATE ON HER FILE...CRM CONFERENCED
OWNER TO CARLOS GARCIA CAG/ADR WHO HAS OWNERSHIP OF FILE...CRM THANKED

...OWNER THANKED...DAVE HACK,TROY SITE
8/10/99****
CO CALLED O AND SMGR PAM WILLIAMS AT CLASSIC CHV...O CONSENTED FOR ROA
DSIDE TO TOW VEH TO DLR AND TO HAVE DLR DRIVE VEH OVER 50-100 MILES TO
DIAGNOS STEERING COLUM LOCKING UP...O/W/C/B WHEN ALL IS DONE....
CARLOS GARCIA
ADR,BRC

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/17/1999 14:15:10
08/17/99*****

OWNER CALLED AND STS HAS A FILE #...CRM CSESCN...OWNER STS REQUESTING
REIM FOR RENTAL FEES...OWNER STS ALREADY TALKED WITH SOMEBODY BEFORE
AND WAS ADVISED THAT WAS FINE BUT NEEDS TO KNOW HOW TO GO ABOUT
DOING THAT...CRM ADVISED OWNER WILL LOOK INTO SITUATION AND ASKED
THE OWNER TO HOLD...CRM NOTES OWNER DISCONNECTED...CRM CALLED
CARLOS GARCIA AND ADVISED OF THE INFO...CARLOS STATED WILL LOOK
INTO REQ...CRM THANKED...ADR THANKED.....
PANDY MUHA/TROY
08/17/99*****

ORIGINAL OWNER CALL BACK REQUESTING ASSTANCE FOR REIM FOR RENTAL...
CRM REVIEWED FILE...CALL DEALER FOR INFO, BUT ALL DEALER SERVICE WERE
BUSY...CRM ADVICE OWNER WILL NEED TO GET INFO FROM CLASSIC CHEV...
OWNER ACK...CRM THANK OWNER...OWNER THANK CRM...
DERAR SHYOUN, TROY SITE...

FOR NEXT CRM>>>>PLEASE CALL DEALER FOR INFO
08-17-99*****OWNER CALLED ON THIS DATE STATES SEEKING REIM FOR RENTAL.
WRITER CONTACT THE DEALER WHO STATES NEVER FIX THE PROBLEM WHEN THE
OWNER CALL BACK WE NEED CORRECT INFORMATION ON WHAT DEALERSHIP
ACCURATE FIX THE PROBLEM THEN CONTACT THE DEALER TO FIND OUT HOW
MANY DAY DID IT TAKE AFTER THE DIAGNOSIS OF THE VEH. SO WE CAN
KNOW HOW MANY DAY TO REIM FOR RENTAL.
LAJUANA SMITH/CRM/TROY SITE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/09/1999 11:21:45
09/09/99*****

OWNER CALLED BACK REQUEST TO SPEAK W/ CARLOS GARCIA...OWNER HAD FILE#.
CRM ACKNOWLEDGED...CRM FOUND OUT THAT MR. GARCIA EXTENSION IS NO
LONGER IN SERVICE...CRM LEFT A DETAIL MESSAGE W/ THE 5100# TO CONTACT
OWNER ASAP CONCERNING OWNER'S CASE...CRM INFORMED OWNER OF THIS...CRM
ADVISED OWNER THAT A SPECIALIST FROM CHEV WILL BE CONTACTING OWNER...
OWNER THANKED CRM...CRM THANKED OWNER....

CRM 4158,TROY SITE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/10/1999 10:50:40
09-10-99***CRM REC'D VME FROM PREVIOUS...CRM LEFT VME FOR PREVIOUS
STATING THAT THIS IS A CAC/BRG CASE & SHE CALLED WRONG EXTENSION...
ZANDRA WALKER X5100 CAC/REIMGATE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/27/1999 12:19:44
CUST CALLED BACK SEEKING UPDATE ON CASE FOR RENTAL REIME..CRM ADVISED
IF CUST MAILED DOCUMENTATION ON 08/15/99 IT WILL PROBABLY TAKE 8-10WKS
FOR REVIEW..CUST AGREED TO WAIT AND CALL LATER..
NICK KUTCHAEV/TROY SITE..

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/18/1999 00:00:01
CLOSED DUE TO LACK OF INTEREST
SEE ABOVE
SEE ABOVE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/18/1999 14:05:26
11/18/99** BBB FILE CLOSED DUE TO LACK OF INTEREST BY O/THROUGH BBB..
.NOTE: IF O/C/B/FILE CAN BE REVIEWED AS NORMAL 800 CALL....

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: ORANGE

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: TX

HOME PHONE: [REDACTED]

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.

CHEVROLET MOTOR DIVISION
 *** GM RESTRICTED ***

167847
 OT50845 PAGE #: 1
 M41-015

CASE NO: [REDACTED]
 DATE OPENED: 09/11/1998
 DATE CLOSED: 09/14/1998
 SOURCE: PHONE
 CUSTOMER: [REDACTED]
 ADDRESS: 145 WEST 27 STREET
 HOME PHONE: [REDACTED]

VIN: 1G1YY2208V8105051
 MODEL, YR: 97
 SERIES: YB CORVETTE
 MILEAGE: 016100
 STATE: IL
 CHICAGO HEIGHTS IL [REDACTED]
 BUS. PHONE: [REDACTED] EXT: [REDACTED]

***** GENERAL COMMENTS *****

8/25/98*****

O/ REQ ASST ON STEERING CLOWN RFR ON 97 CORVETTE... O/STS 2ND O/ FOR
 CHANGED 8/97 AT 3000 MILES... O/STS NO NET SERV CONTRACT, SERV HISTORY
 ON 7/27 & 7/11...O/STS THAT VEH IS AT DLR NOW... O/STS THAT STEERING C
 CLAWN LOCKED UP AGAIN... O/STS THAT HAS BEEN TO THE DLR SEVERAL X'S FO
 R THIS CONCERN.. O/STS THAT DLR IS NOT WORKING ON THE VEH...O/STS THAT
 DLR ADV O/ TO C/CAC ABOUT THIS... O/STS THAT DLR ADV VEH NOT BEING WO
 RDED ON... CO ACK & APOLOGIZED FOR CONCERN... CO DCC DLR & SPOKE TO J
 ON SNGR... SNGR ADV THAT SERV ADV HAS CONTACTED TAC ABOUT O/S CONCERN.
 . SNGR ADV THAT SERV ADV HAS GOTTEN INFO BACK FROM TAC ABOUT RFR & IS
 DOING SOME OF THE THINGS TAC ADV NOW... CO THANKED SNGR FOR TIME & INF
 O...CO ADV O/ FILE # & PURPOSE...CO ADV O/ OF DCC INFO... CO ADV THAT
 VEH IS BEING WORKED ON ... O/ BECOMES VERY LOUD & ABRASIVE ABOUT THIS.
 ..O/ DEMANDED CO C/ DLR BACK & FIND OUT WHO WAS WORKING ON VEH...O/STS
 THAT DLR ADV NO ONE WORKING ON VEH... CO DCC DLR & SPOKE TO JOE

(NOT SNGR) WHO ADV THAT DAVE N. WAS WORKING ON VEH...
 CO THANKED JOE FOR TIME & INFO...CO ADV O/ THAT SERV ADV IS DAVE N....
 O/ WHAT S TO KNOW WHERE DAVE IS FROM...C O ADV HE IS SERVADV FOR DLR..
 . O/VENTS & REQ TIME FRAME FOR RFR.. CO ADV CAN NOT PROVIDE THAT INFO.
 .. O/STS DLR ADV THIS WAS TECH LINE THAT DLR HAD O/'ED & WE COULD HELP
 O/... O/ WANTS MORE INFO ON RFR... CO ADV THAT O/ NEEDS TO KEEP IN
 CONTACT W/ DLR FOR RFR INFO... CO ADV THAT CO HAD GIVEN ALL INFO CO HA
 D TO O/ ABOUT THIS ... O/7'ED IF THERE WAS SOMEONE ELSE O/ COULD SPEAK
 TO TO PROVIDE TIMEFRAME & RFR INFO FOR O/... CO ADV NOT TECHNICAL LINE
 & CO DEPENDS ON DLR FOR THAT INFO... O/. VENTS & STS WILL C/ DLR BACK
 & THE O/ CO R/... O/ DISCONNECTED...
 LINDA WATKINS, 3635

09/11/98*****

O/C/B/REQ REPURCHASE OF VEH...O/STS VEH GOING TO DLR 4TH TIME IN MONTH
 HALF FOR SAME CONCERN...O/STS VEH SCARY TO DRIVE...O/STS VEH AT DLR

MORE THAN AT HOME...CO REV'D FILE...CO DCC DIR [REDACTED]...CO SPOKE
TO JOE GOLUB...JOE ADV FOLLOWING RPR'S PERFORMED ON VEH...

RD	NO DATE	MILES	CONCERN	RPR
[REDACTED]	07-11-98	14972	STEERING LOCKING	INTERMITTENT CONCERN CODE B2723 FOUND DEFLECTION CIRCUIT NFF
[REDACTED]	07-27-98	15367	STEERING LOCKING	

NO	SO DATE	MILES	CONCERN	RFR
██████	06-19-98	15899	STEERING LOCKING	RPL INJECTION SWITCH

SEER ADV'D HAS HAD TO C/TAC ABOUT VEH...SEER ADV THAT SPOKE TO O/
& DLR WILL BE TOWING THE VEH TODAY FOR SAME STEERING CONCERN...
CO THANKED JOE FOR X...CO C/B/O ADV'D THAT FILE WILL BE FORWARDED
TO REV REQ FOR REPURCHASE IN DETAIL...F/UP C/W/S BUSINESS DAYS...
CO ADV EXTENSION \$...O THANKED...CO THANKED...
SHAWN HALLWITE X4396

CO DID REV W/ A.FIGUEROA

UPON FURTHER REVIEW OF ALL RELEVANT AND AVAILABLE DOCUMENTS, CASE
DOCUMENTS, DEALERSHIP REPAIR HISTORY, SALES, OWNERSHIP AND OTHER
APPLICABLE INFORMATION AVAILABLE AT THE TIME OF THIS REVIEW, CHEVROLET
WILL CONTINUE TO WORK WITHIN THE TERMS OF ANY AVAILABLE CHEVROLET
WARRANTIES.

CASE DOES NOT MERIT FURTHER REVIEW BY CAG AT THIS TIME.

ROBERT ARRY BRG/CAG X4934

06/15/98****

CO C/B/O ADV OF CAG REV...CO ADV O/THAT CMD WILL CONTINUE TO WORK
UNDER TERMS OF WARR...O/VENTS...O/STG GETTING ATTY...CO ADV WELL
WITHIN RIGHT TO DO SO...O/STG C/REB...CO ACK FRUSTRATIONS...O/
STG NOT GOING TO PAY NOTE ON VEH...O/BECOMES VERY LOUD...CO ADV
O/OF CMD POSITION AGAIN...O/VENTS MORE...O/THANKS...CO THANKS...
SHAWN HALLWITE X4396

09-15-98

O/C/REQ TO SPEAK TO PREV SPECIALIST...CO REV FILE & ADV CO PREV
IS UNAVAILABLE...O/STG THE STEERING COILS CONT TO LOCK UP...O/STG
THE DLR IS UNABLE TO RFR VEH...O/STG THE FIELD ENGINEER HAS NO
RFR RECOMMENDATION...O/STG DOES NOT WANT THE R/C OF THIS SITUATION...
CO REV PREV RFR HISTORY...CO ADV O/ NO RECALLS OR SPECIAL POLICIES...
CO ADV O/ VEH WARR 3/36...CO ADV O/ CMD POSITION OF UNABLE TO MNT
O/ REQ FOR REPURCHASE & TO CONT TO WORK UNDER THE TERMS VEH WARR...
O/STG UNACCEPTABLE & REQ WHAT IS THE STEP...CO ADV O/ IF NOT SAT W/
CMD POSITION CAN PURSUE SITUATION W/ THE REE...CO PROV O/ REE AUTOLINE

...O/THANKED CO FOR THE HELP...CO THANKED O/ FOR THE C/...
WALTER FEDCHENKO EXT 1941

***** REQUEST CODE AND COMMENTS *****

CDE #	DESC	CDE COMMENTS
-------	------	--------------

#41	0	STEERING COLUMN COLUMN LOCKS FOR DLR INFO
-----	---	--

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Tyler , TX

CASE NUMBER: VIN: 1G1YY22G8V5105129
MODEL YEAR: 1997
DATE OPENED: 2003-05-15 SERIES: Corvette
DATE CLOSED: 2003-05-29 MILEAGE: 73000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: King Chevrolet Company
BRC PARENT: DEALER ADDRESS: 527 W Erwin, Tyler, TX, 75702-7136, USA

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

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

Excessive Effort

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

Steering issue; ; 2003-05-15
2003-05-15

Svc Mgr; ; 2003-05-15
2003-05-23

RE: Civil, 1-99806123, FRI, May 23, 11-1 est; ; 2003-05-19
2003-05-15

Svc Mgr Curtis Parker; ; 2003-05-15
2003-05-15

Called Back; ; 2003-05-15
2003-05-16

Called cust; ; 2003-05-16
2003-05-19

Called cust; ; 2003-05-19
2003-05-19

Created: CAC_RS0006. SR ; 2003-05-19
2003-05-19

Submit CALL CAC, left msg 5-15, 5-16 and 5-19-3; ; 2003-05-21
2003-05-21

APPROVED LETTER RS0006; ; 2003-05-21
2003-05-21

Service Request has been Closed Satisfied.; ; 2003-05-21
2003-05-29

SR in Status of Closed has been Re-Opened by RODRIGUEZ; ; 2003-05-29
2003-05-29

cust seeks update on assist for repair of steering locking up; ; 2003-05-29
2003-05-29

Service Request has been Closed Satisfied.; ; 2003-05-29

*****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:

REFURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVABLE:

MILEAGE @ BUY-BACK: 0
MSRP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 22, 2003

[REDACTED]
Tyler, TX [REDACTED]

Service Request: [REDACTED]

Dear Mr. [REDACTED]

We would like to discuss your request for assistance regarding your 1997 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Vince Dickinson
Customer Relationship Manager

RS0006-P/mjr

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Orlando , FL

CASE NUMBER: VIN: 1G1YY22G8V5105194
MODEL YEAR: 1997
DATE OPENED: 2003-06-06 SERIES: Corvette
DATE CLOSED: 2003-06-07 MILEAGE: 40000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Don Mealey Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 3707 W Colonial Dr, Orlando, FL, 32808-7998, USA

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

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

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

cust states power steering has locked; ; 2003-06-06
2003-06-06

Service Request has been Closed Satisfied.; ; 2003-06-06
2003-06-06

Steering Shaft Locked.....; ; 2003-06-07
2003-06-06

Steering Locked.....; ; 2003-06-07
2003-06-06

Please assume SR; ; 2003-06-07
2003-06-06

file audit; ; 2003-06-06
2003-06-06

Service Request Ownership has changed FROM: HINSONM TO: BAKERTAW; ; 2003-06-06
2003-06-07

Steering Locked; ; 2003-06-07
2003-06-07

Service Request has been Closed Dissatisfied.; ; 2003-06-07

*****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:
FAR 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:

DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G8V5105311	
Date Opened:	8/26/2002	Model Year:	1997	
Date Closed:		Series:	Corvette	
Dealer Code:		Mileage:	10000	
Address:	CITY CHEVROLET, INC. CHICAGO	1	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN DOES NOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/26/2002 15:33:02 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION)ERIC AGERS TECH

CUSTOMER CONCERN - STEERING COLUMN DOES NOT UNLOCK.

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

TECH STS NO CODES. HE REPLACED LOCK MOTOR. CONCERN IS STILL PRESENT.

TAC RECOMMENDATION -

ADVISED TECH ON PI 01-02-35-008 (UPDATED PARTS). ADVISED HIM TO CHECK
G201, AND G202. IF SYSTEM STILL DOES NOT OPERATE, REMOVE BCM FUSE FOR 30
SECONDS, REINSTALL AND RETEST.

08/28/2002 15:33:02 HISTORY - KOPAH

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN DOES NOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/28/2002 15:33:02 SBD TEMPLATE - KOPAH

EA02-031 / GM22C

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)ERIC AGERS TECH

CUSTOMER CONCERN - STEERING COLUMN DOES NOT UNLOCK.

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

TECH STS NO CODES. HE REPLACED LOCK MOTOR. CONCERN IS STILL PRESENT.

TAC RECOMMENDATION -

ADVISED TECH ON PI 01-02-35-008 (UPDATED PARTS). ADVISED HIM TO CHECK

G201, AND G202. IF SYSTEM STILL DOES NOT OPERATE, REMOVE BCM FUSE FOR 30
SECONDS, REINSTALL AND RETEST.

08/26/2002 15:33:02 HISTORY - KOPAH

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

KANSAS CITY

KS

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V3105518

MODEL YEAR: 1997

DATE OPENED: 2001-07-19

SERIES: UNKNOWN

DATE CLOSED: 2001-07-20

MILEAGE: 62058

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JAY WOLFE CHEVROLET-OLDSMOBILE INC

BRC PARENT:

DEALER ADDRESS: 7707 STATE AVE, KANSAS CITY, KS, 66112, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Microsoft\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Microsoft\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 STEERING COLUMN IS LOCKED AND THE TOW COMPANY WON'T TOUCH VEH IN FEAR OF SCRATCHING THE NOSE OF THE VEH. CUST STATES HE IS NOT GOING TO OK THE TOW BECAUSE IT IS NOT HIS FAULT STEERING WHEEL IS LOCKED. CUST IS SEEKING FOR GM TO OK THE TOW AND PAY FOR THE DAMAGES IF IT BECOMES SCRATCHED WHILE BEING TOWED. CRM ADVISED CUST THAT CRM CAN'T OK THE TOW AND WILL CHECK INFO THIS FOR CUST. CRM HAS CONTACTED JAY WOLFE AND LEFT A MESSAGE WITH SVC DEPT ABOUT CUST CONCERN. CRM HAS CALL BACK FOR 7/20/01 AT 9:00 AM PST. ADRIENNE SIMS/CAC/PDX; 0; [REDACTED]
2001-07-20

CRM HAS CONTACTED THE SVC DEPT CHUCK NANCE AND HE STATES THE ONLY PROBLEM TO HAVE A MECH GO OUT TO THE VEH IS THAT THE STEERING COLUMN IS ELECTRONIC AND NOT MECHANICAL. CHUCK STATES THAT CUST WILL HAVE A TOW COMPANY WITH A DOLLY TO HAVE VEH BROUGHT IN. [REDACTED] GAVE ME BAKERS TOWING NUMBER 913-299-1130. CRM CONTACTED CUST AND ADVISED CUST OF BAKERS TOWING AND CUST STATES HE ALREADY HAS VEH AT ORIGINAL DLR AND THEY ARE GOING TO WORK ON VEH. NO FURTHER ACTION NEEDED. ADRIENNE SIMS/CAC/PDX; 0; [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

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:

DORS 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:

GUILFORD, IN

CASE NUMBER: VIN: 1G1YY22G8V5106071
MODEL YEAR: 1997
DATE OPENED: 2001-11-05 SERIES: UNKNOWN
DATE CLOSED: 2001-11-05 MILEAGE: 20000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: NO DEALER NAME: TOM TEPE AUTOCENTER INC
BRC PARENT: DEALER ADDRESS: 426 INDIAN TRL, MILAN, IN, 47031, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
STEERING WHEEL LOCKED

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STS THAT THE STEERING WHEEL LOCKED, HE TOOK THE BATTERY OFF AND IT DID NOT WORK, AND WHEN HE PUT BATTERY BACK ON IT UNLOCKED, CUST SEEKS TO KNOW IF THERE IS A RECALL OR IF THERE IS ANYTHING THAT CAN BE DONE, CRM SPOKE W. SVC ADV GREG CRANK, HE WOULD SPEAK W/ CUST, CRM WARM TRANSFERRED CUST.....CYNTHIA HERNANDEZ/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

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:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

St. Petersburg
FL

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5106684

MODEL YEAR: 1997

DATE OPENED: 2003-04-28

SERIES: Corvette

DATE CLOSED: 2003-04-29

MILEAGE: 62285.0000000

SOURCE: Email

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M01 General

0 REPAIR ATTEMPT(S)

Excessive Effort

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

FW: Chevrolet Corvette Owner Assistance; ; 2003-04-28

RR: Chevrolet Corvette Owner Assistance; ; 2003-04-28
2003-04-28

Service Request has been Closed Satisfied.; ; 2003-04-28
2003-04-29

SR in Status of Closed has been Re-Opened by ELLISONP; ; 2003-04-29
2003-04-29

Steering column locking up; ; 2003-04-29
2003-04-29

Service Request has been Closed Satisfied.; ; 2003-04-29

*****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:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

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

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

LOCATION:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: 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:	1G1YY22G8V5108751
Date Opened:	3/12/2002	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	17621
Address:	CARIBBEAN AUTO MART-KINGSHILL	State:	VI
Dealer Phone:			

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

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/12/2002 12:07:33 SBD TEMPLATE - KOSMOWSKI

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

03/12/2002 12:07:33 HISTORY - KOSMOWSKI

CALLER'S NAME - TOM AINGER

CUSTOMER CONCERN - CUSTOMER ALLEGES STEERING COLUMN WOULD NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS - DEALER STATES THEY PERFORMED TSB
01-02-35-008, BUT DID NOT INSTALL THE CAM ORIENTATION PLATE. DEALER

STATES THEY CALLED TO SEE IF THAT PLATE SHOULD BE INSTALLED.

TAC RECOMMENDATION - REVIEWED TSB WITH DEALER. SUGGEST DEALER INSTALL CAM PLATE PER TSB.

03/19/2002 08:18:21 RADZIOCH

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

TOM

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

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

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES HE ORDER PART NUMBER 28058108. TECH STATES THE LOCK NUT IS THE ONLY PART THAT CAME WITH IT. TECH STATES HE NEEDS THE CAM PLATE.

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

ADVISED TECH PER 01-02-35-008 THIS IS A GOOD PART NUMBER AND IT'S SHOULD BE A KIT WITH BOTH PARTS, CALL PARTECH.

04/11/2002 14:42:29 PAWLIK

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

TOM AINGER

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

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

21

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STS THAT WHEN PERFORMING BULLETIN 01-02-35-008 AND GETTING TO STEP 12 THERE IS NO NEW CAM PLATE WITH NUT, PN 28058108. DLR STS THAT THEY ORDERED 2 MORE OF THIS NUMBER AND THERE WAS NO PLATE IN THOSE. DLR CONTACTED PARTECH AND WAS TOLD TO ORDER PART NUMBER FOR THE PARTS CATALOG. NEW LOCK PLATE ORDERED IS IDENTICAL TO THE ONE TAKEN OFF THE VEH. DLR STS THAT THEY NEED THE REDESIGNED LOCK PLATE TO COMPLETE THE VEH REPAIR.

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

INFORMED DLR THAT I WOULD LOOK INTO ISSUE WITH LIAISON. I WOULD CALL HIM

EA02-031 / GM22C

BACK IN 1 HOUR.

04/11/2002 14:53:01 PAWLIK - CASE UPDATE.

CONTACTED THE PARTS LIAISON AT 1-800-864-5217 PER TAC DATABASE.
EXPLAINED INFORMATION. HE INTURN WARM TRANSFERED ME TO PARTECH.

PARTECH MESSAGE STS THAT THE CAR GROUP WOULD BE CLOSED FROM 1 TO 3:15 FOR
A MEETING.

04/11/2002 16:05:37 PAWLIK

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

TOM AINGER

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

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

21

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

INFORMED DLR THAT I WOULD LOOK INTO ISSUE WITH LIAISON. I WOULD CALL HIM
BACK IN 1 HOUR.

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

INFORMED DLR THAT THE PLATE IN QUESTION IS A PART OF THE HARNESS KIT AND
NOT THE NUT. DLR TO INSPECT PACKAGE PART NUMBER 88852427 FOR PLATE, PN
26049186. THIS PLATE IS THE ONE REFERED TO IN THE BULLETIN STEP 12.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G8V5108880
Date Opened:	9/27/2002	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:		Mileage:	35000
Address:	HARVEY'S INC	SHAWNEE	OK
State:			OK
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK LOCK/UNLOCK COLUMN LOCK BULLETIN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/27/2002 11:16:43 SBD TEMPLATE - WENGER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CODY DAVIS (TECH)

CUSTOMER CONCERN -

STEERING LOCK WILL NOT UNLOCK.

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

TECH CALLED STATES THEY DID BULLETIN 01-02-35-008 LAST MAY. TECH STATE INTERMITTENTLY THEY NOW HAVE IT LOCKING STILL AND THEY GET CODE B2587, B2592. TECH STATES TERMINAL AT ACTUATOR AND RELAY CHECK GOOD. TECH STATES KEY INPUT CHECKS GOOD. TECH LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH TO CHECK PER PI A000265, G201, G202. ADVISED TECH TO DRAG TERMINALS AT THE BCM. ADVISED IF OK TO CHECK THE CONNECTION AT THE

EA02-031 / GM22C

ACTUATOR. CHECK OPERATION OF RELAY. DEALER LOOKING FOR INFO.
08/27/2002 11:16:43 HISTORY - WENGER

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:CASE NUMBER: VIN: 1G1YY22GHV5107091
MODEL YEAR: 1997
DATE OPENED: 2000-09-11 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-11 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ROSSI CHEV-PONT-OLDS-BUIC-GMC TRUCK
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKED

STEERING LOCKED UP

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

CALLER DOES NOT OWN VEHICLE. CALLER STATES THIS IS THE THIRD CORVETTE HE HAD COME IN WITH A LOCKED STEERING COLUMN. CALLER SEEKS INFO ON THIS BEING A PROBLEM WITH THE VEHICLE. CRM LOOKED FOR RECALLS AND SPECIAL POLICIES. CRM ADVISED THERE ARE NONE. CRM ADVISED CALLER TO DEALERSHIP THAT MAY HAVE MORE INFO. CALLER STATES THIS COULD HAVE CAUSED AN ACCIDENT AND STILL SEEKS MORE INFO. CRM ADVISED CUST SHE HAD NOTHING SHE COULD TELL HIM BECAUSE SHE HAS NEVER RECEIVED A CALL ON THIS MATTER AND ONCE AGAIN ADVISED TO A CERTIFIED DLR. CRM ADVISED A PAR COULD NOT BE DONE BECAUSE THERE WAS NOT AN ACCIDENT AND THE NHTSA WEBSITE OR GM HAS NOT ISSUED AN INVESTIGATION INTO THIS BEING A PROBLEM ON THESE VEHICLES. CANDACE BURNETT/TAMPA; 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 EAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

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

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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:

SENACOVIA

MS

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5107737

MODEL YEAR: 1997

DATE OPENED: 2000-08-30

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-11-01

MILEAGE: 45819

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: MOORE CHEVROLET-OLDSMOBILE INC

BRC PARENT:

DEALER ADDRESS: 4930 HWY 51 N, , SENACOVIA, MS, 38668, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Inoperative
LOCKED BY COMPUTER

STEERING COLUMN LOCKED

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

CUST STATES HIS VETTE HAS CODE SERVICE STEERING COLUMN AND CAR WILL SHUT OF WHEN PUT IN GEAR CRM ADVISE HE TAKE TO DLR FOR REPAIR CUST WILL CALL IF HE HAS FURTHER PROBLEMS MARK WILLIAMS/PDX; 0; [REDACTED]
2000-08-31

SRV. MGR., TRAVIS, STATES THE CUST. TOLD HIM TO CALL US & JUST WANTED TO MAKE SURE HE WAS NOT OFFERED ASST. BY US. CRM ADVSD OF PREVIOUS NOTES. MARIE PETERSON/PDX; 0; [REDACTED]
2000-09-05

CUST CALLED BACK TO SEE IF ANY ASSISTANCE ON STEERING COLUMN. CRM TOLD HIM HE DIDN'T FALL INTO THE FRAMEWORK FOR US TO OFFER ASSISTANCE FROM HERE, BUT HE SAID HE KNOWN SERVICE MGR WELL, SO CRM RECOMMENDED HE ASK SRV MGR TO TALK TO AVM SINCE CUST IS LOYALGM CUSTOMER. CUST ALSO WANTED PHONE NUMBER FOR CORVETTE MUSEUM, SO CRM GAVE HIM NUMBER REQUESTED. BARBARA FLEMING/PDX; 0; [REDACTED]
2000-11-01

CUST states his steering collum locked up on about 8/30/00 and took vehicle into a chevrolet dealership to be repaired. CUST had set up this file requesting assistance with the repair work and was advised by SCV MGR, Travis Murphy, to contact CAC, as Mr. Murphey could not offer assistance.

CUST is seeking reimbursement for his repairs.

CRM advised CUST that due to the vehicle being purchased at a used car dealership, the vehicle being out of warranty, a previous CRM advising him we would be unable to assist him, and the SCV MGR denying assistance, GM at this time would not be able to offer him any assistance in this matter.

Garrett Bates/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:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

NEW PORT RICHEY
FL

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G8V5108113
MODEL YEAR: 1997
DATE OPENED: 2002-03-18 SERIES: CORVETTE
DATE CLOSED: 2002-04-17 MILEAGE: 19070
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: AUTOWAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 1700 E HILLSBOROUGH AVE, TAMPA, FL, 33610, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED UP
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) REIM
S86 CAC Resolved With Goodwill Other
0 REPAIR ATTEMPT(S) REIM

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\wab\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_Correspond.html]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CRM ATTEMPTED CB/TO CUST ON ALTERNATE CELL PHONE # IN FILE. CRM SUSPENDING FILE W/ANOTHER CB 3/26/02. JOANNE AUGELLO/FL PILOT/TAMPA 58005.; 0;
2002-04-04

Crm resuming file to check alarms. Crm suspending file for goodwill reim review w/tm. joanne augello/cac/tampa; 0;
2002-04-12

LAISON PRE-APPROVING REQUEST FOR REIM IN THE AMOUNT OF \$157.48. 40% OF REPAIR. CORRECT BREAKDOWN AS FOLLOWS:

LABOR \$ 63.58
PARTS 71.60
SUP 12.00
TAX 10.30 67%

TOTAL \$157.48
VIN SEARCH REVEALS ONE PREVIOUS REQUEST-NO GOODWILL. WENDY ADAMS/GOODWILL APPROVAL
GROUP/TAMPA-F; 0; [REDACTED]
2002-03-18

*****NOT ORIGINAL OWNER*****
ALTERNATE TEL CELL = [REDACTED]
CUST SEEKS COST ASSIST W/REPAIR TO STEERING COLUMN/LOCK ACTUATOR REPLACED. CUST SEEKS
CAMPAIGNS. CRM ADVISED NOT CAMPAIGNS FOR STEERING COLUMN FOUND. CRM CONTACTED SVC MAN SHELIA
LYTLE AUTOMAY CHEV CLEARWATER [REDACTED] WHO STATED CUST DID HAVE WORK DONE AT A COST OF
158.95 LABOR 179.00 PARTS 30.00 SHOP CHARGE 25.76 TAX 87%.****(CRM NOTES GMFF 72/60000 WAS
NOT SWITCHED OVER FROM ORIGINAL BUYER TO CUST PER SVC MAN ORIGINAL OWNER MAY HAVE RECD
REIME FOR UNPAID PORTION THIS CUST HAS NO EXTENDED WARRANTY). CRM ADVISED CUST WILL
RESEARCH FOR POSSIBLE COST ASSIST. CRM SUSPENDING FILE TO REVIEW W/TM. JOANNE AUGELLO/FL
PILOT/TAMPA 58005.; 0; [REDACTED]
2002-03-19

CUST CALLED IN ASKING FOR UPDATE ON FILE. CUST SEEKS UPDATE ON FILE. CRM ADVISED THAT
PREVIOUS CRM IS STILL WORKING ON CASE AND DOES HAVE CALLBACK TIME SET FOR 03/20 AT 12:30
P.M. ALFREDA MOORE/CAC/TPA/PILOT; 0; [REDACTED]
2002-03-19

CRM CONTACTED CUST LEFT VME ON CELL PHONE ADVISING CUST STILL RESEARCHING POSSIBLE REIM. CRM
SUSPENDING FILE TO REVIEW W/TM SHANNON GOLFORD. CRM RECOMMENDS POSSIBLE 25% REIM TO FOSTER
CUST RELATIONS/W/GM CUST STATES LOYAL GM CUST. CRM NOTES REPAIRS MADE AT 19000 MILES. JOANNE
AUGELLO/FL PILOT/TAMPA 58005.; 0; [REDACTED]
2002-03-19

CUST CALLED TO SPEAK TO THE PREVIOUS CRM WHO WAS NOT AVAILABLE. CRM ADVISED THAT THE CRM
WAS STILL RESEARCHING AND WOULD CALL ON THURSDAY AND GAVE DESIGNATED TIME. VIRGINIA
BEATY/TAMPA-CAC; 0; [REDACTED]
2002-03-19

CRM RESUMED FILE TO CHECK ALARM. CRM SUSPENDING FILE JOANNE AUGELLO/FL PILOT/TAMPA [REDACTED]
0; [REDACTED]
2002-03-21

CUST CALLED IN SEEKING TO SPEAK W/ PREV CRM. CUST SEEKS PREV CRM. CRM ADVISED THAT PREV
CRM HAD A FAMILY EMERGENCY AND IS OUT OF THE OFFICE FOR THE DAY. CRM ADVISED THAT PREV CRM
WILL CALL WHEN HE GETS A CHANCE.
CORREY MCDUFFIE/TAMPA/PHILA PILOT 57287; 0; [REDACTED]
2002-03-22

CUST CALLED SEEKING TO SPEAK WITH ACTIVE CRM. CRM ADVISED CUST THAT JOANNE IS OUT OF THE
OFFICE TODAY. CUST IS STILL SEEKING REIMBURSEMENT. CUST STATES HE IS CONSIDERING CALLING
CONSUMER AFFAIRS IF HE DOES NOT GET SATISFACTION FROM GM. PAT BOGGS/FL PILOT/TPA [REDACTED] 0;
[REDACTED]
2002-03-25

CUST STATES THAT HE WOULD LIKE TO SPEAK WITH PREVIOUS CRM. CUST SEEKS TO SPEAK WITH
PREVIOUS CRM. CRM ADVISED CUST THAT MS AUGELLO IS CURRENTLY UNAVAILABLE, BUT THAT SHE COULD
LEAVE A MESSAGE FOR HER. CUST STATES THAT HE WILL BE AVAILABLE AT [REDACTED] TODAY. CRM
ADVISED CUST THAT SHE WOULD DOCUMENT THE FILE WITH THE INFORMATION AND FORWARD IT TO WORKING
CRM. SABRA KENT/FL PILOT/TAMPA [REDACTED]; 0; [REDACTED]
2002-03-25

CRM CONTACTED CUST ADVISED TO SEND ORIGINAL RO/ORIGINAL RECEIPT/COPY PROOF OF OWNERSHIP FOR
POSSIBLE REIM. CRM ADVISED CUST CANNOT GUARANTEE ANY REIM. CRM TO REQUEST TO FOSTER CUST
RELATIONS/CUST LOYALTY. CRM SUSPENDING FILE AWAITING DOCS. JOANNE AUGELLO/FL PILOT/TAMPA
[REDACTED].; 0; [REDACTED]
2002-03-26

CUST STATES:

HE SENDING DOCS TO JOANNE AUGELLO. SHE ADVISED HIM TO MAIL THEM TO A POST OFFICE BOX, BUT HE DOES NOT UNDERSTAND HOW THEY WILL GET TO HER. CUST SEEKS TO KNOW IF HE SHOULD PUT JOANNE AUGELLO'S NAME ON THE ENVELOPE. CRM ADVISED HE CAN PUT THIS TO HER ATTENTION, BUT THE FASTEST WAY FOR THIS TO GET TO HER WOULD BE WITH THE REQUEST NUMBER. CRM ADVISED FOR CUST TO WRITE THE REQUEST NUMBER EITHER ON THE ENVELOPE OR ON THE DOCS.

FORWARDING TO PREVIOUS CRM.

JACKIE JOHNSON/FL PILOT/ [REDACTED]; 0; [REDACTED]
2002-03-26

CRM RESUMED FILE TO ACKNOWLEDGE TRANSFER FILE. CRM SUSPENDING FILE AWAITING DOCS. JOANNE AUGELLO/FL PILOT/TAMPA; 0; [REDACTED]
2002-04-02

-----WHITE MAIL-----CRM attaching docs to file pertaining to reimb. and forwarding to handling CRM AUGELLOJ.

PAUL GRENIER/CORR/TAMPA; 0; [REDACTED]
2002-04-04

CRM spoke w/cust advised cust waiting on review by tm/on possible reim. crm suspending file. joanne augello/cac/tampa; 0; [REDACTED]
2002-04-11

CRM REQUEST REIM FOR CUST IN THE AMT OF \$157.50. FOR REPAIRS TO ACTUATOR IN ORDER TO RETAIN AND RESTORE CUST/FAITH IN VEHICLE AND DLR. CRM RECD OVER THE SHOULDER APPROVAL FROM TM/SHANNON GALFORD CUST HAS SENT ALL DOCS WHICH INCLUDE ORIGINL RO. PROOF OF PAYMENT AND PROOF OF OWNERSHIP REIB BREAK DOWN AS FOLLOWS: RO- [REDACTED]

LABOR \$ 63.58
PARTS 71.62
SUP 12.00
TAX 10.30 @ 7%
TOTAL \$157.50

CUST ACCEPTS REIM OFFER. VIN SEARCH COMPLETE NO OTHER GOODWILL FOUND, CUST ADDRESS WAS VERIFIED. CRM FORWARDING FILE TO GOODWILL LIASON PRESTONA. JOANNE AUGELLO/CAC/TAMPA LEV1 EMP TM/S GALFORD.; 0; [REDACTED]
2002-04-12

Reimbursement final approved in the amount of \$157.48-tm Galford
vin search-one other file, closed, no goodwill
Jessica Tate/Tampa/Goodwill Liaison; 0; [REDACTED]
2002-04-17

CHECK# [REDACTED] FOR AMOUNT \$ 157.48 MAILED CN (4/16/02)
Edward J. Brown II/Goodwill/Tampa; 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:

April 11, 2002

[REDACTED]
New Port Richey, FL [REDACTED]

Request: [REDACTED]

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

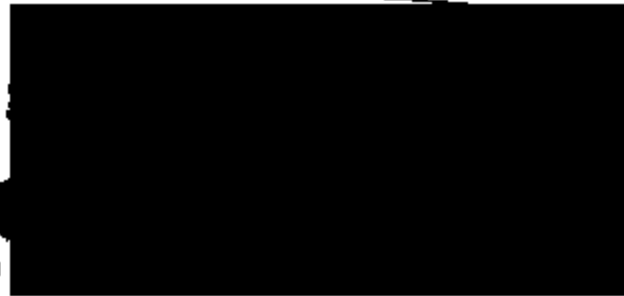
We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$157.48. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Joanne Augello
Customer Relationship Manager

RS0005-T/waa



APR 01 2002

Chevrolet
P.O. Box 33170
Detroit, Mi 48232

Attention: [Redacted]

[Redacted]



(Original)

DEPT. TOLEDO		4848	DATE REC 4871	DATE 03/16/82
DATE	1982	1982	DATE	03/16/82
VENDOR/VEHICLE/CORVETTE/2 DOOR HATCH		DATE		DATE
VENDOR/VEHICLE/2000V5108113		DATE		DATE
DATE		DATE		DATE
DATE		DATE		DATE

LABOR & PARTS		TECH(S) 4766		158.95
CURT TONED IN - STEERING WHEEL IS LOCKED UP				
COLUMN LOCK ACTUATOR HAS OPEN IN UNLOCK CIRCUIT OF SOLENOID				
REPLACED STEERING COLUMN LOCK ACTUATOR.				
PART	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB 0 1	1	2000V5108113	LOCK 2.195	179.00
JOB 0 1 TOTAL PARTS				179.00
JOB 0 1 TOTAL LABOR & PARTS				337.95

JOB 2+2ACVZ		TECH(S) 4624		WARRANTY
RECALL 97848 CALIBRATION REFLASH				
FLASHED PCM AS PER CAMPAIGN 97848				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB 0 2 TOTAL PARTS				0.00
JOB 0 2 TOTAL LABOR & PARTS				0.00

JOB 3+2ACVZ		TECH(S) 4766		WARRANTY
RECALL 97848 - LAP BELT WEAVING TWISTED				
INSTALLED BELT GUIDES JAN CAMPAIGN				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB 0 3	1	10306414	GUIDE KIT 14.875	14.88
JOB 0 3 TOTAL PARTS				14.88
JOB 0 3 TOTAL LABOR & PARTS				14.88

MISC		CONTROL NO		30.00
JOB 0 A	00	SHOP SUPPLIES		30.00
TOTAL - MISC				30.00

TOTAL 0		TOTAL LABOR		158.95
		TOTAL PARTS		179.00
		TOTAL MISC		30.00
		TOTAL TAX		25.76
		TOTAL INVOICE		393.71

WE HAVE ADDED 10% OF THE TOTAL PARTS AND LABOR CHARGES TO EACH REPAIR ORDER, UP TO A MAXIMUM OF \$30.00.

IT IS OUR GOAL HERE AT AUTOMAX CHEVROLET TO MAKE ALL OF OUR CUSTOMERS "COMPLETELY SATISFIED". ANY QUESTIONS OR COMMENTS PLEASE CONTACT YOUR SERVICE CONSULTANT OR THE SERVICE MANAGER. PLEASE TAKE A FEW MOMENTS TO FILL OUT THE FORM HANGING FROM YOUR MIRROR AND LET US KNOW HOW OUR SERVICE WAS AND HOW WE CAN MAKE IT BETTER.

THANK YOU,
OUR SERVICE TEAM

ORIGINAL

(ORIGINAL)

SALES DRAFT

JOHN GUTMAN
10005 US HWY 19 NORTH
CLEARWATER, FL 34624
TERMINAL 0411886

03/16/02 031200

VS

RTN. TOWN

INVOICE

RTN. CODE

SALE AMOUNT

\$393.71

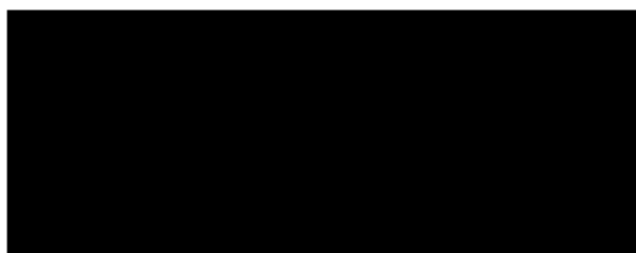
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(TERMS OF AGREEMENT IS PRINTED ON CARD)

X

ORIGINAL

3 Items Requested

- ① Work Order - Original
- ② Receipt - Original
- ③ Copy of Ownership - Registration of CAR



STATE OF FLORIDA
DEPARTMENT OF TRANSPORTATION
BUREAU OF MOTOR VEHICLE REGISTRATION

REGISTRATION

DATE: 01/28/91

REGISTRATION FEE: \$1.00

SALES TAX: \$1.00

TITLE: \$1.00

TOTAL: \$3.00

JOSEPH T. ENLFF JR.

REG	SALES TAX	SALES TAX	SALES TAX	SALES TAX	TITLE
01.00	0	00.00	0	01.000.00	037.00

FLORIDA VEHICLE REGISTRATION

DATE: 01/28/91

REGISTRATION FEE: \$1.00

SALES TAX: \$1.00

TITLE: \$1.00

TOTAL: \$3.00



CHECK No. [REDACTED]

DATE
04/16/02

*****157 DOLLARS

*****46 CENTS

AMOUNT
*****157.46

North American Druggists
General Delivery Corporation

PAY
TO THE
ORDER
OF

APR 16 2002

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

AMOUNT

DETACH BEFORE DEPOSITING CHECK

VOID
ANY NO.

NO

1

CHECK NO.

PRESENT
DATE

04/16/02

PAYOR NAME

REGISTER NO.
DESCRIPTION

ISSUE DATE

DOC. REFERENCE NUMBER

W DOLL

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	ISSUE DATE	DOC. REFERENCE NUMBER	W DOLL	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161VY823V8158813	04/15/02		00.0000	157.46	.00	157.46

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. FOR QUESTIONS CALL 800-488-8762

TOTAL

157.46

.00

157.46

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

HOLLYWOOD

FL

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5109357

MODEL YEAR: 1997

DATE OPENED: 2001-05-15

SERIES: UNKNOWN

DATE CLOSED: 2001-06-05

MILEAGE: 45000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: KELLEY CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 500 E STATE BLVD, FORT WAYNE, IN, 46805, USA

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

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

LOCKED

N15 Headlamp Wiring/Switch

Other

0 REPAIR ATTEMPT(S)

LIGHTS WILL NOT LIFT.

S13 Reimbursement Requested

Customer Satisfaction

1 REPAIR ATTEMPT(S)

SAFETY ISSUE

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

* Probe to identify failed item/component

* Determine Customers Expectation

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

* Listen carefully to evaluate cause of failure - defect or damage

(If damage, consider explaining the consumers responsibility)

* Review Specific Solutions [SPECIFIC SOLUTIONS RUN

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

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

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

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

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

(1st attempt - offer to coordinate repair at a dealership)

(Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request

* Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase Link

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

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

Vehicle repair request - Repair not done

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

CUST STATES THE DRIVE INFORMATION CENTRE THAT SAID SERVICE LOCK WHICH MEANS THE CAR WOULD RUN, BUT THE STEERING COULDN. CUST SEEKS TO HAVE PART REPLACED BECAUSE ITS NOT A WEAR AND TEAR ITEM, ITS A MANUFACTURE DEFECT. CUST STATES THE ACCUATOR ARE ALSO NOTWORKING (LIFT LIGHTS). CUST FEELS THESE ARE MANUFACTURE DEFECTS AND SHOULD BE REPLACED. SOMEONE AT DEALERSHIP TOLD CUST THAT THIS IS A COMMON PROBLEM IN THESE VEHICLES, SINCE IT IS A COMMON PROBLEM WITHING THESE VEHICLES. SUE HEYDEN/CARS/TAMPA/TIER 1, 0;

2001-05-15

CUST STATES THAT IT SAYS SERVICE COLUMN LOCK. CUST STATES THAT THE ACTUATOR FOR HIS HEADLIGHTS IS BURNT OUT. CUST STATES THAT HE DOESN'T DRIVE THE VEHICLE TOO MUCH AT NIGHT.; 0; [REDACTED]

2001-05-15

CUST STATES THAT VEHICLE IS AT KELLY CHEVROLET. CRM CONTACTED KELLEY SVC DEPT AND SPOKE LUIS PENA SVC ADVISOR FOR CUST. HE STATED THAT THE PROBLEM WITH THE VEHICLE STEERING COLUMN LOCK ACTUATOR. HE ALSO STATED THAT THE ACTUATOR FOR THE HEADLIGHTS IS OUT. CRM WILL CONTACT SVC MGR AFTER 10:00AM 5/15/01. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; [REDACTED]

2001-05-15

CUSTOMER STATES HE WOULD LIKE TO SPEAK W/CRM THACKRAY

CUST SEEKS TO KNOW THE OUT COME OF ISSUE

CRM ADVISED CRM THACKRAY NOT AVAILABLE AT THIS TIME, AT CRM/THACKRAY CALLBACK TIME SET 5/15/2001 @1:30PM....FURTHER RESEARCH IS REQUIRED FOR CUSTOMER SATISFACTION..

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

2001-05-15

CRM RECEIVED OVER THE SHOULDER APPROVAL FROM SHANNON GOLFORD AND DOUG SMITH FOR 100% REIMBURSEMENT FOR THIS REPAIR. BUSINESS REASONS BEING;1. BRAND RETENTION,2. CUSTOMER LOYALTY,3.RESTORE FAITH IN GENERAL MOTORS,4. PROMOTE CUSTOMER ENTHUSIASM. CRM PRESENTED THIS OFFER TO THE CUST AND HE ACCEPTED. CRM ADVISED CUST THAT HE WOULD NEED TO PROVIDE GM WITH THE FOLLOWING DOCUMENTS;1.ORIGINAL REPAIR ORDER,2. PROOF OF PAYMENT,3. PROOF OF OWNERSHIP. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; [REDACTED]

2001-05-15

CRM CONTACTED KELLY CHEVROLET AND SPOKE WITH THE CASHIER. CRM WAS ADVISED THAT THE BREAKDOWN OF THE CUST BILL IS AS FOLLOWS PARTS \$155.00,LABOR \$152.50,TAX \$18.45. TAX IS ON BOTH PARTS AND LABOR. TOTAL OF BILL IS \$325.95. CRM WILL AWAIT DOCS FOR PROCESSING. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; [REDACTED]

2001-05-16

CRM RESUMED FILE TO ENTER CALL BACK TIME. THERESA THACKRAY CARS/TAMPA/TIER 2; 0; [REDACTED]

2001-05-21

CORR RECIEVED 5/21/2001.

CRM ATTATCHING TO FILE AND FORWARDING FILE TO WORKING CRM THACKRAY.

CRM TRACY LONG-CARS-PDX; 0; [REDACTED]

2001-05-23

BREAKDOWN FOR REIMBURSEMENT IS AS FOLLOWS LABOR \$152.50,PARTS \$155.00,TAX \$18.45. TOTAL \$325.95. THERESA THACKRAY CARS/TAMPA/TIER 2 *****

*****TM APPROVES FOR REIMBURSEMENT IN THE AMOUNT OF \$325.95. JENNIFER JARRETT/TM/TAMPA; 0; [REDACTED]

2001-05-23

PRE-APPROVE REQUEST FOR REIM OF \$325.95 1. BRAND RETENTION,2. CUSTOMER LOYALTY,3.RESTORE FAITH IN GENERAL MOTORS,4. PROMOTE CUSTOMER ENTHUSIASM.

PAMELA MOREAU/ TPA GOODWILL LIAISON; 0; [REDACTED]

2001-05-24

1st approval for a rainb request n the amt of \$325.95. fran dukes/goodwill liaison/tpa.; 0; [REDACTED]

2001-05-24

FINAL APPROVAL OF REIMBURSEMENT BY SHANTA MORRIS/TPA GOODWILL LIAISON \$325.95; 0; [REDACTED]

2001-06-05

CHECK [REDACTED] FOR \$ 325.95 MAILED 05/29/01 JAY FAGRE TAMPA IRC; 0; [REDACTED]

2001-06-05

CUST CALLED IN ASKING ABOUT THE STATUS OF HIS REIMBURSEMENT. CRM ADVISED THAT THE CHECK HAS BEEN MAILED ACCORDING TO THE NOTES IN THE FILE FILE. SUB KEYDEN/CARS/TAMPA/TIER1; 0; 360630807

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

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

MILEAGE @ BUY-BACK: 0
MSRP:

ERC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

May 24, 2001

[REDACTED]
Hollywood, FL [REDACTED]

Request: [REDACTED]

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette that 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 \$325.95. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Theresa Thackray
Customer Relationship Manager

RS0005-T/pjm

[REDACTED]
[REDACTED]
HOLLYWOOD, FL [REDACTED]



CHEVROLET DIVISION
PO BOX 33170
DETROIT- MICHIGAN
48232

35-15-01P01:21 N...



May, 15th 2001, Hollywood, FL

To whom it may concern,

This letter is to provide Chevrolet with the original documents requested by customer service for reimbursement of \$325.95 (three hundred twenty five dollars and ninety-five cents).

These documents are the proof of ownership for the 1997 Chevrolet Corvette VIN# (1G1YYZ2G8V5109357) by [REDACTED] proof of payment and original repair order. They reflect the replacement of the steering wheel column lock and labor (please see attached original repair order).

My file # is [REDACTED]

My address is [REDACTED] Hollywood, FL [REDACTED]

Home phone [REDACTED]

Business phone [REDACTED]

Sincerely,

[REDACTED]

ILLINOIS VEHICLE REGISTRATION

DATE ISSUED: 11/01/08

CL: [REDACTED]

TRE: [REDACTED]

VIN: 1B1YY220005103357

PLANT: 1B17 CHEV

[REDACTED]
HOLLYWOOD, FL

[REDACTED]
KELLEY CHEVROLET INC
601 N FEDERAL HWY
MILLANDALE FL 32655
INVOICE NO.

DATE: 03/13/01

S-A-L-E-S D-R-A-F-T

ORIGINAL

REF: [REDACTED]
D TYPE: UZ
R TYPE: PR

AMOUNT: \$325.95

ST: [REDACTED] EXP: 0216

FE: PEDAG CRUI 11CS

[REDACTED]
[REDACTED]

ORIGINAL INVOICE

Kelley
CHEVROLET
 801 NORTH FEDERAL HIGHWAY • HALLANDALE, FLORIDA 33009
 DATE: 5/30/01 844-7121
 SHOWROOM: 8541 487-8800
 www.kelleychevrolet.com

PAGE 1

HOME:

SERVICE ADVISOR: 518 LUIS PENA

MV-18832

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MESSAGE IN QLT	TAG	
WHITE	97	CHEVROLET CORVETTE	1G1YY22G8V5109357		46413/46413		
DEL. DATE	PROD. DATE	WARR. EXP.	EXPIRATION	PO NO.	RATE	PAYMENT	INV. DATE
08AUG1997			11:06 15MAY01		74.00	CASH	15MAY2001
R.O. OPENED		READY	OPTIONS: DLR:26308 ENG:5.7 Liter V8 MPI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK STEERING COLUMN IS LOCKED/TOWED-IN [ADVISE]:

E7501 LOCKING PARTS, RACK/SECTOR/LOCK

BOLE/ACTUATOR ROD, STEERING COLUMN - REPLACE
 TILT

1	26050960	LOCK			162.68	155.00	155.00
PARTS:	155.00	LABOR:	152.50	OTHER:	0.00	TOTAL LINE A:	307.50

46413 REPLACE COLUMN LOCK ACTUATOR 2.5 462

B RECALL 00034.

CAUSE: CAMPAIGN

V0505 CAMPAIGN 00034 LAP BELT WEAVING TWISTED

462 W94 0.40

PC: 96

PARTS: 10306414

COUNT: 1

CLAIM TYPE:

AUTH CODE:

MA

(N/C)
 (N/C)

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

46413 INSTALL GUIDE KIT V0505 462

THIS INVOICE AND THE INFORMATION ARE NOT INTENDING TO BE THE WORK OR SERVICE IS IN ACCORDANCE WITH THE...
 THE WORK IS NOT INTENDING TO BE THE WORK OR SERVICE IS IN ACCORDANCE WITH THE...
 THE WORK IS NOT INTENDING TO BE THE WORK OR SERVICE IS IN ACCORDANCE WITH THE...

WARRANTY: The only warranty applying to the work performed in accordance with this invoice is the warranty that may be offered by the manufacturer...
 The work is not intended to be the work or service is in accordance with the...
 The work is not intended to be the work or service is in accordance with the...

SUBJECT: RECALL 00034 RECALL 00034 RECALL 00034

IN THE EVENT ANY CHARGE IS ASSIGNED TO A MANUFACTURER'S WARRANTY COMPANY FOR PAYMENT AND IF THAT PAYMENT IS NOT MADE...
 IN THE EVENT ANY CHARGE IS ASSIGNED TO A MANUFACTURER'S WARRANTY COMPANY FOR PAYMENT AND IF THAT PAYMENT IS NOT MADE...

ANYTHING OR CLAIM AGAINST OR IN CONNECTION TO THE WORK OR SERVICE IS IN ACCORDANCE WITH THE...
 ANYTHING OR CLAIM AGAINST OR IN CONNECTION TO THE WORK OR SERVICE IS IN ACCORDANCE WITH THE...
 ANYTHING OR CLAIM AGAINST OR IN CONNECTION TO THE WORK OR SERVICE IS IN ACCORDANCE WITH THE...

DESCRIPTION	TOTALS
LABOR AMOUNT	152.50
PARTS AMOUNT	155.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASH. CHARGES	0.00
TOTAL CHARGES	307.50
LESS INSURANCE	0.00
SALES TAX	18.45
PLEASE PAY THIS AMOUNT	325.95

CUSTOMER SIGNATURE

CUSTOMER COPY



check No. [redacted]

Page 10

DATE
05/29/81

*****325 DOLLARS

*****95 CENTS

AMOUNT
*****325.95

PAY
TO THE
ORDER
OF

[redacted]

North American Operations
General Motors Corporation

[redacted]

SIGNATURE

to Chase Manhattan Bank, N.A.
New York, New York

ADIT

[redacted]

[redacted]

DETACH BEFORE DEPOSITING CHECK

ENDORSE
THE NO.

AP

CHECK NO.

ENDOR NAME

DEPOSIT
DATE

05/29/81

REGISTER NO. DESCRIPTION	SERVICE DATE	DOC. REFERENCE NUMBER	U. S. REG.	SERVICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	------------	----------------	--------------	------------

161VY220VY109287	05/28/81	[redacted]	00.0000	325.95	.00	325.95
TOTAL				325.95	.00	325.95

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

US

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Hallandale Beach
FL

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8V5109357

MODEL YEAR: 1997

DATE OPENED: 2003-06-02

SERIES: Corvette

DATE CLOSED: 2003-06-02

MILEAGE: 77070.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: Kelley Chevrolet, Inc.

BRC PART#: 0

DEALER ADDRESS: 601 N Federal Highway, Hallandale, FL, 33009-2406,

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

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

Inoperative

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

cust states that he is having problems with column lock, states that steering wheel locks.; ;

2003-06-02

2003-06-02

Steering column concern; ; 2003-06-02

2003-06-02

Diagnosis; ; 2003-06-02

2003-06-02

Service Request has been Closed Dissatisfied.; ; 2003-06-02

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

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:	
	CONTACT PHONE:	
ADDRESS:		

CASE NUMBER: [REDACTED] VIN: 1G1YY22G8V5109410
DATE OPENED: 07/25/00 MODEL YEAR: 1997
DATE CLOSED: 08/04/00 SERIES: CORVETTE COUPE
SOURCE: ADR MILEAGE: 29500
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NJ
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: BARNES CHEVROLET INC
ARC PARENT: [REDACTED] DEALER ADDRESS: 36-42 RIVER RD., SUMMIT, NJ, 07901, USA

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

T28 Possible Lemon Law
0 REPAIR ATTEMPT(S)
LOCKS-UP, GAS TANK SENSOR PROBLEMS

Other
VEH HAS LOUD NOISES, STEERING COLUMN

A12 Miscellaneous - Not Classified
3 REPAIR ATTEMPT(S)

Other
GAS TANK SENSOR PROBLEMS

A12 Miscellaneous - Not Classified
3 REPAIR ATTEMPT(S)

Other
VEH MAKES LOUD RATTLING NOISE

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

Other
LOCKS-UP

ADR FILE FWD TO LYNN SIMPSON/57126

322375

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

CRM LEFT MESSAGE FOR CUST WAITING ON CUST FOLLOW-UP CALL. LYNN SIMPSON/TAMPA/ADR/57126;
0; [REDACTED]
2000-07-31

CRM SPOKE TO CUST REGARDING CONCERN ON VEH. WILL MAKE APPT FOR CUST VEH ONLY QUALIFIES
FOR REPAIRS. LYNN SIMPSON/TAMPA/ADR/57126; 0; [REDACTED]
2000-07-31

CRM CALLED DLR SPOKE TO SM DAVE HE STATED THAT THE VEH WAS IN THE SHOP TODAY. ORDERED
PARTS FOR SEAT BELT AND SEAT SWITCH. ENGINE NOISE IS FROM THE BELT AND A TIMCHNER MOVING,
ORDERED PART TO CORRECT. CRM WILL FOLLOW-UP W/ CUST. LYNN SIMPSON/TAMPA/ADR/[REDACTED] 0;
[REDACTED]
2000-08-01

CRM SPOKE TO CUST HE IS LOOKING FOR A TRADE OUT OF THE VEH. CRM EXPLAINED THAT IF VEH IS
REPAIRED NO TRADE WILL BE OFFERED. CRM WILL FOLLOW-UP W/ DLR SM DAVE WED. @ 4PM TO
VERIFY WHAT REPAIRS WERE DONE. LYNN SIMPSON/TAMPA/ADR/[REDACTED] 0; [REDACTED]
2000-08-04

CRM SPOKE TO SM DAVE AND HE STATED THAT THE REPAIRS WERE SUCCESSFUL. UNABLE TO DUPLICATE
THE STEERING LOCKING UP BUT MADE REPAIRS TO SEAT BELT. SEAT, RE-SET REMOTE ENTRY, & GAS
TANK SENSOR. CRM SPOKE TO CUST HE STATES THAT AT THIS TIME THE GAS TANK SENSOR IS WORKING
FINE IF ANY PROBLEMS HE WILL CALL BACK. CUST IS SATISFIED W/ REPAIRS. CRM CLOSING CASE.
LYNN SIMPSON/TAMPA/ADR/[REDACTED] 0; [REDACTED]
2000-08-04

KMBC SUMMARY----
DECISION-----CLOSE FILE
JUSTIFICATION-----CUST SATIFIED W/ REPAIRS
DECISION MAKER----CRM
FOLLOW-UP-----NONE
LYNN SIMPSON/TAMPA/ADR/[REDACTED] 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:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

*****FAR 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	BBC WARRANTY DATE:
MERP:	NECA: 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:	

322175

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

INTERNAL 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:

CBBB

7/24/00

1:07: PAGE 001/4

RightFAX

TO [REDACTED] COMPANY: Chevrolet Motor Division

To:

Fax#:

From:

Jul 24, 2000

Re: Chevrolet Motor Division/CEV0033184

TotalPages: 4

 **BBB AUTO LINE**

July 24, 2000

Re: [REDACTED] vs Chevrolet Motor Division

Ms. Lynn Simpson
Chevrolet Motor Division
Tampa, FL

Dear Ms. Simpson:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed CCR, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Margie Jordan at Extension 513

Customer Claim Form

Case Number:
Contact Date: 07/24/00
Start Date :

Customer Name Address

Fax Number:

Evening Phone:
E-mail address :

Vehicle Information

Name(s) that appear on vehicle title: Dorinda Malet

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Corvette

Model Year: 1997

Current Mileage: 29500

Vehicle Identification Number:

Servicing Dealer/City/State : Barnes Chevrolet,

Selling Dealer/City/State : Ayers Chevrolet, Dover NJ

Insurance Carrier :

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident:

Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: 05/01/99 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : Used

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: _____

Leasing Company's Name:

Address: _____

Address:

City/State/Zip: _____

City/State/Zip:

Phone: () -

Phone:

Resolution Sought

Consumer wants the vehicle taken back and a refund of money or a replacement vehicle.

Signature of Owner(s): _____

Date: _____

I am authorizing my Lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Case Number:[illegible]

(Please indicate whether each problem is caused)

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

SCOTTSDALE

AZ

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G8W5100319

MODEL YEAR:

1998

DATE OPENED: 2001-08-23

SERIES:

UNKNOWN

DATE CLOSED: 2001-08-23

MILEAGE:

38500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: VAN CHEVROLET

BRC PARENT:

DEALER ADDRESS: 1700 SOUTH I-35E, CARROLLTON, TX, 75006, USA

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

M41 Steering Column/Lock/Attaching Parts

Inoperative

0 REPAIR ATTEMPT(S)

STEERING WHEEL LOCKED

A07 Referred to Dealer

Customer Satisfaction

0 REPAIR ATTEMPT(S)

DIAG

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\wab\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_Correspondent.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 STS THAT HIS STEERING COLUM IS LOCKED..CUST STS THAT HE HAS BEEN TO THE DLR SEVERAL TIMES FOR A COMP REPAIR.

CUST SEEKS FOR ASST W/TOW AND COST

CRM ADVISED CUST THAT HIS DLR IS AZ WAS CONTACTED AND SPOKE W/BJ MCKEE AND STS THAT HE WOULD BE ABLE TO REPAIR THE VEH @ NO COST TO THE CUST..CUST AT THIS TIME STS THAT HE IS IN IL AND CRM CONTACTED THE DLR IN IL AND SPOKE TO SVC MGR RICK GERARDI AND STS THAT HE MUST HAVE A DIAG 1ST AND THAT THE SOONEST APPT HE CAN MAKE IS NEXT WK..SVC MGR ALSO STS THAT THE TOW WOULD BE AT CUST COST. CRM ADVISED CUST THAT HE CAN SUBMIT FOR REVIEW FOR REIM ON THE TOW BUT THAT THERE IS NOT A GUAR.

HAMPTONJ/CARS/ATX; 0;

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:CASE NUMBER: VIN: 1G1VY22G8W5100594
MODEL YEAR: 1998
DATE OPENED: 2001-06-11 SERIES: UNKNOWN
DATE CLOSED: 2001-06-11 MILEAGE:
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME:
SRC PARENT: DEALER ADDRESS:

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

M01 Steering General Inoperative
2 REPAIR ATTEMPT(S) UNABLE TO UNLOCK STEERING

Disconnected Call

INSTRUCTIONS TO CRM:
Log information if you have any. If you have the phone number call person back.
Disconnected Call

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

CUST STATES: STEERING WON'T COME UNLOCKED
CUST SEEKS: INFORMATION ON UNLOCKING STEERING
CRM ADVISED: TO CONTACT DEALER. CUST THEN STATED HE WORKS AT THE DEALER, THEN
DISCONNECTED THE CALL. CHRIS TRAFTON/CAC/ATX; 0; 361133869

*****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
MRP:

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 SKETCH:	

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	██████	VIN Number:	1G1YY22G8W5100708
Date Opened:	5/13/2002	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	██████	Mileage:	67569
Address:	MORRISON SALES & SERKEY WEST	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCK INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/13/2002 10:48:56 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

5 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 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) JOHN WILSON TECH

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN DOES NOT UNLOCK.

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

TECH STATES THAT THE LOCK HAS BEEN REPLACED 4 TIMES PER BULLETIN

01-02-35-008. TECH STATES THAT HE IS ABLE TO TAP ON THE LOCK AND IT
WORKS. TECH IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC SUGGEST CHECKING G201 AND G202, AND REPLACE LOCK.

05/13/2002 10:49:56 HISTORY - COLEMAN

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCK INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/13/2002 10:49:56 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

5 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 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) JOHN WILSON TECH

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN DOES NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH STATES THAT THE LOCK HAS BEEN REPLACED 4 TIMES PER BULLETIN

01-02-35-008. TECH STATES THAT HE IS ABLE TO TAP ON THE LOCK AND IT

WORKS. TECH IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC SUGGEST CHECKING G201 AND G202, AND REPLACE LOCK.

05/13/2002 10:49:56 HISTORY - COLEMAN

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Orlando , FL

CASE NUMBER: VIN: 1G1YY22G8W5101213
MODEL YEAR: 1998
DATE OPENED: 2002-07-08 SERIES: Corvette
DATE CLOSED: 2002-07-26 MILEAGE: 39000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Ayes DEALER NAME: Maroon Chevrolet, LLC
BRC PART#: DEALER ADDRESS: 8600 Pines Blvd, Pembroke Pines, FL, 33024-6534, USA

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

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

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

STEERING COLUMN LOCKED UP; ; 2002-07-08
2002-07-09

Maroon Chev- get diagnosis; ; 2002-07-09
2002-07-18

Harold Gonzalez; ; 2002-07-18
2002-07-10

Maroon Chevrolet Get diagnosis; ; 2002-07-10
2002-07-15

AVM Wes Sheffield Node 404082 Mailbox 8027; ; 2002-07-15
2002-07-16

Wes Sheffield AVM; ; 2002-07-16
2002-07-18

Harold Gonzalez; ; 2002-07-18
2002-07-18

cust returning call from prev crm; ; 2002-07-18
2002-07-18

CUST SEEKS A CALLBACK RE FILE; ; 2002-07-26
2002-07-18

C/B cust; ; 2002-07-18
2002-07-18

Maroon Chevrolet; ; 2002-07-18
2002-07-22

Maroon Chevrolet--serv mgr; ; 2002-07-22
2002-07-23

██████████ Maroone Chevrolet serv manager; ; 2002-07-23
2002-07-24

██████████ Maroone Chevrolet- Service mgr David Benjamin; ; 2002-07-24
2002-07-26

██████████ Harold Gonzalez; ; 2002-07-26
2002-07-26

Service Request has been Closed Satisfied.; ; 2002-07-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MSRP:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

CAPE CANVERAL

FL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G8W5101647

MODEL YEAR:

1998

DATE OPENED: 2002-02-01

SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-03-20

MILEAGE:

71000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BOB STEELE CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 2800 W KING ST, COCOA, FL, 32926, USA

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

N01 Electrical General

Other

0 REPAIR ATTEMPT(S)

SVC COLUMN LOCK LIGHT

M40 Steering Wheel

Other

2 REPAIR ATTEMPT(S)

LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

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

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

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

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

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

Vehicle operation or design

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

CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL. CRM REQUESTING FOR UNABLE TO CONTACT LETTER. CRM CLOSING FILE SATISFIED PENDING FURTHER CUST. CONTACT. DAVID CROSS/CARS/FL. PILOT/57789.; 0; 2002-02-01

CUST STATES THAT CUST IS THE ORIGINAL OWNER OF THE VEH. CUST STATES THAT CUST BELIEVES SHE IS HAVING SOME ELECTRICAL CONCERNS AND THE STEERING WHEEL HAS LOCKED UP. CUST SEEKS WHAT TO DO. CUST HAS MOVED TO COCOA AND CAN NO LONGER USE HER DLR IN ORLANDO. CRM ADVISED CUST THAT VEH NEEDS TO BE INSPECTED AND DIAGNOSED. CRM ADVISED CUST TO TAKE VEH TO BOB STEELE. CUST SEEKS TO BE GIVEN ROADSIDE NUMBER B/C CUST IS NOT SURE WHEN VEH WILL BE TOWED TO DLR. CRM ADVISED CUST OF ROADSIDE NUMBER. CUST THANKED CRM AND SATISFIED. JENNIFER GERDEMAN/FL PILOT/ 0; 2002-02-05

CUST. STATES STEERING COLUMN IS LOCKED-UP. CUST. STATES SHE HAS HAD PROBLEMS W/STEERING AND ELECTRICAL SYSTEM IN THE VEH. BEFORE. CUST. STATES HER LAST NAME IS NOW JONES INSTEAD OF KENNEDY, SINCE SHE HAD GOTTEN MARRIED. CUST. SEEKS FOR ASSISTANCE W/GETTING STEERING

CONCERN FIX. CRM ADVISES CUST. THAT ADDITIONAL REVIEW NEEDED BY CRM, AND THAT CRM WILL CALL HER BACK W/ANSWER. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-05

CRM CALLED GMPP OFFICE FOR WARRANTY CLARIFICATION AND WAS ADVISED BY JUSTIN (GMPP REP.) THAT THERE IS NO GMPP ON THIS VEH.. CRM CALLED COURTESY CHEVROLET, FORMERLY KNOWN AS DON MILLEY CHEV., IN ORLANDO, FL., AND SPOKE W/MARK (FINANCE REP.) FOR EXTENDED WARRANTY LOOK-UP. MARK STATED THAT HE WOULD HAVE TO DO SOME RESEARCH AND WILL CALL CRM BACK W/INFO.. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-05

CRM CALLED BOB STEELE CHEV. AND POKE W/MARY STRENGTH (SVC MGR) REGARDING CUST. PROBLEM W/STEERING. MARY STATED THAT UNFORTUNATELY DEALER IS NOT ABLE TO ASSIST CUST. W/REPAIR COST, DUE TO VEH. IS AT HIGH MILEAGE AND OUT OF HER EMPOWERMENT. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-05

CRM TOOK TRANSFERRED CALL. CUST. STATES THAT SHE BROUGHT VEH. TO BOB STEELE CHEV., AND DEALER INFORMED HER THAT ALARM SYSTEM HAS NO BEARING TO THE STEERING PROBLEM. CRM APOLOGIZES TO CUST. THAT BOB STEELE DEALER WILL NOT BE ABLE TO ASSIST W/CUST. WITH REPAIR COST, WHICH MARY STRENGTH (SVC MGR) IS NOT ABLE TO PROVIDE DUE TO VEH. MILEAGE IS MORE THAN 70,000 MILES. CRM ADVISES CUST. THAT CRM IS STILL WAITING REPLY FROM COURTESY CHEV. IN ORLANDO, FL., REGARDING POSSIBLE OF EXTENDED WARRANTY RECORD. CRM ADVISES CUST. THAT CRM WILL CALL HER BACK ONCE CRM GET REPLY FROM FINANCE MGR AT COURTESY DEALER. DAVID CROSS/CARS/TAMPA/██████████.; 0; ██████████
2002-02-05

CRM RECEIVED TRANSFERRED CALL. MARK (FINANCE MGR) FROM COURTESY CHEV. CALLED ADVISED CRM THAT HE IS STILL IN PROCESS OF SEARCHING FOR POSSIBLE EXTENDED WARRANTY RECORD ON CUST. VEH.. MARK STATED THAT HE ALSO HAD SECRETARY TO HELP OUT, AND THAT HE WILL CALL CRM BACK AGAIN TOMORROW TO GIVE CRM UPDATES. DAVID CROSS/CARS/TAMPA/██████████.; 0; ██████████
2002-02-06

CRM CALLED CUST. AND ADVISED HER THAT MARK (FINANCE MGR) FROM COURTESY CHEV. IN ORLANDO IS STILL SEARCHING FOR INFO. ON CUST. VEH.. CUST. STATED THAT BOB STEELE CHEV. IN CAPE CANAVERAL IS IN PROCESS OF DOING REPAIR ON HER VEH., AND REPAIR COST IS GOING TO RUN OVER \$1,200.00. CUST. SEEKS FOR COST ASSISTANCE FROM DEALER. CRM ADVISES CUST. THAT CRM WILL CHECK W/SVC MGR AT BOB STEELE CHEV. TO SEE IF DEALER CAN ASSIST W/COST. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-07

CRM CALLED BOB STEELE CHEV. AND LEFT MESSAGE FOR MARY STRENGTH (SVC MGR) TO CALL CRM BACK REGARDING CUST. REQUEST FOR COST ASSISTANCE. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-07

CRM CALLED BOB STEELE CHEVROLET IN COCOA, FL., AND SPOKE W/MARY STRENGTH (SVC MGR) REGARDING CUST. REQUEST FOR COST ASSISTANCE. MARY STATED THAT SHE DID GAVE CUST. DISCOUNTS ON PARTS AND LABOR. MARY STATED THAT RECORDS SHOWED THAT CUST. DID HAVE STEERING COLUMN REPAIRED TWICE BEFORE, AND THAT SHE WILL CONTACT HER AVM TO SEE IF AVM CAN CONSIDER ADDITIONAL ASSISTANCE FOR CUST.. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-07

CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL. CRM WILL FOLLOW UP W/DEALER AND CUST. TOMORROW AT 1:30PM E.T.. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-08

CRM RESCHEDULING CALL BACK W/DEALER AND CUST. FOR 02/12/02 AT 3PM E.T.. DAVID CROSS/CARS/FL. PILOT/██████████.; 0; ██████████
2002-02-13

CRM SPOKE W/MARY STRANDT (SVC MGR) AT BOB STEELE CHEV. FOR AVM UPDATES. MARY STATED THAT AVM HAVE NOT RETURN HER CALL YET REGARDING CUST. REQUEST FOR REPAIR COST ASSISTANCE. MARY

STATED THAT AVM WILL BE IN DEALERSHIP NEXT MON., AND THAT SHE WILL DISCUSS AVM THEN AS WELL. MARY STATED CRM CAN CALL HER BACK MIDDLE OF NEXT WEEK FOR UPDATES. CRM SCHEDULED FOLLOW-UP FOR 02/24/02. AT 11AM E.T.. DAVID CROSS/CARS/FL. PILOT.; 0; [REDACTED]
2002-02-22

CRM CALLED CUST. BUT DID NOT GET ANY ANSWER, OR VOICE MESSAGE TO LEAVE MESSAGE. CRM WILL ATTEMPT ANOTHER CALL BACK FOR 02/26/02 AT 6PM E.T.. DAVID CROSS/.CARS.FL. PILOT.; 0; [REDACTED]
2002-02-26

CRM CALLED CUST. FOR SVC UPDATES. CUST. STATES VEH. HAD BEEN REPAIRED, BUT SHE HAD NOT HEARD ANYTHING FROM DEALER REGARDING COST ASSISTANCE. CRM ADVISES CUST. THAT CRM WILL FOLLOW-UP W/MARY STRANDT (SVC MGR) IN THE MORNING AND CALL HER BACK W/ANSWER.DAVID CROSS/CARS/FL. PILOT/[REDACTED]; 0; [REDACTED]
2002-02-27

CRM SPOKE W/MARY STRANDT (SVC MGR) AT BOB STEELE CHEVROLET FOR AVM UPDATES. MARY STATES THAT AVM HAS NOT CALL HER BACK YET, AND THAT SHE WILL INITIATE ANOTHER CALL TODAY. MARY STATES THAT SHE WILL GIVE CRM A CALL BACK ONCE SHE GETS AN ANSWER FROM AVM. CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL FOR UPDATES. DAVID CROSS/CARS/FL. PILOT/[REDACTED]; 0; [REDACTED]
2002-02-27

CUST STATES SHE OIS SVC MGR MARY STRENGTH. CUST SEEKS TO LEAVE VME FOR CRM DAVID CROSS. CRM ADVSD CONNECTED CUST TO PREVIOUS CRM'S VME ADM WILL FORWARD THE FILE TO PREVIOUS CRM. CAROLYN WESTBERG/PILOT/TAMPA/[REDACTED]; 0; [REDACTED]
2002-03-01

CRM CALLED BOB STEELE CHEVROLET (321-532-6700) AND SPOKE W/MARY STRANDT FOR AVM UPDATES. MARY STATES THAT SHE HAD DISCUSSED REQUEST W/HER AVM, AND HE AGREED TO GO AHEAD AND REIMB. CUST. BACK FOR STEERING REPAIR AS GOODWILL GESTURE. MARY STATES THAT SHE WILL GIVE CUST. A CALL ABOUT THE REFUND FOR STEERING REPAIR. CRM WILL FOLLOW-UP W/CUST. TODAY AT 6PM E.T.. DAVID CROSS/CARS/FL. PILOT/[REDACTED]
2002-03-04

CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL. CRM WILL TRY BACK AT 6PM. DAVID CROSS/CARS/FL. PILOT/[REDACTED]
2002-03-04

CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL. CRM WILL MAKE A FINAL ATTEMPT TO CONTACT CUST. ON 03/07/02 AT 6PM E.T.. DAVID CROSS/CARS/.FL. PILOT/[REDACTED]
2002-03-07

CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL. CRM REQUESTING FOR UNABLE TO CONTACT LETTER. FILE CLOSED SATISFIED PENDING CUST. CONTACT. DAVID CROSS/CARS/FL. PILOT/[REDACTED]; 0; [REDACTED]
2002-03-07

Approving Letter*Claudia S. Calienes*Letter Auditor**Tampa, FL; 0; [REDACTED]
2002-03-15

Cust states that she is going to get reim from the dlr for the previous repair, but now she just came home and the power steering has failed again. Cust states that she will take the veh to the dlr tomorrow to have them look at it and repair. Cust states that David Cross has left great messages and has been very helpful w/ the issues she has had and she wanted to make him aware. Cust states that the best time to rcv a c/b is around noon. CRM stated I could not guarantee a c/b at that time, but would let David Cross know about her new concern. Cust stated that would be fine and understood a c/b Mon was not definite. CRM forwarding to CROSD. Jamie Sholtz/Tmp/Pilot [REDACTED]
2002-03-18

CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL. CRM WILL TRY BACK AT 6PM E.T.. DAVID CROSS/CARS/FL. PILOT/[REDACTED]

2002-03-18

CRM CALLED AND LEFT MESSAGE ON CUST. VOICE MAIL FOR SVC FEEDBACK. DAVID CROSS/CARS/FL.
PILOT/ [REDACTED]
2002-03-20

LETTER APPROVED, ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; [REDACTED]

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

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

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
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:

March 7, 2002

[REDACTED]
Cape Canveral, FL [REDACTED]

Request: [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent comments regarding your 1998 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,

David Cross
Customer Relationship Manager

SU0003-T/cac

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

CUMMING , GA

CASE NUMBER: VIN: 1G1TY22G8W5102314
MODEL YEAR: 1998
DATE OPENED: 2001-05-22 SERIES: UNKNOWN
DATE CLOSED: 2001-06-01 MILEAGE: 28000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET
BRC PARENT: DEALER ADDRESS: 5333 HICKORY HOLLOW PKY., ANTIOCH, TN, 37013, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
steering column

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

cst sts that the steering column on the veh needs to be repaired because it keeps locking up. cust sts that it will cost \$860 + tax. cust seeks for gm to pay for the repairs. cust sts that she went to NHTSA on line and the cust found several complaints on this type of veh with the steering column. cust thinks that gm needs to pay for hers...crm advise the cust that the dlr needs to be called. cust kept asking why. crm advised crm needs to get a diagnosis from the dlr. cust ask if the dlr would offer asst...crm stated that research needs to be done..(crm did not tell the cust anything about goodwill or empowerment) cst sts that she purchased the veh from a person used with 5000 miles. cust sts that she does have maintenance work done at dlr. crm advise the cust that the veh is out of warranty, no recalls on the veh, and the veh was purchased used, therefor there may not be any asst but crm will research this with the svm. crm called the svm, Jeff Burns, and he is on a test drive. cont.....; 0;
2001-05-22

cont.....crm advise the cust that crm will c/b the dlr and the cust 5-22-01 @ 5:00
est...kim gardner pdx cars; 0; [REDACTED]
2001-05-22

crm called the svm, Jeff, and he sts that there have been a lot of concerns with the steering column on the veh. the svm sts that they will cover the cost of the repairs. crm ask the svm if he would like cac to tell the cust or if he would rather give the good news to the cust. the dlr sts to have the cust call Mark in the service dept and he will let the cust know of the assistance that the dlr is going to provide to the cust.....crm called the cust and advise the cust that she needs to call the dlr and ask for Mark....cust sts that she will make the call. crm will follow up with the cust 5-29-01 to make sure that everything went ok with the repairs.....kim gardner pdx cars; 0; [REDACTED]
2001-05-29

CRM CALLED THE DLR AND THE CUST HAS HAD THE VEH REPAIRED. THE DLR COVERED THE COST OF THE STEERING COLUMN UNDER GOODWILL. CRM CALLED THE CST AS SCHEDULED AND RECD VOICE MAIL. CRM LEFT A MSG FOR THE CUST TO CALL CAC. *****NEXT CRM***** PLEASE ADVISE THE CUST THAT CRM WAS JUST FOLLOWING UP AS PROMISED. PLEASE FIND OUT IF THE VEH HAS BEEN REPAIRED AND IF CUST IS SATIS....CRM WILL CHECK THIS FILE 6-1-01 TO MAKE SURE THAT THE CST HAS CALLED....KIM GARDNER PDX CARS; 0; [REDACTED]
2001-06-01

cust has not called in. cust veh has been repaired and the dlr did the repairs at no charge , crm will close this file satis...kim gardner pdx cars; 0; [REDACTED]
2001-06-01

crm will send out cust a call cac letter...*****next crm***** this crm was just following up with the cust....cust has not called in per msg left.....this cust called in because the steering column locked up and the cust was seeking asst....the dlr was called and they offered to repair the steering column at no charge. the dlr had stated that they wanted to tell the cust the good news of asst....crm had the cust call the dlr for info.....crm called the dlr...repairs have been performed...and cust is satis.....please just let the cst know that cac was just following up to make sure that the cust is satis with the repairs and the asst....kim gardner pdx cars; 0; [REDACTED]
2001-06-14

approved letter rs0006 for mex processing. kristian burch gl/pdx; 0; [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
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:

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:
ADDRESS: CONTACT PHONE:

June 14, 2001

[REDACTED]
Cumming, GA [REDACTED]

Request: [REDACTED]

Dear Ms. [REDACTED]

We would like to discuss your recent request for assistance regarding your 1998 Chevrolet Corvette. Unfortunately, we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Kimberly Gardner
Customer Relationship Manager

RS0006-P/kdb

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland MS [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1GLYY22G8W5102541
MODEL YEAR: 1998
DATE OPENED: 2003-07-17 SERIES: Corvette
DATE CLOSED: 2003-07-21 MILEAGE: 75000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: All Star Motors Company of Greenville, Inc.
BRC PART#: DEALER ADDRESS: 1009 Hwy 82 East, Greenville, MS, 38701-5415, USA

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

S96 Non Component GM
0 REPAIR ATTEMPT(S) Chevrolet

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

RFI Campaign; ; 2003-07-17
2003-07-17
Service Request Ownership has changed FROM: TEMPFERK TO: HARRELLD; ; 2003-07-17
2003-07-17
Cust states steering is locking up.; ; 2003-07-21
2003-07-17
CRM contacting svc mgr regarding cust concerns; ; 2003-07-17
2003-07-21
1-120366585 verify if veh is at dlr.; ; 2003-07-21
2003-07-18
Cust called in seeking update; ; 2003-07-18
2003-07-18
CRM returning cust call; ; 2003-07-18
2003-07-18
CRM seeking diag; ; 2003-07-18
2003-07-18
1-120366585 need diag; ; 2003-07-21
2003-07-21
Cust seeking update on veh.; ; 2003-07-21
2003-07-21
CRM seeking diag; ; 2003-07-21
2003-07-21
CRM advising cust that veh should be ready today; ; 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: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE 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:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G8W5102684
Date Opened:	7/19/1999	Model Year:	1998
Date Closed:	9/15/1999	Series:	Corvette
Dealer Code:		Mileage:	24346
Address:	TEAM BONNER CHEVROLEDENISON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN COLUMN LOCK SERVICE LAMP ON .

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--

07/19/1999 10:12:28 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 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:

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

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

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

07/19/1999 10:12:28 HISTORY - HAJJ

CUSTOMER STS STEERING COLUMN LOCKED , DLR STS HAVE NOT VERIFIED CONDITION , DLR HAS CHECKED FOR CODES AND NONE WAS FOUND , DLR WAS LOOKING FOR INFO. DLR HESITANT ON LETTING GO WITH NO TROUBLE FOUND .

ADVISED DLH TO REPLACE RELAY AND LOCK MOTOR, CHECK CONNECTIONS AT BCM .

HAJJ 40772

07/21/1999 10:11:12 MILLER - DEALER LOOKING FOR RELAY

LOCATION. ADVISED DEALER THE RELAY IS ABOVE THE BCM.

09/15/1999 11:13:47 KLEA - DAVID JOHNSON

FAX CLOSING

TECH REPLACED STEERING COLUMN LOCK ACTUATOR MOTOR AND RELAY (PN 26060960
AND 12177235), AND INSPECTED THE BCM CONNECTOR

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

CLAYTON, NC

CASE NUMBER: VIN: 1G1YY22GBW5102698
MODEL YEAR: 1998
DATE OPENED: 2002-01-23 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-02-06 MILEAGE: 30311
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*****

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) LOCKED UP/ REPLACED FOR \$376.70

D07 Blower Motor - HVAC Other
1 REPAIR ATTEMPT(S) AC FAN MAKING NOISE/ REPLACED FOR \$254.67

A12 Miscellaneous - Not Classified Other
1 REPAIR ATTEMPT(S) BCM REPROGRAMMED

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) FOR ALL THESE REPAIRS

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 WRC[[GOODWILL RUN C:\Program\Plus\Microsoft\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision,
review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)

- * If necessary follow Darwin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Program\Plus\Microsoft\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
- * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Program\Plus\Microsoft\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]

Vehicle reimbursement or Goodwill decision - Repair already done

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

CALLER IS CUST'S HUSBAND, TOM. TOM STATES THAT HIS WIFE SENT IN 2 SETS OF LETTERS REQUESTING
REIM FOR REPAIRS TO WIFE'S (CUST) 98 CORVETTE COUPE. TOM STATES THAT WIFE HAS A FILE,
05875268, BUT THAT WAS WHEN THEY WERE ENGAGED AND NOW WIFE'S LAST NAME ISORN AND THEIR
ADDRESS HAS CHANGED. CRM MADE NEW FILE WITH NAME AND ADDRESS CHANGES. TOM SEEKS FOR CRM TO

REVIEW LETTERS AND CONSIDER COST ASSIST FOR REPAIRS TO BLOWER MOTOR, BCM, AND STEERING COLUMN. CUST HAS STATED IN HER LETTERS THAT SHE DOESN'T FEEL THAT VEH SHOULD HAVE THESE PROBLEMS AT THIS STAGE IN VEH LIFE. CUST'S LETTER STATES THAT SHE BOUGHT VEH FROM PRIVATE OWNER AND SHE HAS TAKEN IT TO BOBBY MURRAY AND HENDRICK CHEV. CRM ADV'D TOM THAT CRM WILL REVIEW ROS THAT WERE SENT IN AND THEN CALL CUST BACK 1/24 1-2 PM PDT WITH FURTHER UPDATE. CUST WAS SAT. CRM WILL CLOSE OLD FILE AND DO WK IN THIS FILE FOR NOW ON. PAUL LEWIS/CAC/PDX; 0; [REDACTED]
2002-01-24

CRM CALLED BOBBY MURRAY CHEV AND THEY HAD NO HISTORY OF VEH COMING INTO DLR. CRM THEN CALLED HENDRICK CHEV AND SPOKE TO DORI THE SVC ADV AND SHE WENT OVER THE REPAIR ORDER WITH CRM AND VERIFIED THE REPAIRS AND STATED THAT THE FIRST TIME CUST WAS IN DLR WAS 5/30/01. CRM WILL DO FURTHER RESEARCH. PAUL LEWIS/CAC/PDX; 0; [REDACTED]
2002-01-24

CRM CALLED CUST TO ADV HER THAT CRM WILL BE REVIEWING HER DOCS. CRM LEFT MESSAGE AND WILL CALL CUST 1/30 11 AM WITH MORE INFO. PAUL LEWIS/CAC/PDX; 0; [REDACTED]
2002-01-24

CRM CALLED SVC MGR AT HENDRICK, MIKE, AND REVIEWED CUST'S RO. SVC MGR ADV'D CRM TO CALL BACK TOMORROW SO MIKE CAN RESEARCH MORE. CRM WILL CALL BACK 1/25 1:30 PM PDT. PAUL LEWIS/CAC/PDX; 0; [REDACTED]
2002-01-28

CRM CALLED MIKE AND HE STATED THAT HE REVIEWED THAT REPAIR HISTORY AND HE DOESN'T SEE HOW HE CAN ASSIST IN CUST REQ FOR COST ASSIST. MIKE STATED THAT WATER MIGHT HAVE ENTERED INTO THE BCM TO CORRODED IT INTERNALLY AND THAT MIGHT CAUSE THE BLOWER MOTOR TO GO A MONTH LATER, BUT THIS WOULD BE ALL SPECULATION. MIKE STATED THAT THE RO STATES THAT BCM CORRODED FROM WATER LEAKING IN THE CAR. MIKE STATED THAT HE DOESN'T FEEL HE WOULD HAVE A CASE TO PRESENT TO HIS AVM FOR REIM. CRM THANKED MIKE. CRM WILL CONTACT AVM TO SEEK REIM IF POSSIBLE. PAUL LEWIS/CAC/PDX; 0; [REDACTED]
2002-01-30

CRM SENT MESSAGE TO AVM TO JAMES CUCCURELLO [REDACTED]. CRM CALLED CUST NAD LEFT A MESSAGE THAT CRM WILL CALL BACK 2/1 11 AM PDT. PAUL LEWIS/CAC/PDX; 0; [REDACTED]
2002-02-01

CRM REC'D MESSAGE FROM AVM YESTERDAY AND HE STATED HE WAS STANDING BEHIND HIS SVC MGR AND WOULD NOT ASSIST IN REIM FOR CUST BECAUSE VEH WAS OUT OF WARRANTY AT TIME OF REPAIR AND THERE ARE NOT ANY BUSINESS REASONS TO REIM. CRM CALLED CUST TO DENY BUT SHEHAD LEFT HER WK AND WAS NOT AT HOME. CRM LEFT MESSAGE AT REQ SCREEN PH #.
*****NEXT CRM*****IF CUST CALLS THEN
TRANSFER ME FILE W/ TIME AND DATE I CAN CALL HER. PAUL LEWIS/CAC/PDX; 0; [REDACTED]
2002-02-06

CUST STATED he had not received callback.
CRM ADVISED Paul had called 2/1/02 (Friday). Also advised that Paul wished to speak to cust directly -- so crm will send notification to LEWIS and forward file.
CRM VERIFIED cust phone as listed as contact phone number and that cust would be there for several hours.
CRM forwarding file at specific request of previous crm.
Delores Clonca/ATX/CAC; 0; [REDACTED]
2002-02-06

CRM CALLED CUST'S HUSBAND AND ADV'D HIM OF DENIAL FOR REIM. CUST ASKED FOR LETTER TO BE SENT TO HIM OF DENIAL. CRM STATED THAT IS NOT POSSIBLE BUT CRM ADV'D CUST OF FILE #. CUST WANTED FILE SENT TO HIM. CRM ADV'D CUST THAT FILES ARE GM INFO AND NOT TO BE SENT OUT. CUST UNDERSTOOD. CUST STATED THAT HE WILL LOOK TOWARDS OTHER MEANS TO GET \$ BACK. CRM CLOSING FILE DISSAT. PAUL LEWIS/CAC/PDX; 0; [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

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: 1G1YY22G8W5102796
 DATE 05/22/02 MODEL 1998
 DATE 06/28/02 SERIES UNKNOWN
 SOURCE: YES MILEAGE 60078
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] ORLANDO , FL 32819
 HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1G1YY22G8W5102796
 MODEL YEAR: 1998
 DATE OPENED: 2002-05-22 SERIES: UNKNOWN
 DATE CLOSED: 2002-06-28 MILEAGE: 60078
 SOURCE: Phone DELIVERY DATE:
 HRC TYPE: Yes DEALER NAME: HOLLER CHEVROLET
 HRC PARENT: DEALER ADDRESS: 860 W FAIRBANKS, WINTER PARK, FL, 32789, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
1 REPAIR ATTEMPT(S)	LOCKED UP
S13 Reimbursement Requested	Other
0 REPAIR ATTEMPT(S)	FOR REPAIR
S86 CAC Resolved With Goodwill	CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)	60% REIMB

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus!\Micros-1\Iexplora.exe http:\\carsweb\webknowledge]]. Click the Product
 Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplora.exe
 http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corep
 oint.html]]
- * validate with dealership if necessary

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

- * 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:

HE TALKED TO PREVIOUS CRM YESTERDAY AND REQUESTED ASSISTANCE FOR A REPAIR, BUT HIS CELL PHONE CUST HIM OFF WHILE HE WAS WAITING ON HOLD. PREVIOUS CRM LEFT HIM A MSG WITH THIS REQUEST NUMBER. HE WOULD LIKE TO LET PREVIOUS CRM KNOW THAT HIS DAYTIME CELLPHONE NUMBER IS [REDACTED]. CUST SEEKS TO KNOW THE STATUS OF HIS REQUEST. CRM ADVISED CUST THAT CRM MERKMANG IS CURRENTLY RESEARCHING HIS REQUEST FOR HIM AND PLANS TO GET BACK IN CONTACT WITH THE CUST AFTER HER RESEARCH IS COMPLETE. CRM ADVISED THIS MAY TAKE 24-48 BUSINESS HOURS. CUST UNDERSTOOD AND THANKED CRM.

JACKIE JOHNSON/CAC/TAMPA; 0; [REDACTED]
2002-06-20

CRM waiting approval from tm for reimbursement. Giralda Merkmang/Cars/Tpa; 0; [REDACTED]
2002-05-24

CUST STATES THAT HE WOULD LIKE FOLLOW UP ON THIS CASE.

CUST SEEKS TO KNOW WHAT IS GOING ON WITH HIS REQUEST FOR ASSISTANCE

CRM ADVISED CUST THAT THE FILE IS OPEN AND IS BEING WORKED AND IT APPEARS THAT THERE IS AN ATTEMPT TO CONTACT AN AVM. CRM ADVISED CUST HE COULD GET THE SVC MGR TO CONTACT THE AVM ALSO.

CRM WILL FORWARD TO JOHNSON2.

JOHN MERTENS/CAC/ATX; 0; [REDACTED]
2002-05-29

CRM RESUMED FILE. CRM RECEIVED MSG FROM AVM MR JIM. COX WHO ADVISED THAT HE WOULD LOOK INTO ASSISTANCE FOR THE CUST. CRM THEN CONTACTED CUST TO GET MORE INFORMATION ON WHETHER THE CUST HAD GOTTEN WORD FROM THE DLR RE HIS CONCERN. CRM TO CONTACT THE DLR ON BEHALF OF THE CUST. CRM THEN CONTACTED CUST TO ADVISE HIM OF THE STATUS. CRM SUSPENDING FILE TO CONTACT CUST ON 5/26/2002@2-4 PM EST. CRM SUSPENDING FILE. GIRALDA MERKMANG/CARS/TPA; 0; [REDACTED]

2002-05-29

CRM RESUMED FILE TO CONTACT CUST. CUST WAS NA. CRM LM FOR CUST ADVISING CUST THAT CRM HAD CONTACTED THE AVM ON HIS BEHALF. CRM SUSPENDING FILE TO CONTACT CUST ON 5/31/2002@10AM - 12PM EST. GIRALDA MERKMANG/CARS/TPA; 0; [REDACTED]

2002-05-22

CUST STATES THAT HE IS THE ORIG OWNER OF A 1998 CHEV CORVETTE W/ 59000 MILES. CUST PURCHASED VEHICLE AT ROGER WHITELEY CHEV IN TAMPA, FL AND SERVICES VEHICLE AT HOLLER CHEV IN FL. CUST STATES THAT IN SEPT 2002 THE STEERING COLUMN LOCKED UP ON THE VEHICLE ALSO OCCURRED IN SEPT OF LAST YEAR, TOWED TO HOLLER CHEV VEHICLE IS AT HOLLER CHEV IN WINTERPARK. CUST STATES THAT THERE IS A NEW KIT AVAILABLE THAT WOULD COST \$250.00 TO REPAIR W/O LABOR AND CUST SEEKS TO HAVE THE VEHICLE REPAIRED W/ NO COST. CRM CONTACTED HOLLER CHEV AND ATTEMPTED TO SPEAK TO THE EM REGARDING THE CUST. CRM WAITED TO SPEAK O SOMEONE, BUT CRM WAS HUNG UP ON 3 TIMES. CRM CONTACTED DLR AND SPOKE TO SM WHO ADVISED CRM THAT THE VEHICLE WAS PAST DLR EMPOWERMENT. CRM THEN CONTACTED AVM AND LM. CRM ALSO CONTACTED CUST AND LM ADVISING HIM OF THE REQUEST NUMBER AS CUST WAS UNABLE TO HOLD. CRM SUSPENDING FILE AWAITING AVSM CONTACT. GIRALDA MERKMANG/CARS/TPA; 0; [REDACTED]

2002-05-28

THIS CRM DOES NOT HAVE OWNERSHIP OF THIS REQUEST. THE CALL WAS TAKEN BY CRM MERKMANG. CRM FORWARDING TO WORKING CRM.

JACKIE JOHNSON/CAC/TAMPA; 0; [REDACTED]

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

2002-05-31

CRM RESUMED FILE TO CONTACT CUST. CUST STATES THAT HE PICKED THE VEHICLE UP LAST FRIDAY BUT HE FEELS THAT HE SHOULD NOT HAVE INCURRED COSTS FOR THE REPAIRS. CUST STATES THAT THIS HAS OCCURRED BEFORE. CRM THEN CONTACTED HOLLER AND SPOKE TO SM DAVE DUNLAP WHO ADVISED THAT CUST PAID FOR THE REPAIRS, THEY GAVE A 10% DISCOUNT. CUST PAID \$254.40 FOR THE REPAIRS. STATES THAT THEY ALSO GAVE THE CUST PREVIOUS GOODWILL; ADVISED CRM TO CONSIDER PARTIAL GOODWILL RATHER THAN THE FULL AMOUNT. CRM SUSPENDING FILE. GIRALDA MERKMAN/CARS/TPA; 0; [REDACTED]

2002-05-31

CRM RESUMED FILE TO CONTACT CUST. CRM ADVISED CUST TO SEND IN DOCS FOR POSSIBLE REIMBURSEMENT. CRM SUSPENDING FILE AWAITING DOCS. GIRALDA MERKMAN/CARS/TPA; 0; [REDACTED]

---WHITE MAIL---CRM attaching docs to file pertaining to reimb. and forwarding to handling CRM MERKMAN.

PAUL GRENIER/CORR/TAMPA; 0; [REDACTED]

2002-06-07

CRM RESUMED FILE TO REVIEW DOCS. CRM TO REVIEW FOR REIMBURSEMENT. GIRALDA MERKMAN/CARS/TPA; 0; [REDACTED]

2002-06-13

CRM resumed file to review. CRM to consider 60% reimbursement for repairs. CRM suspending file. GIRALDA MERKMAN; 0; [REDACTED]

2002-06-14

CRM RESUMED FILE TO REVIEW. CRM SUSPENDING FILE. GIRALDA MERKMAN/CARS/TPA; 0; [REDACTED]

2002-06-21

tm approves the reimbursement of 60% of total repairs. shannon galford/tm/tampa; 0; [REDACTED]

2002-06-25

TS RESUMED FILE TO PROCESS REIMB FOR 60% OF THE REPAIR PER PREV NOTES ENTERED BY TM SHANNON GALFORD. BUSINESS REASON IS TO PROMOTE CUST SATISFACTION AND TO RESTORE CUST CONFIDENCE. REIMB IS AS FOLLOWS:

RO#- [REDACTED]

RO DATE=5/20/02

MILEAGE @ REPAIR=60,078

PARTS=113.00

MISC= 10.00

LABOR= 141.80

DISCOUNT=25.56

TOTAL FOR REPAIR= 240.00

TAX @= 6% ON PARTS AND LABOR

TAX CHARGED= 14.40

TOTAL CHARGE FOR REPAIR===== \$254.40

REQUESTING 60% REIMB OF \$254.40 WHICH EQUALS===== \$152.64

TS PROCESSING AND WILL CLOSE SATISFIED AS ADDRESS VERIFIED AND VIN SEARCH DONE. TRISHA DAVISON/CARS/TPA/TS....; 0; [REDACTED]

2002-06-25

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

preapprove request for reimbursement of \$152.64 (60%) for steering repairs. all docs attached. vin scan complete, one other previous request but no gw. Dave
Feinman/Tampa/Goodwill; 0; [REDACTED]
2002-06-25

FINAL APPROVAL OF REIMBURSEMENT FOR 152.64
VIN SEARCH REVEALED NO GOODWILL
DONNA CAVE/GOODWILL LIAISON/TAMPA; 0; [REDACTED]
2002-06-28

CHECK [REDACTED] FOR \$152.64 WAS MAILED ON 6/27/02.

TELICIA HENDERSON/LETTER APPROVER/TPA; 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:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

*****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

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:

June 25, 2002

[REDACTED]
Orlando, FL [REDACTED]

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 \$152.64. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Teisha Davison
Customer Relationship Manager

RS0005-T/def



8-10
213

DATE
16/27/02

*****152 DOLLARS

*****64 CENTS

AMOUNT
*****152.64

North American Operations
General Motors Corporation
Development Account

PAY
TO THE
ORDER
OF



SIGNATURE

JUN 27 2002

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

NOTE



VENUE
RUE NO.



DETACH BEFORE REPORTING CHECK

CHECK NO.



PAYMENT
DATE

06/27/02

REASON NAME

REASON NO. DESCRIPTION	ISSUE DATE	DOC. REFERENCE NUMBER	% DISC.	ISSUE AMOUNT	DISC. AMOUNT	NET AMOUNT
161772265W102796	16/27/02		00.0000	152.64	.00	152.64
TOTAL				152.64	.00	152.64

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. FOR QUESTIONS CALL 800-442-8722

MS

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ORLANDO , FL

CASE NUMBER: VIN: 1G1YY22GBW5102796
MODEL YEAR: 1998
DATE OPENED: 2001-08-30 SERIES: UNKNOWN
DATE CLOSED: 2001-09-05 MILEAGE: 43000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: COGGIN CHEVROLET
ERC PARENT: DEALER ADDRESS: 2500 N ORANGE BLOSSOM
TRL, , KISSIMEE, FL, 34744, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) steering column lock

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

Cust states his steering column locked up when he went to get in his veh today. Cust states he had the veh towed to the dlr to find out there is a campaign on these veh's and his is not covered. Cust states since there is a campaign out for this same thing he wants covered. Cust seeks to have the steering column repaired under warranty. crm advised cust campaigns are VIN specific for the time they were manufactured. Crm advised cust that more research will need to be done. crm transferred cust to tier2.

Cortney hacker/tier1/tampa/cars; 0;
2001-08-30

CUST STATED THAT HE WAS IN HIS SHOPPING CENTER WHERE HE WORKS. CUST STATED THAT HIS STEERING WHEEL COLUM HAD LOCKED UP ON HIM. CUST SEEKS TO HAVE THIS COVERED UNDER CAMPAIGN NOTICE. WHILE CRM WAS ON THE PHONE WITH CUST. CUST CELL PHONE WENT OFF. CUST CALLED BACK FROM.

DEALERSHIP THAT VEH IS AT. CUST STATED THAT HE CANNOT BELIEVE THAT THIS DOES NOT FALL UNDER CAMPAIGN NOTICE. CRM TALKED TO DAN HUSSEY SVC ADV. SVC ADV STATED THAT CUST IS LEAVING VEH OVER NIGHT. SVC ADV STATED THAT THEY WOULD HAVE TO DIAGNOSE VEH FIRST TO DETERMINE WHAT IS WRONG WITH STEERING COLUM. CRM ASKED SVC ADV THAT IF IT IS THE SAME CONCERN AS THE RECALL IS IT POSSIBLE THAT DEALERSHIP COULD COVER THIS FOR CUST UNDER GOOD WILL. CRM ADVISED THAT CUST DOES TAKE VEH REG. TO THE OTHER DEALERSHIP BUT HIS CAR BROKE DOWN THEIR DEALERSHIP WAS CLOSER. *****CONTINUED*****; 0; [REDACTED]
2001-08-30

SVC ADV STATED THAT HE WOULD HAVE TO RUN THAT BY HIS SVC MGR. CRM ADVISED CUST THAT SHE WILL CONTACT DEALERSHIP IN THE MORNING. CRM WILL CONTACT CUST ON CELL PHONE [REDACTED]. LINDA WILLIAMS/TAMPA/TIER2; 0; [REDACTED]
2001-08-31

crm contacted dealership. crm talked to dan svc adv. dan stated that they still have not been able to look at veh. dan stated that he does have crm ext and number. dan stated that he will contact crm when veh is diagnosed. linda williams/tampa/tier2; 0; [REDACTED]
2001-08-31

crm recieved debugger. Crm contacted cust on cell phone. Crm advised cust that dealership has not looked at veh as of yet. Crm advised cust that crm taked to dan the svc adv. Crm advised that dealership will contact crm when veh is diagnosed. Cust stated that he will contact dealership later this afternoon if dealership has not contacted cust. Linda williams/tampa/tier2; 0; [REDACTED]
2001-08-31

crm recieved v/m from dealership. dan svc adv. stated that they are covering the steering lock under good will. dan stated that he will contact cust and inform cust of this. dan stated that veh should be ready today. crm will leave follow up call with cust. linda williams/tampa/tier2; 0; [REDACTED]
2001-09-05

CRM CONTACTED CUST. CUST STATED THAT DEALERSHIP DID COVER VEH UNDER WARRANTY. CUST STATES THAT THE DEALERSHIP WAS VERY GOOD AT THE SERVICE THEY PROVIDED. CRM IS CLOSING FILE SATISFIED. LINDA WILLIAMS/TAMPA/TIER2; 0; [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
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:

SUGARLAND

TX

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G8W5104127

MODEL YEAR:

1998

DATE OPENED: 2002-01-16

SERIES:

UNKNOWN

DATE CLOSED: 2002-02-11

MILEAGE:

34000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: MIKE HALL CHEVROLET INC

BRC PARENT:

DEALER ADDRESS:

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

Cust states that he is not the original owner & purchased vehicle from private owner at 11000 miles. cust states that he doesn't have a extended svr contract. Cust states that his steering column is locked & he can't drive vehicle. Cust states that he would not take vehicle in to the dlr and called crm a derogatory name. crm suspending dissat.

Evonnda Fulton/cars/tpa/

2002-02-08

TM REVIEWED FILE, TM GIVING APPROVAL TO CLOSE FILE DISSAT. TM FORWARDING FILE BACK TO CRM.
KATRINA WALDEN-TM/TPA; 0;
2002-02-11

Crm closing file dissatisfied w/TM, Katrina Walden approval. Evonnda Fulton/cars/tpa/ [REDACTED];
0; [REDACTED]

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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:

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

MC ALLEN, TX

CASE NUMBER: VIN: 1G1YY22G8W5105309
MODEL YEAR: 1998
DATE OPENED: 2001-09-04 SERIES: UNKNOWN
DATE CLOSED: 2002-04-22 MILEAGE: 23500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BERT OGDEN CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 1400 E EXPY 83, MISSION, TX, 78572, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
LOCKED

REQUEST FOR INFORMATION

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."**Use the dealer locator process if the caller would like to locate their nearest dealer.

Technical Information

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

CUST STATES STEERING LOCKED ON HIM. CUST SEEKS TO KNOW IF THERE IS SOMETHING HE CAN DO TO UNLOCK W/ HAVING VEH TOWED TO DLR. CRM REVD MANUAL AND ADVSD CUST TO WAIT 10 SEC BEFORE STARTING. CUST STATES HE TRIED THAT ALREADY. CRM ADVSD CUST TO HAVE VEH TOWED. CUST IS 2ND OWNER AND DIDNT GET GMP TRANSFERRED. CUST IS GOING TO GO BACK TO ORIGINAL DLR AND SEE IF CAN GET TRANSFERRED SO THAT VEH WOULD BE COVERED UNDER WRNTY. DALE STACHE/CAC/PDX; 0;

2001-09-05

Cust states has file already. Cust disconnected while CRM searched. CRM called back. No answer. CRM left message to call back if further assistance is required. *****
Next CRM, please assist or update file, including good daytime number, and forward back to me. Thank you, Graylin Woods/pdx/cac; 0;

2001-09-05

cust seeks cost assistance for the repairs on the steering column as it will cost about 500. cust states that he has had many other problems with the veh out of warranty and he is sick of paying for them. svc mgr states he will look into the situation and to callback in a couple hours. cmr advised cust of this. kenneth davis/cac/pdx; 0;

2001-09-05

svc mgr states he is offering a 50 50 split. cust unavail. crm will try 9/6/01 kenneth davis/cac/pdx; 0;

2001-09-06

CUST STATES THAT HE WAS ALREADY BEEN MADE AWARE OF THE SPLIT AND HAS PICKED UP THE VEH. CUST BELIEVES HE HAS HAD TOO MANY OUT OF WARRANTY PROBLEMS WITH THE VEH. CRM ADVISED DOCUMENTING. KENNETH DAVIS/CAC/PDX; 0;

2002-04-22

Cust states that his veh is not cranking again and it's due to Ignition and he had this repaired just last year

Cust seeking to have some cost assistance like before.

CRM called Svc MGR Pete Garza who stated that he'd be happy to review what the cust needs and offer assistance where he can if possible but nothings promised and to have the Cust call him about it.

CRM advised the cust to call back in and have the notes read to him and he also requested a address to write into Chevrolet P.O. Box 33170 Detroit, MI [REDACTED]

Miegal Bostick/Tpa/Cac: 0; [REDACTED]

2002-04-22

CUST STATES HE IS CALLING TO GET AN UPDATE ON WHETHER HE WILL BE RECIEVING ASSISTANCE WINT HIS REPAIR OR NOT. CRM CONTACTED SVC ADV JUAN WHO STTAEES THE SVC MNGR PETE GARZA IS ON A TEST DRIVE RIGHT NOW, AND HE DOES NOT HAVE AN UPDATE FROM THE SVC MNGR ASTO WHAT THEY WILL BE ABLE TO DO. CRM OFFERED TO CONTACT THE DLR LATER TODAY AND FOLLOW UP WITH THE CUST AFTER I CALL THE DLR, BUT CUST STATES HE WILL CALL THE DLR HIMSELF. CUST STATES HE WILL CONTACT JUAN AFTER 1 FOR AN UPDATE. CRM COMPLETING REQUEST SATISFIED. JARED WALLACE/CARS/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:
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:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

MC ALLEN, TX

CASE NUMBER: VIN: 1G1YY22G8W5105309
MODEL YEAR: 1998
DATE OPENED: 2002-04-19 SERIES: UNKNOWN
DATE CLOSED: 2002-04-19 MILEAGE: 26000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BERT OGDEN CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 1400 E EXPY 83, MISSION, TX, 78572, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) steering column will not lock

T04 General Information Customer Satisfaction
0 REPAIR ATTEMPT(S) gupp still on veh????

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT HE IS THE ORIGINAL OWNER OF THE 98 CORVETTE. LAST SEPT, 2001, STEERING LOCKED UP. LOCK ACTUATOR WAS REPLACED. NOW, STEERING WILL NOT LOCK. VEH WILL NOT CRANK. DLR HAS NOT YET DIAGNOSED THE CONCERN. CUST SEEKS TO KNOW THE PARTS WRNTY AND THE EXTENDED COVERAGE. CRM ADVSD PARTS WRNTY IS 12/12000; WHILE VEH HAS A 60/50000 CUSTOM COVERAGE. CRM GAVE CUST THE GUPP PH# AND TRANSFERRED THE CALL TO GUPP. CLOSING SATISFIED. FIDEL DE VERA/CAC/PDX; 0; 2002-04-19

Crm resumed file due to cust calling in. cust states was speak with prev rep and still had questions. Crm obtained file number and reviewed file. Cust states was speak with Angie from GUPP after prev rep tranfered. states recd very poor cust service from angie. states was advsd by angie that could not see anything in system. cust states is SECOND OWNER OF VEH and seeks to know if has gupp, b/c was prev advsd (from prev crm) that gupp stays with veh. CRM apologized was given wrong information but the ORIGINAL OWNER has the option to let the gupp stay with veh or cash it out if he paid for it. advsd if original owner was given gupp, then gupp has no option to stay with veh. cust understood, just wanted it clarified. CRM contacted gupp spoke with Jennifer who states can not see in system, looked in gm vis and saw that the gupp expired on 4-23-99, which is not 5 years, so apparently prev owner cashed

it out. crm thanked jennifer for time. crm advsd cust that group is no longer on
veh.....cont.....; 0; [REDACTED]
2002-04-19

.....cont..... cust understood and satisfied with info and thanked crm for
help. crm closing file. nandi cole/tpa/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: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Noblesville

IN

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G8W5105827

MODEL YEAR:

1998

DATE OPENED: 2003-04-29

SERIES:

Corvette

DATE CLOSED: 2003-05-05

MILEAGE:

25000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: W. Hare and Son, Inc.

BRC PARENT:

DEALER ADDRESS: 2001 Stoney Creek Road, Noblesville, IN, 46060-3933,

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

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

Sticks

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

Steering Column; ; 2003-04-29
2003-04-29

Call dealer regarding cust concern; ; 2003-04-29
2003-04-29

Steering Column-1-94710304; ; 2003-04-29
2003-05-05

steering Column-1-94710304; ; 2003-05-05
2003-04-29

Steering Column-1-94710304; ; 2003-04-29
2003-05-02

Steering Column; ; 2003-05-02
2003-05-02

reimbursement-1-94710304; ; 2003-05-02
2003-05-05

1-94710304; ; 2003-05-05
2003-05-05

called avm regarding reimbursement; ; 2003-05-05
2003-05-05

follow up regarding cust concern.; ; 2003-05-05
2003-05-05

called cust regarding SR Update; ; 2003-05-05
2003-05-05

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:		VIN Number:	1G1YY22G8W5105875	
Date Opened:	7/7/1999	Model Year:	1998	
Date Closed:	8/5/1999	Series:	Corvette	
Dealer Code:		Mileage:	11227	
Address:	JOE PANIAN CHEVROLETSOUTHFIELD		State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT--- COLUMN STEERING STEERING COLUMN LOCKED

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---

07/07/1999 14:15:59 SBD TEMPLATE - ARNOLD

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

N (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.)

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

07/07/1999 14:15:59 HISTORY - ARNOLD

CONDITION: STEERING COLUMN WON'T UNLOCK.

DLR DIAGNOSIS: NONE.

SUGGESTION: ADVISED DLR TO FOLLOW BASIC DIGNOSIS.

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

KOKOMO, IN

CASE NUMBER: VIN: 1G1YY22G8W5106749
MODEL YEAR: 1998
DATE OPENED: 2001-08-14 SERIES: UNKNOWN
DATE CLOSED: 2001-08-14 MILEAGE: 13500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ERIKS CHEV INC
BRC PARENT: DEALER ADDRESS: 1800 US 31 BYPASS S., KOKOMO, IN, 46902, USA

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

M40 Steering Wheel Other
0 REPAIR ATTEMPT(S) WHEEL LOCKED
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) DIAGNOSIS

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THAT THE STEERING WHEEL IS LOCKED AND VEH STARTS AND DIES AS SOON AS IT GOES INTO GEAR... CUST SEEKS TO KNOW WHAT TO DO... CRM ADVISED THAT THE DEALERSHIP NEEDS TO SEE THE VEH AND GIVE A DIAGNOSIS. CUST SATISFIED WITH THIS ANSWER... JENN BREWER/CAC/PDX; 0;

*****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:

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

GOOSE CREEK

SC

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22GBW5108341

MODEL YEAR:

1998

DATE OPENED: 2002-04-04

SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-04-04

MILEAGE:

57000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: CHEVROLET OF NORTH CHARLESTON

BRC PARENT:

DEALER ADDRESS: 8199 RIVERS AVE., NORTH CHARLESTON, SC, 29405, USA

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

M41 Steering Column/Lock/Attaching Parts

Inoperative

1 REPAIR ATTEMPT(S)

LOCKS UP AT TIMES

A07 Referred to Dealer

Customer Satisfaction

0 REPAIR ATTEMPT(S)

REFERRED TO DLRSHIP FOR DIAGNOSIS

A01 Open Campaign

Customer Satisfaction

0 REPAIR ATTEMPT(S)

#00034

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\Microw-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\Microw-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\Microw-1\Iexplore.exe

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

Vehicle repair request - Repair not done

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

CUST STATES THAT HE PURCHASED THE VEH USED FROM CHEVROLET OF NORTH WITH 40,000 MILES; CUST STATES THAT HE HAS HAD HIS STEERING WHEEL LOCK UP TWICE AND TOOK VEH TO THE DLRSHIP FOR THIS CONCERN BUT THEY COULD NOT DUPLICATE HIS CONCERN; CUST STATES HE WAS TOLD THAT THERE IS A RECALL FOR THIS CONCERN; CUST SEEKS COST ASSIST WITH THE REPAIRS NEEDED TO HIS VEH; CRM CHECKED AND CUST HAS OPEN CAMPAIGN #00034 WHICH DOES NOT INVOLVE THE STEERING COLUMN; CRM CALLED THE DLRSHIP AND SPOKE WITH DAVID MEYERS SVC ADVISOR WHO STATES THAT THERE IS A SVC

BULLETIN FOR THIS CONCERN; STATES THAT THE CUST SHOULD BRING THE VEH IN FOR DIAGNOSIS; CRM ADVISED THE CUST THAT DUE TO THE AGE OF THE VEH THERE IS NO ASSIST THAT CAN BE OFFERED WITH THE REPAIRS; CRM CLOSING FILE AS NO FURTHER ACTION NEEDED FROM THIS CRM.

REQUEST CLOSED DISSATISFIED, NO BBB LETTER SENT
ROSHAWN GULLORY/CAC/ATK; 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:
TRIM:

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:

TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Columbus , OH

CASE NUMBER: VIN: 1G1YY22G8W5108775
MODEL YEAR: 1998
DATE OPENED: 2003-04-02 SERIES: Corvette
DATE CLOSED: 2003-04-03 MILEAGE: 26300.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANo DEALER NAME: Bob Taylor Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 5665 N Airport Pulling Rd, Naples, FL, 34109, USA

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

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

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

inbound; ; 2003-04-03
2003-04-03

follow up; ; 2003-04-03
2003-04-03

follow up; ; 2003-04-03
2003-04-03

outbound; ; 2003-04-03
2003-04-03

Outbound; ; 2003-04-03
2003-04-03

has the dealer called back; ; 2003-04-03
2003-04-03

called back; ; 2003-04-03
2003-04-03

outbound; ; 2003-04-03
2003-04-03

Service Request has been Closed Satisfied; ; 2003-04-03

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

373878

CASE NUMBER: [REDACTED] VIN: 1G1YY22G8W5108775
 DATE OPENED: 07/06/01 MODEL YEAR: 98
 DATE CLOSED: 07/10/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 17800
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: OH
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1G1YY22G8W5108775
 MODEL YEAR: 1998
 DATE OPENED: 2001-07-06 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-07-10 MILEAGE: 17800
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: BOBBY LAYMAN CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 3900 W BROAD, COLUMBUS, OH, 43228, USA

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

M01 Steering General Other
 1 REPAIR ATTEMPT(S) LOCKED

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

C:\Progra-1\Plus1\Micros-1\Iexplore.exe

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

Final Repair Attempt

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

CUST STS THAT SHE IS HAVING PROBS W/HER STEERING LOCKING ON HER 98 CORVETTE...CUST STS THAT SHE IS A LOYAL GM CUST AND OWNS 3 OTHER VEHICLES HOWEVER SHE HAS HAD MANY PROBS W/HER VEHICLE AND IS NO LONGER IN WARRANTY....CLMS THAT VEHICLE IS IN DLSPHP HOWEVER THEY

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

373878

ARE UNABLE TO REPAIR BECAUSE PART IS ON BACKORDER AND BCUZ THE CUST IS NOT IN WARRANTY
THEY CAN NOT GIVE HER LOANER VEH, , CUST IS SEEKING ASST W/POSS LOANER AND ASST W/COST OF
REPAIRS WHICH SHE STS WILL BE AROUND 300.00...CRM ADVISED THAT I WOULD CALL DLRSHP SRV
MGR TO SEE IF THEY CAN ASST...CRM CALLED DLRSHP..SRVC MGR UNAVAIL....ED CUST THAT I WILL
CALL HIM(SRVC MGR) AGAIN ON MONDAY AND CALL HER BACK ON TUESDAY THE 10TH OF JULY.CUST REQ
EARLY C/B BCUZ SHE WILL BE @ DR W/MOTHERS ALL DAY..EDUCATED CUST OK...MARYANN
TREVINO/CAC/ATK; 0; [REDACTED]
2001-07-06

ADDTL NOTES: CUST HAS CALLED IN PREV HAS TWO OTHER FILE
NUMBERS... [REDACTED] ...MARYANN TREVINO./CAC/ATK; 0; [REDACTED]
2001-07-10

CRM CALLED CUST BACK TO LET HER KNOW THAT I SPOKE W/GARY (SRVC MGR) AND HE STS THAT MS
SHYDERS VEH WOULD BE READY TODAY...CUST STILL CONCERNED ABOUT COST.....STS THAT SHE
FEELS SHE WAS SOLD A LEMON AND MIGHT BE CALLING BACK FOR FURTHER
ASST.....MARYANN TREVINO/CAC/ATK; 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:

37387B

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST 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: IF SO, WHERE:
TREATED:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:

BUSINESS:	1 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

HARRISON TOWNSHIP
MI

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8W5108968

MODEL YEAR: 1998

DATE OPENED: 2001-06-19

SERIES: UNKNOWN

DATE CLOSED: 2001-06-19

MILEAGE: 16293

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BUFF WHELAN CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 40445 VAN DYKE AVE., STERLING

HEIGHTS, MI, 48313, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
STEERING COLUMN LOCKED UP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES VEHICLE IS OUT OF WARRANTY BY 4 MONTHS. STEERING COLUMN IS LOCKED UP...CUST
SEEKS ASSISTANCE WITH REPAIR COST OF \$412...CRM ACTION CALLED SVC MGR/DAN FOR
RESEARCH...SVC MGR STATES WILL ASSIST WITH REPAIR...CUST WILL PAY \$100 DEDUCTABLE ON REPAIR
DLRSHIP WILL COVER REST OF COST...CRM ACTION RETURNED CALL TO CUST...CUST STATES DLRSHIP
ADVISED CUST WILL ONLY PAY \$100 OF REPAIR...PAULA KNOWLES/ATK/CARS; 0;

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER 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:

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 BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

LOUISVILLE

KY

HOME PHONE:

CASE NUMBER:

VIN: 1G1YY22G8W5109117

MODEL YEAR: 1998

DATE OPENED: 2001-05-24

SERIES: UNKNOWN

DATE CLOSED: 2001-07-16

MILEAGE: 44264

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: Yes

DEALER NAME: BACHMAN CHEVROLET-OLDSMOBILE, INC.

BRC PARENT:

DEALER ADDRESS: 9650 BLUEGRASS PKWY, LOUISVILLE, KY, 40299, USA

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

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

Other
SECOND SENSOR REPLACEMENT FOR LOCKUP

Parts coverage under GM Goodwrench Service Plus

CRM INSTRUCTIONS:

A list of eligible GM parts that are included under the limited lifetime warranty can be found at

[[GM Goodwrench Service Plus RUN C:\Progra~1\Plus\Micros~1\Iexplore.exe
http://www.gmgoodwrench.com/dhtml/service/service_splus_guarantee.shtml]] Please review the list and advise customer accordingly. The GM Service Plus Parts Warranty is limited to the original purchaser only.

Parts coverage under GM Goodwrench Service Plus

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

CUST STATES CORVETTE STEERING WHEEL LOCKED UP AND WAS REPLACED MAY 00. NOW IN MAY 01 THE SAME REPAIR MADE AGAIN. CUST STATES DLRSHD SAYS 12/12 WARR OUT BY 170 MILES. CUST CHARGED THE \$505.04 FOR THIS REPAIR. CRM ADVISED CUST DLRSHD WOULD BE CALLED AND CONCERN REVIEWED WITH DLRSHD. CUST CALL BACK THURS PM 3:00 PAC TIME. GLORIA STEVENS,PDXCAC; 0; [REDACTED]
2001-05-24

CRM CONTACTED SRV MGR, MARK ALCORN TO REQUEST POSSIBLE REIM FOR CUST; SRV MGR AGREED TO REIM OF \$505.04 TO CUST. CUST HAS HAD ALL OIL CHANGES, MAINT DONE AT DLRSHD; GOOD CUST; CRM ADVISED CUST TO TAKE IN ORIG RO, PROOF OF OWNERSHIP AND PROOF OF PAYMENT TO SRV MGR FOR FULL REIM FOR THIS REPAIR. GLORIA STEVENS,PDXCAC.; 0; [REDACTED]
2001-05-24

CUST STATES THAT HE JUST CALLED IN TO THANK PREVIOUS CRM FOR HER ASSISTANCE....CUST SEEKS TO HAVE MESSAGE GIVEN TO CRM...CRM ADVISED WILL SEND MESSAGE...MAKETA JONES/ATX; 0; [REDACTED]
2001-06-15

cust called for update of reim. crm advised that if cust brought his paperwork to dlr they could reim him on the spot. crm offered to contact dlr but cust denied assistance. cust stated would contact dlr on his own. KEVIN LAMB/pdx/crm; 0; [REDACTED]
2001-07-16

CUST STATES HE WAS SUPPOSED TO BE REIMBURSED FOR REPAIR DONE SEVERAL MONTHS AGO. DLR WAS SUPPOSED TO BE MAILING HIM A CHECK BUT HE HAS NOT GOTTEN IT YET. CUST SEEKS TO KNOW STATUS OF REIMBURSEMENT. CRM ATTEMPTED TO CONTACT DLR, SVC MANAGER WAS OUT TO LUNCH, CRM SPOKE

W/SHOP FORMAN REX WHO STATES DID NOT SHOW A CHECK IN THE FILE, AND TO CALL BACK IN 1 HR.
CRM TO CALL BACK IN 1 HR. CRYSTAL ROBECK/CRM/PDX; 0; [REDACTED]
2001-07-16

CRM SPOKE W/REX WHO STATES CUST SHOULD RECEIVE CHECK WITHIN 7-10 DAYS. CRM CONTACTED CUST
TO RELAY INFO. CUST SATISFIED. CRYSTAL ROBECK/CRM/PDX; 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: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

ATLANTA, GA

CASE NUMBER: VIN: 1G1YY22G8W5109697
MODEL YEAR: 1998
DATE OPENED: 2000-06-27 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-08-22 MILEAGE: 24000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: TOM JUMPER CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7200 ROSWELL RD., SANDY SPRINGS, GA, 30328, USA

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

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

steering column

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

cust called; cust stated his steering column has locked, making his veh undrivable, 3X,
costing him time from work and aggravation; cust states his fuel gauge and electronic door
locks do not always work; cust seeks to speak with someone who can discuss Corvette
electronics with him; crm adv cust she would investigate and call him back ***** crm sheila
west wilson/portland; 0;
2000-06-27

crm called asst svc mgr Billy Hembree, who adv crm that he would call AVM about cust's veh
to get his input on situation; crm will have this file faxed to dir and will check back with
asst svc mgr 06/28/00 ***** crm sheila west wilson; 0;
2000-06-27

crm called cust to adv him he would hear from asst svc mgr Billy Hembree this date or 06/28;
cust thanked crm ***** crm sheila west wilson/portland; 0;
2000-06-27

FAX APPROVED, AUSTIN FAXSERVER/ MARION LINDSEY; 0;

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Winter Haven

FL

HOME PHONE:

CASE NUMBER:

VIN:

1G1YY22G8W5109716

MODEL YEAR:

1998

DATE OPENED: 2003-06-30

SERIES:

Corvette

DATE CLOSED:

MILEAGE:

38000.0000000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

N/ANO

DEALER NAME: Chevrolet Center, Inc.

BRC PARENT:

DEALER ADDRESS: 101 Cypress Gardens Blvd, Winter Haven, FL, 33880-

5547, USA

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

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

Sticks

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

Chevrolet Corvette Owner Assistance; ; 2003-07-01
2003-06-30

Veh complaint steering lock; ; 2003-06-30
2003-06-30

Spoke Ashley Eastman with Roadside; ; 2003-07-02
2003-06-30

FYI; ; 2003-06-30
2003-07-01

Ms. Clark ; ; 2003-07-01
2003-07-01

Ms. Clark dlr funnel; ; 2003-07-01

RE: Chevrolet Corvette Owner Assistance; ; 2003-07-01
2003-07-01

Spoke with Don svc adv Bill Parker svc mgr; ; 2003-07-01
2003-07-01

Spoke with cust; ; 2003-07-01
2003-07-02

Clark speak with Bill avm response then call customer; ; 2003-07-02
2003-07-02

steering wheel lock; ; 2003-07-02
2003-07-02

steering wheel lock; ; 2003-07-02

2003-07-02

1:34 Mr. Clark; ; 2003-07-02
2003-07-02

Spoke with cust; ; 2003-07-02
2003-07-07

Clark follow; ; 2003-07-07
2003-07-09

Spoke with Bill Parker svc mgr; ; 2003-07-23
2003-07-07

No one home; ; 2003-07-07
2003-07-17

Spoke with cust; ; 2003-07-17
2003-07-31

Check for docs; ; 2003-08-21
2003-07-23

update; ; 2003-07-23
2003-07-23

cust called; ; 2003-07-23
2003-07-23

Spoke with cust; ; 2003-07-23
2003-07-23

Spoke with Terri Triplett from road side ext 6925; ; 2003-07-23
2003-08-04

Clark check for docs; ; 2003-08-21
2003-08-21

Service Request has been Closed Satisfied.; ; 2003-08-21
2003-08-25

SR in Status of Closed has been Re-Opened by SCARNEBOZ; ; 2003-08-25
2003-08-25

REQUESTED DOCUMENTS Scanned: 2003-08-22-17.28.08.000000, MSXDocNum: 0323402185; ; 2003-08-25
2003-08-25

cust sent in docs; ; 2003-08-25
2003-08-28

Clark svc mgr; ; 2003-08-28
2003-08-29

Spoke with cust; ; 2003-09-02

Clark check for docs; ; 2003-09-12
2003-09-12

Spoke with customer; ; 2003-09-12
2003-09-19

Clark check for docs.....; ; 2003-09-12

*****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: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:

UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
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:

[illegible]

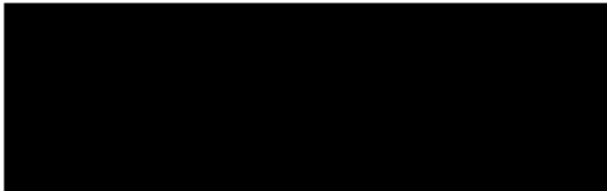
August 11, 2003

Chevrolet Customer Service
Attn: Ian Duncan
P.O. Box 33170
Detroit, Michigan 48232

Dear 

Per your request is a copy of the Visa charge for the GM roadside service on my 1998 corvette (VIN #1G1YY22G8W5109716). The total charge was \$190.50. Please make check payable to Tony Clark.

Thank you for your assistance in this matter. Your attitude and willingness to help was excellent.



GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

ANNAPOLIS

MD

HOME PHONE:

CASE NUMBER: VIN: 1G1YY22G8W5110171
MODEL YEAR: 1998
DATE OPENED: 2002-04-10 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-15 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: J B A CHEVROLET
BRC PARENT: DEALER ADDRESS: 7327 RITCHIE HWY., GLEN BURNIE, MD, 21061, USA

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

N03 Ignition System Wiring/Switches Inoperative
1 REPAIR ATTEMPT(S) IGNITION IS LOCKED

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) CAMPAIGN 01044A

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

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

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

CRM CONTACTED THE DLR. SVC ADV JEFF SWAIN AND SVC MGR HAVE AGREED TO TAKE CARE OF THIS
UNDER EMPOWERMENT. THEY WILL INFORM THE CUST AT TIME OF PICK UP. R SEELBACH TPA/CARS; 0;
2002-04-10

CUST STATES THAT HE IS THE ORIG OWNER OF A 98 CHEVY CORVETTE W/APPROX 50000 MILES. THE
IGNITION AND STEERING COLUMN ARE LOCKED ON THE VEH. THE VEH IS 13H14 SERIES NUMBERS AWAY
FROM THE START OF THE RECALL.

CUST SEEKS REPAIRS UNDER THE RECALL/REIM FORREPAIRS

CRM CONTACTED THE DLR. ASST SVC MGR JOHN SLINER STATES THAT THE CUST CANNOT HAVE THE VEH
REPAIRED UNDER CAMPAIGN. HE BELIEVES THOUGH THAT IT DOES HAVE THE SAME PROBLEM AS THE RECALL
AND WOULD REQUIRE THE SAME FIX.

CRM ADVSD THE CUST THAT THE VEH COULD NOT BE REPAIRED UNDER THE CAMPAIGN. THAT REIM COULD
ONLY BE CONSIDERED AFTER THE VEH WAS REPAIRED AND THE ENTIRE SITUATION WAS REVIEWED. CRM
ADVSD CUST IN ANY EVENT, THE VEH MUST BE DIAG'ED AND REPAIRED BY A CHEVY DLR. CUST WILL TAKE
VEH TO THE DLR. CALL BACK ESTAB FOR 04/15/02 09:30 AM EST. R SEELBACH TPA/CARS; 0;
2002-04-10

CRM CONSULTED WITH TM SHANNON GOLFORD. SHE GAVE OTS APPROVAL TO 50/50 WITH THIS CUSTOMER
AFTER THE REPAIRS ARE COMPLETE AND THE CUST IS SAT. THE CUST HAS NOT BEEN OFFERED. THIS WILL
BE PRESENTED TO CUST AFTER REPAIRS. R. J. SEELBACH TPA/CARS; 0;

2002-04-15

CRM CONTACTED THE CUST. THE DLR IS GOING TO TAKE CARE OF THE BILL, THIS MAKE THE CUST
EXCEPTIONALLY HAPPY. THE CUST IS EXCEPTIONALLY HAPPY W/CAC. CLOSING FILE SAT, R. J.
SEELBACH TPA/CARS; 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:

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:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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: