

EA02-031

GM

**10-27-03 LETTER
TO ODI FROM GM**

ATTACHMENT

4F

BOOK 17 OF 22

PART 1 OF 3

GM622C
EA02-031

ATTACHMENT "4F" Cont

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: Lloyd, Derico
ADDRESS: 422 Woodland Rd., Bessemer, AL
HOME PHONE: 2052813207

CASE NUMBER: 1-110595448 VIN: 1G1YY22G9V5106807
MODEL YEAR: 1997
DATE OPENED: 2003-06-18 SERIES: Corvette
DATE CLOSED: 2003-06-24 MILEAGE: 65000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

RFI Campaign; ; 2003-06-18
2003-06-18

Service Request Ownership has changed FROM: TEMPLOZA TO: LIZAMA; ; 2003-06-18
2003-06-18

STEERING COLUMN LOCKING; ; 2003-06-18
2003-06-18

Service Request has been Closed Dissatisfied.; ; 2003-06-18
2003-06-24

SR in Status of Closed has been Re-Opened by WILSOGE; ; 2003-06-24
2003-06-24

Service Request Ownership has changed FROM: LIZAMA TO: WILSOGE; ; 2003-06-24
2003-06-24

recall info on veh; ; 2003-06-24
2003-06-24

Service Request has been Closed Satisfied.; ; 2003-06-24

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

174312
DT67743 PAGE #: 1
M41-015

CASE NO: 99-0486400
DATE OPENED: 08/30/1999
DATE CLOSED: 09/03/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1YF22G9V5106936
MODEL YR: 97
SERIES: YB CORVETTE
MILEAGE: 025000
STATE: TX
HOUSTON TX [REDACTED]
BUS. PHONE: [REDACTED]

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

CUSTOMER STATES THAT ON AUG 17, 1999 HIS STEERING COLUMN LOCKED UP AND HE HAD IT FIXED. BUT WHILE OUT OF TOWN IT HAPPENED AGAIN, AND THIS TIME HE CALLED ROADSIDE TO HAVE HIS CAR TOWED TO THE NEAREST DEALER WHICH WAS BUFFALO CHEVY IN CONROE, TX 409 756 5581. CUSTOMER WANTS TO FIND OUT IF DEALERS KNOW ABOUT THIS PROBLEM. ALSO ADVISED CUSTOMER ON OPEN CAMPAIGN 97040. CRM KASINDA RECLAIM/AUSTIN

08/30/99****CRM RECEIVE A TRANSFER CALL FROM AUSTIN TX. ORIGINAL OWNER CALLED REQUESTING ASSISTANCE,,,OWNER STATES NO OTHER CHEVY VEHICLE,,,OWNER STATES PREV HISTORY ON 6/20/99... OWNER STATES HE WOULD LIKE TO HAVE THIS CONCERN FIXED...OWNER STATES HE WAS ADVISED BY ROADSIDE ASSISTANCE THAT THERE WAS A BULLET ON HI VEHICLE.... OWNER STATES HE WAS ADVISED OF THE RECALL.. OWNER ?? IF CRM CAN ADVISED THE DLR TO FIX THE CIGERRITH LIGHT AS WELL DO THE RECALL...CRM ACKNOWLEDGE & ADVISED OWNER CRM WILL EIMTION THESE ITEM TO THE DLR...OWNER ACKNOWLEDGE & THANKED... OWNER ADVISED CRM TO CALL HIM BACK ON HIS MOBILE PHONE..CRM ACKNOWLEDGE...OWNER ACKNOWLEDGE & THANKED CRM FOR THE ASSISTANCE,... CRM CALLED THE LISTED DLR & SPOKE WITH SERVICE MANAGER BILL...BILL ADVISED CRM THAT THEY REPLACE A PIN CONNECTOR...BILL STATES THE VEHICLE WAS FIXED WHEN IT LEFT...CRM ACKNOWLEDGE & ?? IF THERE WERE ANY BULLET

ON OWNER VEHICLE...BILL ACKNOWLEDGE & STATES SOME THAT HE'S AWARE OF...CRM ACKNOWLEDGE & THANKED...CRM CALL THE LISTED DLR & SPOKE WITH SERVICE ADVISER

***** CRM TO FINISH WHEN QUE GETS LOW *****

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

CODE # DESC	CODE COMMENTS
A01 0	97040 CASE CLOSED BY SYSTEM
M41 0	LOCKED UP CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Rockwall, TX

CASE NUMBER: 1-14226908 VIN: 1G1YY22G9V5107066
MODEL YEAR: 1997
DATE OPENED: 2002-07-08 SERIES: Corvette
DATE CLOSED: 2002-07-08 MILEAGE: 50000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Southeast Autoplex Inc.
BRC PARENT: DEALER ADDRESS: 1312 East Washington Ave., Idabel, OK, 74745, USA

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

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

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

Steering column lock; ; 2002-07-08
2002-07-08

verify veh info; ; 2002-07-08
2002-07-08

to advise; ; 2002-07-08
2002-07-08

Service Request has been Closed Satisfied.; ; 2002-07-08

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

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 SOURCE:

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

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

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

HOUSTON , TX

CASE NUMBER: 04345820 VIN: 1G1YY22G9V5107164
MODEL YEAR: 1997
DATE OPENED: 2001-05-29 SERIES: UNKNOWN
DATE CLOSED: 2001-06-01 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CHARLIE THOMAS CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 13800 GULF FWY, HOUSTON, TX, 77034, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKING UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. 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 THAT THERE IS A BROKEN PART IN STEERING WHEEL THAT CAUSES THE STEERING COLUMN TO LOCK UP...CUST STATES THAT HE TOOK THE VEH TO THE DLR AND DLR STATES THAT THE COST OF REPAIR WILL BE ABOUT \$500.00...

CUST SEEKS COST ASST...

CRM ADVISED CUST THAT CRM COULD TRANSFER CUST TO PRODUCT SPECIALIST...

C FOURNIER ATK/CAC; 0; 360008179

2001-05-29

CUST STS THAT STEERING COLUMN HAS LOCKED UP. CUST SEEKS ASST W/ REPAIRS ON VEH. CRM ADVISED CUST SVCMMR LENNIE GORDON STS THAT NO ASST DUE TO HE'S SECOND OWNER AND NO HISTORY OF WORK AT DLRSHIP. CUST CONCERN W/ SAFETY ISSUE ON VEH AND THAT HE WOULD BE PUTTING IT ON THE INTERNET., CRM ADVISED CUST THAT CONCERNS WOULD BE DOCASST DENIED.BETTY IKNER/TMCARS; 0; 360009563

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ERC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

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:

1 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Houston , TX

CASE NUMBER: 1-13922272 VIN: 1G1YY22G9V5107164
MODEL YEAR: 1997
DATE OPENED: 2002-07-05 SERIES: Corvette
DATE CLOSED: 2002-07-08 MILEAGE: 70000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Ayes DEALER NAME: Charlie Thomas Chevrolet, Ltd.
BRC PARENT: DEALER ADDRESS: 13800 Gulf Fwy, Houston, TX, 77034-5009, USA

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

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

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

steering column lock; ; 2002-07-08
2002-07-05

call for diagnosis; ; 2002-07-08
2002-07-08

call with update; ; 2002-07-08
2002-07-08

update; ; 2002-07-08
2002-07-08

svc mgr, Sean Riley; ; 2002-07-08
2002-07-08

follow-up update; ; 2002-07-08
2002-07-08

Service Request Ownership has changed FROM: ; ; 2002-07-08
2002-07-08

Service Request has been Closed Satisfied.; ; 2002-07-08

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

COLUMBUS, OH

CASE NUMBER: 05002402 VIN: 1G1YY22G9V5107309
MODEL YEAR: 1997
DATE OPENED: 2001-07-20 SERIES: UNKNOWN
DATE CLOSED: 2001-07-20 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: BYERS DUBLIN CHEVROLET GEO
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)
his 97

Vibration
has recall for 98-99 models, but not for

A01 Open Campaign
0 REPAIR ATTEMPT(S)
recall repair on his veh

Customer Satisfaction
cust wanted to know why he couldnt have

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 he owns a '97 corvette, which the steering column is locked & unable to drive. cust just learned that there is a recall on the year model after his on the same issue is having to deal w/. cust seeks to have veh repair fixed as if it were a recall, FREE. crm advised cust that since recall doesnt apply to cust's year, model corvette--but it same issue, unfortunately there could be no asst from gm b/c he is out of wrty, & again recall is not on his veh. crm called dlrep & spoke w/ sm--gary which sts he will make cust pay 50% of the whole cost, after compromising w/ sm, he finally gave in. crm advised cust of this & gave req #. cust satisfied
ananda.walsworth/casr/atx; 0; 364504007

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BHC WARRANTY DATE:

MERF:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE :

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

COMMENTS:

LOCATION:

CITY/STATE: .

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

LEASE AT PURCHASE: 0

PURCHASE/LEASE AGREEMENT

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****REC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY :

CONTACT TYPE:

CONTACT PHONE:

ADDRESS :

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

PARKLAND, FL

CASE NUMBER: 05363497 VIN: 1G1YY22G9V5107374
MODEL YEAR: 1997
DATE OPENED: 2001-08-20 SERIES: UNKNOWN
DATE CLOSED: 2001-08-21 MILEAGE: 56000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LOU BACHRODT CHEVROLET INC
BRC PARTNT: DEALER ADDRESS: 1801 W ATLANTIC BLVD, POMPANO BEACH, FL, 33069, USA

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

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

Other
LOCKING UP

SBS Dealer Resolved With Goodwill
0 REPAIR ATTEMPT(S)

Other
ONLY CHKD LABOR FOR REPAIR

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 HAVING PROBLEM WITH STEERING COLUMN LOCKING UP. CUST STATES TOOK TO DLR ON JULY 19, 2000 FOR THIS PROBLEM. CUST STATES PAID FOR REPAIR AND WAS SATISFIED. CUST STATES PROBLEM IS NOW REOCCURRING.

CUST SEEKS ASSISTANCE IN REPAIR. DOES NOT FEEL SHOULD HAVE TO PAID FOR THIS REPAIR AGAIN. CRM ADVISED CUST CREATING FILE TO DOCUMENT CONCERNS. ADVISED CUST OF REQUEST NUMBER AND FORWARDING TO SPECIALIST FOR FARTHER RESEARCH. CUST COULD NOT HOLD. CRM WILL HAVE SPECIALIST CALL BACK.

MANDI COLE/TIER1/TAMPA; 0; 99999
2001-08-20

CUST CORRECT PHONE NUMBER IS [REDACTED]. Cust states that they just had this repair done 07/19/00 @ 39908 miles at a cost of \$493.00. Cust is now having to have the repair done again. CRM contacted Rick Ritacco, svc mgr. and he did verify that the customer did pay for this repair when the customer stated (07/00). Rick stated that they will go in towards this repair, but at this time will unsure, they will work out and discuss with the customer when they pick it up. CRM will follow up with the dirship on 08/21/01 11-1pm EST. MARK LEONARD/CARS/TIER2/TPA; 0; 367195001
2001-08-21

CUST STATES that the dirship only charged her for the labor, so the repair was only \$100, instead of \$450.00. Cust is very satisfied with this assistance. No further contact is necessary. CRM closing file as satisfied. MARK LEONARD/CARS/TIER2/TPA; 0; 367268919

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

NICCO , FL

CASE NUMBER: 04214654 VIN: 1G1YY22G9V5107407
MODEL YEAR: 1997
DATE OPENED: 2001-05-16 SERIES: UNKNOWN
DATE CLOSED: 2001-05-21 MILEAGE: 30000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JIM RATHMANN CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 800 S HARBOR CTY BLVD, MELBOURNE, FL, 32901, USA

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

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

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

THE

CUST REQ COST ASST W/ STEERING COLUMN REPAIR

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

CUST STATES THE STEERING LOCK COLUMN WHEN OUT A YR AGO. CUST STATES IT WAS TOWED INTO THE NEAREST DLR JAMIE DEAN NOW KNOWN AS ROGER DEAN CHEV. CUST STATES THE STEERING COLUMN LOCKED UP. CUST STATES VEH WAS TOWED INTO JIM RATHMAN DLR. CUST STATES THEDLR SAID THE VEH IS READY & THEY OWE \$500. CUST STATES THAT SHE HAS AN GM EXTENDED SVC CONTRACT & DOESN'T KNOW WHY SHE SHOULD BE CHARGED FOR THIS. CUST SEEKS COST ASST W/ STEERING COLUMN REPAIR. CRM ADVISED ESCALATION TO TIER 2. CRM WILL SUSPEND 03-03-03. IRITA EDWARDS/TAMPA/TIER 1; 0; 358887903
2001-05-16

CRM received call from Tier-1 rep (Mrs. Irita Edwards)...Cust states that recently her steering wheel column locked up on her Corvette... Cust states she took the veh to the dlr ship (Jim Rathmann @ 321-723-3611) to be repaired & they have repaired the veh for her, but they are charging her \$500...Cust states she thought she bought an extended warranty when she bought the veh...Cust seeks to either have the veh covered under warranty or cost assist w/the repair...CRM apologized to cust for situation & advised her that according to our records, there is no extened service plan through GM that was purchased for the veh, but she may have gotten one through an independent....Cust stated her husband would have purchased it so she will have to check w/him...CRM advised cust that CRM woud contact dlr ship & speak w/svc dpt to see if they have any info for us as well...CRM set up call back for around 4pm this afternoon...Kevin Jackson/CARS Tier-2/TPA...; 0; 358889382
2001-05-16

CRM contacted dlr ship to speak w/svc mgr, but he was not available, so a message was left for him to call us back...Kevin Jackson/CARS Tier-2/TPA...; 0; 358889429

2001-05-16

CRM attempted to contact cust back to speak w/her about her request...CRM has not yet heard from Svc mgr @ the dlr ship, so another message was left on his voicemail...CRM is leaving for today in an hour so unless cust calls in before CRM leaves, CRM will contact cust tomorrow morning around 11:30am...Kevin Jackson/CARS Tier2/TPA...; 0; 358902701

2001-05-17

CRM attempted to contact cust, but no one picked up, no voice mail option, so CRM will try again later today...; 0; 358976227

2001-05-18

CRM attempted to contact cust, but no one picked up, no voice mail option, so CRM will look to forward unable to contact letter... Kevin Jackson/CARS Tier-2/TPA...; 0; 359063001

2001-05-21

CRM attempted to contact cust but no one picked up & there was no voice mail option...CRM consulted w/TL & it was decided that an unable to contact letter should be sent...Kevin Jackson/CARS Tier-2/TPA...; 0; 359327044

2001-05-21

Letter sent. ruben rosario/goodwill liaison-tampa; 0; 359335534

*****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

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:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

CASE NUMBER: 1-8176007 VIN: 1G1YY22G9V5107648
DATE 06/13/02 MODEL 1997
DATE 06/13/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 16500.
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE:

G E N E R A L M O T O R S C O R P O R A T I O N
C H E V R O L E T D I V I S I O N
G M R E S T R I C T E D

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Palm Coast FL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-8176007 VIN: 1G1YY22G9V5107648
MODEL YEAR: 1997
DATE OPENED: 2002-06-13 SERIES: Corvette
DATE CLOSED: 2002-06-13 MILEAGE: 16500.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: George Moore Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 711 Beach Blvd, Jacksonville Beach, FL, 32250-
5300, USA

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

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

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

steering wheel locked; ; 2002-06-13
2002-06-13

Service Request has been Closed Dissatisfied.; ; 2002-06-13

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

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

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:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

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

CASE NUMBER: 06817421 VIN: 1G1YY22G9V5107813
 DATE OPENED: 05/03/02 MODEL YEAR: 1997
 DATE CLOSED: 05/03/02 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 48000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

G E N E R A L M O T O R S C O R P O R A T I O N
 C H E V R O L E T D I V I S I O N
 G M R E S T R I C T E D

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

CASE NUMBER: 06817421 VIN: 1G1YY22G9V5107813
 MODEL YEAR: 1997
 DATE OPENED: 2002-05-03 SERIES: CORVETTE
 DATE CLOSED: 2002-05-03 MILEAGE: 48000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: CAPITOL CHEVROLET, INC.
 SRC PARENT: DEALER ADDRESS: 6200 S IH 35,, AUSTIN, TX, 78745, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
 1 REPAIR ATTEMPT(S) steering column locked up
 A01 Open Campaign Product Campaign Claim
 0 REPAIR ATTEMPT(S) campaign 00034

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

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

cust states tht his steering column has locked up again. cust is seeking assistance since he is outside of warranty. crm contacted dirship spoke with srv mgr Eric Posey, srv mgr is willing to offer some assistance/discount for cust based on him bringing veh in for diagnoses. cust will contact the dlr & srv mgr to schedule appointment for veh to have it diag. cust satisfied.

mary alice garza/cac/atx; 0; 389286157

*****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:

GM RESTRICTED

DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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

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

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Perryville

MO

HOME PHONE:

CASE NUMBER: 1-58746430

VIN: 1G1YY22G9V5108556

MODEL YEAR: 1997

DATE OPENED: 2002-12-27

SERIES: Corvette

DATE CLOSED: 2002-12-27

MILEAGE: 50000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Coad Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 517 S Kings Hwy, Cape Girardeau, MO, 63703, USA

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

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

Sticks

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

Cust feels unsafe in veh; ; 2002-12-27
2002-12-27

SVC ADV: Jeremy Lowry; ; 2002-12-27
2002-12-27

Service Request has been Closed Satisfied.; ; 2002-12-27
2002-12-27

SR in Status of Closed has been Re-Opened by WAGNERK; ; 2002-12-27
2002-12-27

CRM sending Notification as mentioned; ; 2002-12-27
2002-12-27

Service Request has been Closed Satisfied.; ; 2002-12-27

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

IF SO, WHERE:

RESOLUTION SOUGHT:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Lapeer , MI

CASE NUMBER: 1-129220808 VIN: 1G1YY22G9V5108931
MODEL YEAR: 1997
DATE OPENED: 2003-08-12 SERIES: Corvette
DATE CLOSED: 2003-08-13 MILEAGE: 68000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A No DEALER NAME: Victor George Oldsmobile, Inc.
BRC PARENT: DEALER ADDRESS: 1640 N Lapeer Rd, Lapeer, MI, 48446-1353, USA

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

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

Inoperative

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

Cust steering column has locked.; ; 2003-08-13
2003-08-13

Follow up with the cust.; ; 2003-08-13
2003-08-13

Crm contacted the cust who advised the crm that he has taken the veh into the dlrship.; ;
2003-08-13
2003-08-13

Crm contacted the dlr and spoke with Bob Warner the service manager.; ; 2003-08-13
2003-08-13

Crm contacted the cust.; ; 2003-08-13
2003-08-13

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

*****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
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME :

LOCATION:

ADDRESS: .

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE:

TREATED:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS, 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

BOSS OWNER HAVE NO
RESOLUTION SOUGHT.

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

NAME:

CONTACT NUMBER: 1

COMPANY :

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

NASHVILLE

TN [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 01767088

VIN: 1G1YY22G9V5109206

MODEL YEAR: 1997

DATE OPENED: 2000-10-02

SERIES: CORVETTE COUPR

DATE CLOSED: 2000-10-06

MILEAGE: 43000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE:

DEALER NAME:

ERC PARENT:

DEALER ADDRESS:

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

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

acuator replaced

steering acuator

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

cust seeks assistance for steering acuator that went out on him, locked up his steering wheel. had repaired for \$300 at dlr, seeks assistance for this. is within goodwill, bought car from dlr. crm to call svc mgr.

d dillingham/pdx; 0; 339384800

2000-10-03

svc mgr gone for day, will call tomorrow

d dillingham/pdx; 0; 339467300

2000-10-04

svc adv, ed honn, says that in august 2000, veh showed codes for steering sensor problem but declined work. attempted to call cust to find out where work done, but privacy setup on phone did not allow message to be left. will call back.

d dillingham/pdx; 0; 339542435

2000-10-04

ed honn is svc adv at capital chev; 0; 339542476

2000-10-05

crm l/m for cust, where was work done? NEXT CRM PLEASE FORWARD TO DILLINGD.

d dillingham/pdx; 0; 339644197

2000-10-06

CUST CALL IN HAD WORK DONE AT BILL HEARD CHEV. COLLIERVILLE, TN 615 731-3020. PLEASE CALL CUST AT HOME [REDACTED] OR ON HIS CELL PHONE AT [REDACTED] KIMBERLEY WISKERFPDX; 0; 339706766

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

CASE NUMBER: 06221340 VIN: 1G1YY22G9V5109495
 DATE OPENED: 01/22/02 MODEL YEAR: 1997
 DATE CLOSED: 01/22/02 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 48000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

G E N E R A L M O T O R S C O R P O R A T I O N
 C H E V R O L E T D I V I S I O N
 G M R E S T R I C T E D

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CLEARWATER FL [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: 06221340 VIN: 1G1YY22G9V5109495
 DATE OPENED: 2002-01-22 MODEL YEAR: 1997
 DATE CLOSED: 2002-01-22 SERIES: CORVETTE
 SOURCE: Phone MILEAGE: 48000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: AUTOWAY CHEVROLET
 DEALER ADDRESS: 1700 E HILLSBOROUGH AVE., TAMPA, FL, 33610, USA

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

M41 Steering Column/Lock/Attaching Parts Other
 2 REPAIR ATTEMPT(S) HAS REPLACE THIS TWICE--THERE IS A
 RECALL BUT ON 1998-2000
 A01 Open Campaign Other
 1 REPAIR ATTEMPT(S) ARE THERE ANY RECALLS FOR THIS PROBLEM
 FOR THE 1997 MODEL

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/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.ht
 m]]
- * 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 THAT HIS CORVETTE HAS HAD TWICE HAD THE STEERING COLUMN LOCK UP AND HE HAS SPENT OVER \$500 THE FIRST TIME AND \$100 THE SECOND TIME TO HAVE THE STEERING LOCK REPLACED. CUST WAS ADVISED THAT THERE IS A RECALL FOR THE 1998-2000 CORVETTE FOR THIS PROBLEM. CUST SEEKS TO FIND OUT IF THERE IS ONE OR WILL BE ONE FOR THE 1997 MODEL WHICH IS HAVING THE SAME PROBLEM AND IS FIXED WITH THE SAME PARTS. CRM ADVISED THE CUST THAT THE RECALL DOES NOT INCLUDE HIS 1997 MODEL AT THIS TIME BUT GM DOES WHEN THEY FIND ADDITIONAL YEARS, EXPAND THE RECALL TO INCLUDE ADDITIONAL YEARS OR MODELS. CRM ADVISED CUST THAT THE BEST THING TO DO WAS TO MAKE SURE AND KEEP HIS RECEIPTS AND PROOF OF PAYMENT AND PROOF OF OWNERSHIP OF THE VEHICLE SO THAT IF A RECALL DOES COME OUT THAT HE WILL BE ABLE TO SEEK REIMBURSEMENT FOR THE REPAIRS THAT HE HAS HAD DONE. CUST WAS SATISFIED AND HOPES THAT GM WILL LOOK INTO EXPANDING THIS RECALL. STEVEN PATTON/FL PILOT/ 57377; 0; 380587239

*****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:

GM RESTRICTED

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:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:

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

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 990573661 TYPE: G-GENERAL
NAME: FRIENDLY CHEVROLET CO.
YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: IRVING
VIN: 1G1YY22G9W5100412
RESP DEALER: 000000
MILEAGE: 42000
YEAR/MODEL: 1998/CORVETTE

STATE: TX ZIP: [REDACTED]
DELIVERY DATE: 08/30/1997

CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE : 11/12/1999
REOPENED: N

STATUS: C
ORIG OPEN DATE: 11/12/1999

LAST ACTIVITY DATE: 11/19/1999

BY: JENNIFER BURRIS

CLOSE DATE: 11/19/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: ADV

OWNER DEMAND AMT: \$0.00

WARRANTY: 0 (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER: (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: 0

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 07354

CONTACTED DATE: 11/12/1999

NAME: FRIENDLY CHEVROLET CO.

DEALER CLOSED: 11/12/1999

CITY: DALLAS

ST: TX

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	2		LOCKING DUE TO THEFT DETERENT SYSTEM
R47	2		REMOTE ENTRY CAUSING STEERING LOCK UP
T18	0		REQUEST FOR ASSISTANCE WITH COST OF REPAIR

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/12/1999 16:20:21
CUSTOMER STATE SHTAT DEALERSHIP ASKED HIM TO CALL TO GET AUTHORIZATION
FOR RENTAL VEHICLE. CRM ADVISED THAT WE WILL NOT BE ABLE TO AUTHORIZE
. CUSTOMER STATES THAT HE IS AT DEALERSHIP AND GAVE THE PHONE TO AN
ADVISOR WHO ASKED FOR AUTHORIZATION FOR RENTAL FOR WEEKEND. CRM
ADVISED THAT DEALERSHIP HAS THE OPTION TO EXTEND THIS COURTESY, WE
WILL NOT BE ABLE TO AUTHORIZE RENTAL, IT IS UP TO THE DEALERSHIP.
ADVISOR STATES THANKS, THAT IS ALL HE NEEDS. CUSTOMER GETS BACK ON
THE PHONE AND ASKED WHAT GM IS GOING TO DO ABOUT THIS REPAIR. CRM
ADVISED THAT SRVC MGR WILL NEED TO BE CONTACTED BEFORE DETERMINATION I
S MADE ON ASSISTANCE. CUSTOMER ASKED THAT CRM CALL SRVC MGR. CRM CAL
LED AND LEFT A MSGG FOR LUIS SRVC MGR AND ASKED FOR A CALL BACK
BECUASE VEHICLE IS WITHIN EMPOWERMENT. CRM CALLED CUSTOMER BACK AND
ADVISED THAT DECISION CAN NOT BE MADE WITHOUT SRVC MGR AND A MSGG HAS
BEEN LEFT. CRM ADVISED WILL CALL BACK ONCE DECISION IS MADE.
CRM JENNIFER HURRIS AUSTIN, TX

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/19/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: IRVING

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: TX

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

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

BARABOU , WI

CASE NUMBER: 05260402 VIN: 1G1YY22G9W5100474
MODEL YEAR: 1998
DATE OPENED: 2001-08-09 SERIES: UNKNOWN
DATE CLOSED: 2001-08-13 MILEAGE: 9803
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DON LARSON CHEV-BUIC-CADI INC
BRC PARENT: DEALER ADDRESS: HWY 33,, BARABOO, WI, 53913, USA

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

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) 01044
M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKED

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

"Recalls are vehicle identification (VIN) specific. If you provide me with a VIN, I can check and see if your specific vehicle is involved."

AGENT INSTRUCTIONS: CHECK VIN PROFILE TAB FOR OPEN CAMPAIGNS. IF THERE IS NOT AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"I have checked your vehicle identification number and at this time there are no open recalls on your vehicle. If there should ever be a recall, XXX division will attempt to notify you by first class mail."

IF THE CALLER IS A FIRST OWNER, VERIFY THE ADDRESS.

IF THERE IS AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"Yes, there is/are X recall(s) on your vehicle, the campaign number(s) is/are _____. We recommend that you contact your XXX dealership in order to schedule an appointment to have the recall performed on your vehicle."

**Use the Dealer Locator Process if caller would like their nearest dealer.

My vehicle is not involved in a Recall Campaign

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

CUST'S SVC ADV PHIL SMOLEN CALLED ON BEHALF OF THIS CUST. SVC ADV STATES THIS VEH IS HAVING THE SAME SYMPTOMS AS IN CAMPAIGN 01044 BUT IS NOT SHOWING AS INVOLVED. SVC ADV SEEKS INFORMATION ON HOW TO PROCEED. CRM ADVISED THAT AT THIS POINT IN TIME CAC INSTRUCTIONS WERE TO DOCUMENT POSSIBLE RELATED CONCERNS BUT TO PROCEED NORMALLY IN TERMS OF GOODWILL DECISION. SVC ADV STATES HE WILL SPEAK TO HIS SVC MGR REGARDING POSSIBLE GOODWILL. CRM PROVIDED SVC ADV W/REQUEST NUMBER. SABRINA SPRUITENBURG/CAC/PDX.; 0; 366248224
2001-08-13

PHIL SMOLEN, FROM JOHN LARSON CHEV CALLED, STATING WHILE WORKING ON VEH, NOTED STATE BLOCKED VEH, SO NO WARRANTY. JOHN WONDERING IF CAN DO CAMPAIGN WORK ON VEH WITH BLOCKED WARRANTY. ALSO, BLOCKED WARRANTY NOT SHOWING UP ON CAC VIND PROFILE. BARBARAFLEWING/PDX/CARS; 0;
366592310
2001-08-13

CRM DISCUSSED CONCERN WITH TM KATHY MOORE (BF) AND TM CHECKED VISS SAID BRANDED TITLE,
TOTALLED VEH. WARRANTY VOIDED, HOWEVER, SINCE CAMPAIGN IS SAFETY ISSUE, IT CAN BE PERFORMED
UNDER WARRANTY. BARBARA FLEMING/PDX/CARS; 0; 366592768

*****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:

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:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Noblesville

IN

HOME PHONE:

CASE NUMBER: 1-57461568

VIN:

1G1YY22G9W5100510

DATE OPENED: 2002-12-20

MODEL YEAR:

1998

DATE CLOSED: 2003-01-20

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

46000.0000000

BRC TYPE: N/AMC

DELIVERY DATE:

DEALER NAME: D. Young Chevrolet, Llc

BRC PARENT:

DEALER ADDRESS: 3210 E 96th St, Indianapolis, IN, 46240-1413, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering wheel lock; ; 2002-12-23

2002-12-20

Steering column lock up; ; 2002-12-20

2002-12-23

Corvette column lock; ; 2002-12-23

2002-12-30

After dealer; ; 2002-12-30

2002-12-23

Steering column lock; ; 2002-12-23

2002-12-23

Steering column lock; ; 2002-12-23

2002-12-23

Steering column lock; ; 2002-12-23

2002-12-30

Advise AVM; ; 2002-12-30

2002-12-30

Steering Column lock; ; 2002-12-30

2003-01-07

After AVM response.; ; 2003-01-07

2002-12-31

AVM response; ; 2002-12-31

2003-01-07

Steering lock; ; 2003-01-07

2003-01-09

Steering column lock; ; 2003-01-09
2003-01-09

Steering column locked; ; 2003-01-09
2003-01-14

Steering column lock after AVN; ; 2003-01-14
2003-01-09

Follow up steering column; ; 2003-01-09
2003-01-10

AVN response; ; 2003-01-10
2003-01-14

Steering column lock up; ; 2003-01-17
2003-01-17

Steering column lock; ; 2003-01-17
2003-01-20

Steering column lock; ; 2003-01-20
2003-01-20

Advise Svc Mgr; ; 2003-01-20
2003-01-20

Reimbursement steering lock; ; 2003-01-20
2003-01-20

Steering lock reimbursement; ; 2003-01-20
2003-01-20

Service Request has been Closed Satisfied.; ; 2003-01-20

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
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:		

GM RESTRICTED

CASE NUMBER: 1-21986008 VIN: 1G1YY22G9W5100846
 DATE 08/05/02 MODEL 1998
 DATE 09/11/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 42203.
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: STATE CA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] San Jose, CA [REDACTED]
 HOME PHONE:

CASE NUMBER: 1-21986008 VIN: 1G1YY22G9W5100846
 MODEL YEAR: 1998
 DATE OPENED: 2002-08-05 SERIES: Corvette
 DATE CLOSED: 2002-09-11 MILEAGE: 42203.00000000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: N/AYes DEALER NAME: Carl Chevrolet, Inc.
 BRC PARENT: DEALER ADDRESS: 905 W Capitol Expy Automall, San Jose, CA, 95136-
 1197, USA

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

M01 General
 0 REPAIR ATTEMPT(S) Inoperative

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

steering locked up; ; 2002-08-05
 2002-08-05

spoke with a woman in service; ; 2002-08-05
 2002-08-05

1-21986008 call dlr to speak with Phil about cust concern; ; 2002-08-05
 2002-08-05

calling cust to advise of gw offer; ; 2002-08-05
 2002-08-19

1-21986008 - call to follow up on repair and documents; ; 2002-08-19

1-21986008 - CALL CUST TO F/U ON DOCS; ; 2002-08-29

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

2002-08-28

REQ DOCS; ; 2002-08-28
2002-08-28

REQ DOCS; ; 2002-08-29
2002-08-28

REQUEST FOR ASSISTANCE Scanned: 2002-08-26-22.39.48.000000, MSXDocNum: 0223800637; ;
2002-08-29
2002-08-29

SPOKE WITH SVC DEPT; ; 2002-08-29

1-21986008 - CALL DRL TO VERIFY PAYMENT AND AMOUNT; ; 2002-08-30

1-21986008 - CALL CUST TO VERIFY AMOUNT AND ADDRESS FOR REIM; ; 2002-08-30
2002-08-30

GE CAPITAL; ; 2002-08-30
2002-08-30

1-21986008 - CALL CUST TO VERIFY AMOUNT AND ADDRESS; ; 2002-08-30

1-21986008 - CALL CUST TO VERIFY AMOUNT AND ADDRESS; ; 2002-09-04
2002-09-04

creating reim; ; 2002-09-04
2002-09-04

Created: CAC_RS0005. SR#1-21986008; ; 2002-09-04
2002-09-04

REIMBURSEMENT FOR 219.00 TO GL FOR REVIEW AND SUBMISSION; ; 2002-09-05
2002-09-05

Reimbursement \$219.00 to approver for final approval; ; 2002-09-05
2002-09-05

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-09-05
2002-09-05

Reimbursement in the amount of \$219.00 was final approved.; ; 2002-09-05
2002-09-05

Goodwill Status has been changed from: PreAprv - Check to Pending SITEL; ; 2002-09-05
2002-09-05

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-09-05
2002-09-05

Service Request has been Closed Satisfied.; ; 2002-09-05
2002-09-11

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

CHECK MAILED; ; 2002-09-11
2002-09-11

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: 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: , ,

GM RESTRICTED

CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:

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

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

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

BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

ACCOUNT BALANCE:
 LEGAL:

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

EXTERNAL CASE NUMBER: 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:

CONTACT NUMBER: 1
 CONTACT TYPE:

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

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Bellingham

WA

HOME PHONE:

CASE NUMBER: 1-9030619

VIN: 1G1YY22G9W5101009

DATE OPENED: 2002-06-17

MODEL YEAR: 1998

DATE CLOSED: 2002-06-18

SERIES: Corvette

SOURCE: Phone

MILEAGE: 61000.0000000

BRC TYPE: N/Ayes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Jerry Chambers Chevrolet, Inc.

DEALER ADDRESS: 3891 Northwest Rd, Bellingham, WA, 98226-9046, USA

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

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

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

Steering Column Locked; ; 2002-06-17
2002-06-18

Talked to Cid; ; 2002-06-18
2002-06-18

Service Request has been Closed Satisfied.; ; 2002-06-18

*****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:
HEC 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:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ACWORTH , GA

CASE NUMBER: 03784836 VIN: 1G1YY22G9W5101155
MODEL YEAR: 1998
DATE OPENED: 2001-04-10 SERIES: UNKNOWN
DATE CLOSED: 2001-04-10 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: DAYS CHEVROLET INC
ERC PARENT: DEALER ADDRESS: 4461 S MAIN ST., ACWORTH, GA, 30101, USA

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

A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	REFER FOR STEERING COLUMN LOCK UP
M01 Steering General	Inoperative
0 REPAIR ATTEMPT(S)	LOCK UP

STEERING WHEEL LOCK UP

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

CUST STATES CANNOT MOVE STEERING WHEEL DUE TO ELECTRONIC LOCK UP. CUST STATES EMAIL INFO FROM CORVETTE CUSTOMER SVC STATES POSSIBLE CHRONIC PROBLEM AND TO CALL CAC. CUST SEEKS POSSIBLE CAMPAIGN WORK FOR VEH OUT OF WARRANTY. CRM SPOKE TO CLIFF AT DLR WHO SAID NO BULLETINS OR SPECIAL POLICIES ON STEERING. CRM ADVISED, AND SAID THIS WOULD BE DOCUMENTED. CRM REFERRED TO DLR FOR REPAIR WORK FOR ANY POSSIBLE FUTURE SPECIAL POLICY OR CAMPAIGN REIMBURSEMENT. JEFF GORE/CAC/PDX; 0; 355782159

*****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:
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:

TREATED:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Mission Viejo

CA

HOME PHONE:

CASE NUMBER: 1-42209310

VIN: 1G1YY22G9W5102144

MODEL YEAR: 1998

DATE OPENED: 2002-10-18

SERIES: Corvette

DATE CLOSED: 2002-10-18

MILEAGE: 37665.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Mac Howard Leasing

BRC PARENT:

DEALER ADDRESS: 21 Auto Ctr 21 Auto Ctr, Irvine, CA, 92618, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Cust - column lock, ; 2002-10-18

2002-10-18

Dlr - FYI, ; 2002-10-18

2002-10-18

Service Request has been Closed Satisfied.; ; 2002-10-18

2002-10-18

Cust - assist request, ; 2002-10-18

2002-10-18

Service Request has been Closed Satisfied.; ; 2002-10-18

*****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:

ENGINE TYPE:

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

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:

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4175263	VIN Number:	1G1YY22G9W5102323
Date Opened:	9/1/2000	Model Year:	1998
Date Closed:	10/6/2000	Series:	Corvette
Dealer Code:	B19447	Mileage:	19994
Address:	RON TONKIN CHEVROLET/PORTLAND	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK 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--

09/01/2000 18:44:38 SBD TEMPLATE - ZAJECHOWSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

09/01/2000 18:44:38 HISTORY - ZAJECHOWSKI

CONCERN:: TECH STATES COLUMN INTERMITTANTLY LOCKS.

DIAG:: TECH REQUESTING PIA000265

CONDITION: 97-2000 YB STEERING COLUMN LOCK ACTUATOR ADDITIONAL

DIAGNOSTICS

PROBABLE CAUSE: UNKNOWN

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 89 YB SERVICE MANUAL ON PAGE 2-88 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.**
- 2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (87 AND 88) DO NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.**
- 4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.**

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

SPRING , TX

CASE NUMBER: 03708847 VIN: 1G1YY22G9W5102774
MODEL YEAR: 1998
DATE OPENED: 2001-04-03 SERIES: UNKNOWN
DATE CLOSED: 2001-04-03 MILEAGE: 89000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: LANDMARK CHEVROLET CORP
ERC PARENT: DEALER ADDRESS: 9111 N FWY, HOUSTON, TX, 77037, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) column lock svc lite on

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) for repair

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 came home parked veh ,was going to get some dishwashing liq, got into veh cranked up put in gear & column lock svc lite came on. cust seeks how to get veh to steer & lite to go off. crm advsd as per owners manual 2-104 veh needs to be taken todlr for repair. crm offered chev roadside asst 800 # ,cust denied stated alrdy has it. no further action by crm, case closed. andi pappas/cars/pdx; 0; 355208115

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

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

*****SRC CONTACT INFORMATION*****

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

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

PHOENIX, AZ

CASE NUMBER: 05525516 VIN: 1G1YY22G9N5104895
MODEL YEAR: 1998
DATE OPENED: 2001-09-17 SERIES: UNKNOWN
DATE CLOSED: 2001-09-17 MILEAGE: 56000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MIDWAY CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 2323 W BELL RD, PHOENIX, AZ, 85023, USA

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

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) WIRING HARNESS TO STEERING COLUMN

S80 Will Not Buy Another GM Vehicle Will Not Buy Another GM V
0 REPAIR ATTEMPT(S) closed dissatisfied

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THAT HE STARTED HIS VEH ON FRIDAY AND THE STEERING WHEEL LOCKED UP. CUST STATES THAT HE TOOK THE VEH TO THE DEALERSHIP AND WAS ADVISED BY A SVC ADV THAT THEY WOULD LOOK INTO GETTING HIM SOME ASSISTANCE, AS HE FELT HE SHOULD NO HAVE TO PAY FOR THE REPAIR. CUST STATES THAT HE WAS CALLED TODAY BY ONE OF THE SVC ADV AND ADVISED THAT HE WILL HAVE TO PAY FOR THE REPAIR. CUST SEEKS TO SPEAK TO A MANAGER @ THE CORPORATE OFFICE, AS HE FEELS SOMEONE SHOULD AUTHORIZE THE DLR TO COVER THIS REPAIR. CRM ADVISED CUST THAT HE IS SPEAKING WITH A CUSTOMER RELATIONSHIPS MANAGER. CUST STATES THAT IS FINE. CUST STATES HE IS SECOND OWNER.

CUST STATES HE PURCHASED THE VEH AT 45000 MILES.

SVC MGR NOT AVAIL. CRM SPOKE TO ASST SVC MGR, JANELLE, WHO STATES THAT THE CUST VEH IS NOT INVOLVED IN ANY RECALLS. SVC MGR STATES THAT THE WIRING HARNESS INSIDE THE STEERING COLUMN IS THE CONCERN FOR THIS VEH.

CRM ADVISED CUST THAT DUE TO THE TIME AND MILEAGE OF THE VEH, WE WILL NOT BE ABLE TO OFFER ASSISTANCE...CONT.....; 0; 369599894

2001-09-17

CUST STATES HE WOULD LIKE TO SPEAK TO SOMEONE ELSE. CRM ADVISED THAT TIS IS THE POSITION OF CHEVROLET ON THIS MATTER. CUST STATES THAT HE FEELS WE SHOULD PAY FOR IT. CRM ADVISED CUST THAT HE IS THE SECOND OWNER OF THE VEH AND WE HAVE NO HISTORY ON THE VEH. CUST NOT SATISFIED WITH CRM POSITION

CLOSED DISSAT, NO BBB LETTER

LISA STAMBAUGH/CAC/ATX; 0; 369599938

2001-09-17

CUST CALLED SEEKING DECISION TO BE CHANGE CRM REVIEWED CASE SAW THAT PREVIOUS CRM HAS TAKEN ALL NECESSARY STEPS AND THAT DLRSHP HAS MADE AN EMPOWERMENT DECISION CRM ADVISED THAT THE DECISION WAS FINAL AND WOULD NOT BE CHANGING..CUST STTS THAT DECISION IS WRONG AND DOES NOT AGREE W/ DECISION, CRM WILL MAINTAIN DISSATISFIED CLOSING..RIVER WESCOTTJ PDX CAC; 0; 369600348

2001-09-17

cust states not original owner, cust states dealer purchase from grubb chevrolet @45000. cust states column lock failure. cust states dealer advised this is common concern and there may be campaign. ucts states dealer later advised cust no cost assistance due to age and miles. cust seeks cost assistance for column lock repair./paul byther-exec; 0; 369602220

2001-09-17

exec contacts captured dealer service manager mr thomas who states vehicle is not included in campaign. dealer states he sees no reason to assist a second owner purchasing outside warranty./paul byther-exec; 0; 369602667

2001-09-17

exec attempts to contact cust, answering party states cust not available, cust should return within ten minutes./paul byther-exec; 0; 369602755

2001-09-17

exec contacts cust. exec advised cust no cost assistance due to age and miles. cust states dissatisfied with gm decision./paul byther-exec; 0; 369604785

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

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

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

Tampa , FL

CASE NUMBER: 1-4912883 VIN: 1G1YY22G9W5105271
MODEL YEAR: 1998
DATE OPENED: 2002-05-31 SERIES: Corvette
DATE CLOSED: 2002-06-05 MILEAGE: 55000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Dimmitt Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 25485 US Hwy 19 N, Clearwater, FL, 33763-2186, USA

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

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

Sticks

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

original owner; ; 2002-05-31
2002-05-31

ROBIN MARTIN; ; 2002-06-05
2002-05-31

Cust called in with update.; ; 2002-05-31
2002-05-31

Cust is upset because he couldn't get any assistance with the repair today.; ; 2002-06-05
2002-06-03

Cust seeks repair of lock steering column; ; 2002-06-03
2002-06-05

81-4912883 [REDACTED] Steering column - cost assistance; ; 2002-06-05
2002-06-05

100% cost assistance on steering column; ; 2002-06-05
2002-06-05

l/m on vme of cust appreciation; ; 2002-06-05
2002-06-05

Service Request Ownership has changed FROM: MATTHEW TO: BROWNDI; ; 2002-06-05
2002-06-05

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

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:

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Oceanside

NY

HOME PHONE:

CASE NUMBER: 1-133742222

VIN:

1G1YY22G9W5105707

DATE OPENED: 2003-08-25

MODEL YEAR:

1998

DATE CLOSED: 2003-08-27

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

39500.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

DEALER NAME: Paul Conte Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 68 E. Sunrise Hwy., Freeport, NY, 11520-3923,

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

MOZ Linkage

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering Locked; ; 2003-08-25

2003-08-25

call dlr; ; 2003-08-25

2003-08-25

call cust; ; 2003-08-25

2003-08-25

call dlr; ; 2003-08-25

2003-08-26

call dlr; ; 2003-08-26

2003-08-25

call cust; ; 2003-08-25

2003-08-26

call cust; ; 2003-08-27

2003-08-26

call dlr; ; 2003-08-26

2003-08-26

cust seeks update; ; 2003-08-26

2003-08-26

cust called in see previous; ; 2003-08-27

2003-08-27

call dlr; ; 2003-08-27

2003-08-27

cust l/m; ; 2003-08-27

2003-08-27

l/m for Avn; ; 2003-08-27
2003-08-28

call cust; ; 2003-08-28
2003-08-27

Svc Mgr l/m; ; 2003-08-27
2003-08-27

Avn l/m; ; 2003-08-27
2003-08-27

Call dlr; ; 2003-08-27
2003-08-27

Call Cust; ; 2003-08-27
2003-08-27

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5835873	VIN Number:	1G1YY22G9W5105707
Date Opened:	8/23/2002	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B02309	Mileage:	35876
Address:	PAUL CONTE CHEVROLET FREEPORT	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING B01-02-35-006

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/23/2002 09:02:09 SBD TEMPLATE - ELLIOTT

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 - ERNEY BEK - TECH

CUSTOMER CONCERN - ERNEY STS THE VEHICLE CAME IN WITH THE STEERING COLUMN LOCKED.

DEALER COMMENTS/DIAGNOSIS - ERNIE IS PERFORMING TSB# 01-02-35-008 BUT STS THE WIRING GETS HOT WHEN HE ATTEMPTS TO REWIRE ACCORDING TO THE BULLETIN.

TAC RECOMMENDATION - TAC ADV ERNEY A 98 MY WITH A MANUAL TRANSMISSION DOES NOT GET A WIRING CHANGE. TAC WENT OVER THE BULLETIN WITH ERNEY AND ADV HIM TO CALL BACK IF ANY CONCERNS ARISE.

08/23/2002 09:02:09 HISTORY - ELLIOTT

TSB# 01-02-35-008 STS:

CORRECTION

THE REQUIRED REPAIR VARIES DEPENDING ON THE MODEL YEAR, TRANSMISSION, AND IF THE VEHICLE IS DOMESTIC OR EXPORT. PLEASE REFER TO THE CHART BELOW WHICH OUTLINES THE PROPER PARTS TO INSTALL WITH EACH COMBINATION.

MODEL

YEARTRANS DOMESTIC/EXPORT REQUIRED SERVICE

1997/98MANUALU.S. & CANADAREPLACE THE ECL P/N 28050960

1997/98AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG

WHL THEFT DTRNT

LK SHORTING.

EA02-031 / GM22C

WHL THEFT DTRNT LK SHORTING,
26056108 NUT, STEERING WHEEL, CAM ORIENTATION PLATE

2000MANUALU.S. & CANADAREPLACE THE ECL AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

2000AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG WHL

THEFT DTRNT LK SHORTING,

26056108 NUT, STEERING WHEEL, CAM ORIENTATION PLATE

1997/98ALLEXPORTREREPLACE THE ECL P/N 26050960

2000ALLEXPORTREREPLACE ECL P/N 26050960 AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

SERVICE PROCEDURE

IMPORTANT:

7 WHEN REMOVING THE DRIVER'S SIDE KNEE BOLSTER TRIM PANEL AS DESCRIBED
BELOW, CARE MUST BE TAKEN NOT TO DAMAGE THE CONSOLE TRIM PLATE AS THE
KNEE BOLSTER TRIM PANEL TUCKS IN BEHIND THE CONSOLE TRIM PLATE.

7 REVISED SCHEMATICS ARE INCLUDED TO AID AND/OR VERIFY THE PROPER

INSTALLATION OF THE SERVICE KIT.

**ECL DISCONNECT: 1997, 1998 AND 2000 MODELS WITH AUTOMATIC TRANSMISSION
(DOMESTIC)**

- 1. DISCONNECT THE NEGATIVE BATTERY CABLE.**
- 2. DISABLE THE SIR MODULE. REFER TO DISABLING THE SIR SYSTEM IN THE SIR
SUB-SECTION OF THE SERVICE MANUAL.**
- 3. REMOVE THE DRIVER'S SIDE SIR MODULE FROM THE STEERING WHEEL.**
- 4. REMOVE AND DISCARD THE STEERING WHEEL SET NUT.**
- 5. USING J 1859-A AND J 42120, REMOVE THE STEERING WHEEL.**
- 6. REMOVE THE TILT STEERING**

SYMPTOM ABSTRACT— COLUMN LOCK STEERING B01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/23/2002 09:02:09 SBD TEMPLATE - ELLIOTT

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 - ERNEY BEK - TECH

CUSTOMER CONCERN - ERNEY STS THE VEHICLE CAME IN WITH THE STEERING COLUMN
LOCKED.

DEALER COMMENTS/DIAGNOSIS - ERNIE IS PERFORMING TSB# 01-02-36-008 BUT STS
THE WIRING GETS HOT WHEN HE ATTEMPTS TO REWIRE ACCORDING TO THE BULLETIN.

TAC RECOMMENDATION - TAC ADV ERNEY A 98 MY WITH A MANUAL TRANSMISSION
DOES NOT GET A WIRING CHANGE. TAC WENT OVER THE BULLETIN WITH ERNEY AND
ADV HIM TO CALL BACK IF ANY CONCERNS ARISE.

08/23/2002 09:02:09 HISTORY - ELLIOTT

TSB# 01-02-35-008 STS:

CORRECTION

THE REQUIRED REPAIR VARIES DEPENDING ON THE MODEL YEAR, TRANSMISSION, AND
IF THE VEHICLE IS DOMESTIC OR EXPORT. PLEASE REFER TO THE CHART BELOW
WHICH OUTLINES THE PROPER PARTS TO INSTALL WITH EACH COMBINATION.

MODEL

YEARTRANS DOMESTIC/EXPORT REQUIRED SERVICE

1997/98MANUALU.S. & CANADAREPLACE THE ECL P/N 28050980

1997/98AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG

WHL THEFT DTRNT LK SHORTING,

28058108 NUT,STEERING WHEEL, CAM ORIENTATION PLATE

2000MANUALU.S. & CANADAREPLACE THE ECL AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

2000AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG WHL

THEFT DTRNT LK SHORTING,

28058108 NUT, STEERING WHEEL, CAM ORIENTATION PLATE

1997/98ALLEXPORTREREPLACE THE ECL P/N 28050980

2000ALLEXPORTREREPLACE ECL P/N 28050980 AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

SERVICE PROCEDURE

EA02-031 / GM72C

SERVICE PROCEDURE

IMPORTANT:

7 WHEN REMOVING THE DRIVER'S SIDE KNEE BOLSTER TRIM PANEL AS DESCRIBED BELOW, CARE MUST BE TAKEN NOT TO DAMAGE THE CONSOLE TRIM PLATE AS THE KNEE BOLSTER TRIM PANEL TUCKS IN BEHIND THE CONSOLE TRIM PLATE.

7 REVISED SCHEMATICS ARE INCLUDED TO AID AND/OR VERIFY THE PROPER INSTALLATION OF THE SERVICE KIT.

ECL DISCONNECT: 1997, 1998 AND 2000 MODELS WITH AUTOMATIC TRANSMISSION (DOMESTIC)

1. DISCONNECT THE NEGATIVE BATTERY CABLE.
2. DISABLE THE SIR MODULE. REFER TO DISABLING THE SIR SYSTEM IN THE SIR SUB-SECTION OF THE SERVICE MANUAL.
3. REMOVE THE DRIVER'S SIDE SIR MODULE FROM THE STEERING WHEEL.
4. REMOVE AND DISCARD THE STEERING WHEEL SET NUT.
5. USING J 1850-A AND J 42120, REMOVE THE STEERING WHEEL.
6. REMOVE THE TILT STEERING

GM RESTRICTED

370838

CASE NUMBER: 05111095 VIN: 1G1YY22G9W5106193
 DATE OPENED: 07/30/01 MODEL YEAR: 98
 DATE CLOSED: 07/30/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 69000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] FT WAYNE, IL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05111095 VIN: 1G1YY22G9W5106193
 MODEL YEAR: 1998
 DATE OPENED: 2001-07-30 SERIES: UNKNOWN
 DATE CLOSED: 2001-07-30 MILEAGE: 69000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME:
 BRC PARENT: DEALER ADDRESS:

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

A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	QUESTION ON CAMPAIGN COVERAGE
M01 Steering General	Inoperative
0 REPAIR ATTEMPT(S)	STEERING COLUMN LOCKING

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/carscp/sbs/html/campaignstatusrequestsbarevised9%2D21%2D00.ht
 m]]
 Or access campaign information at [[Campaign Information RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/bulletins/campaigns/campaignsmain.htm]]
 Notification of open campaigns or special policies.

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

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

370838

CUSTOMER STATES HER STEERING COLUMN IS LOCKING. CUSTOMER SEEKS TO KNOW IF VEH HAS CAMPAIGN. CUST DIDNT HAVE VIN.. CRM CONTATED DEALERSHIP AND SPOKE TO THE DIRECTOR. DIRECTOR GAVE ME VIN NUMBER AND STATED HE COULDNT OFFER GOODWILL FOR THIS REPAIR. CRM ADVISED VEH NOT COVERED WITHIN CAMPAIGN. CRM ADVISED DEALERSHIP WHERE HER PREVIOUS REPAIRS HAVE BEEN DONE WOULD BE MORE LIKELY TO ASSIST WITH COST OF REPAIR. CUST STATED WILL HAVE GATES FIX VEH. CRM ADVISED IF HAPPENS AGAIN, TAKE TO PREVIOUS DEALERSHIP FOR REPAIRS.

JEANINE WOODARD ATK/CARS/CAC; 0; 365367829

*****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:

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

370838

DEALER BAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:
 ENGINE TYPE:
 MILEAGE @ BUY-BACK: 0
 MERP:
 DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:
 ACCOUNT BALANCE:
 LEGAL:
 DEALER ADMINISTRATION:
 RELEASE:
 REPLACEMENT VIN:

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

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

370838

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

MERAUX , LA

CASE NUMBER: 01287729 VIN: 1G1YY22G9W5106727
MODEL YEAR: 1998
DATE OPENED: 2000-08-17 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-28 MILEAGE: 17000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: HANMER CHEVROLET INC
BRC PARENT: DEALER ADDRESS:

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

C07 Window Other
3 REPAIR ATTEMPT(S) motor replaced/repaired

M01 Steering General Other
1 REPAIR ATTEMPT(S) steering column locked. replaced by dlr

E30 Wheels Other
2 REPAIR ATTEMPT(S) left and right front wheel sensor

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
1 REPAIR ATTEMPT(S) due to electrical concerns per AVM Jerry
Chalmers

N02 Battery Other
1 REPAIR ATTEMPT(S) leaking.

D01 A/C Other
3 REPAIR ATTEMPT(S) vacuum lines, and others

Repeated part failure after repair

INFORM THE CALLER:

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

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

CUST CONCERNED ABOUT SO MANY REPAIRS, AND SO MANY REPEATED REPAIRS, CUST STATES HE HAS OWNED 4 CORVETTE'S PREVIOUS TO THIS ONE AND HAS NOT HAD ANY COMPRABLE PROBLEMS ON THIS SCALE, CUST STATES THE REPAIRS INCLUDE....FLUXUATING GUAGES, POWER WINDOW MOTORS, STEERING COLUMN, WHEEL SENSORS, LEAKING BATTERIES, A/C MALFUNCTIONS, MANY OF THESE ARE MULTIPLE REPAIRS. CUST SEEKS RESOLUTION OF THESE CONDITIONS IN HIS VEH, CRM NEEDS TO CONTACT SVC MGR AT DEALER, CUST REFERED CRM TO DON HAMRICK (POSSIBLY SERVICE ADVISOR)
IN SVC DEPT WHO HAS HANDLED THEIR VEH. CRM WILL CONTACT SVC MGR TOMORROW 8-17 APPROX. NOON, THEN WILL CONTACT CUST BEFORE 2PM CUST WORK ***** *KAMMERDK*PDX*CAC*, 0, 335412428
2000-08-18

CUST STATES THAT SHE CALLED YESTERDAY AND THE PREVIOUS CRM STATED THAT HE WOULD CONTACT THE CUST BY THIS AFTERNOON, THE CUST SEEKS TO HAVE CRM CALL BACK AS SOON AS POSSIBLE. THE CRM ADV THE CUST THAT THE PREVIOUS CRM IS STILL WORKING ON THE FILE AND THATI WILL ALARM THE CRM TO CALL CUST BACK AS SOON AS POSSIBLE.***** TO K KAMMERD, THE CUST ASKED THAT YOU

CONTACT HER AT WORK, [REDACTED] AT [REDACTED] AND REQUEST THAT SHE BE INTERRUPTED, BECAUSE SHE WORKS AT A DOCTOR'S OFFICE.....TARA COUNTY ATX/CARS; 0; 335464976
2000-08-18

CUST STS THAT HE HAS NOT HEARD FROM PREV CRM THAT SAID THEY WOULD CALL SVC MNG. CUST SEEKS REPURCHASE OF VEH BASED ON THE AMOUNT OF PROBLEMS HE HAS HAD OVER THE PAST YEAR. CUST STS THAT HE PURCHASED THIS VEH LAST YEAR USED AND IT HAD 13K MILES. CUST STS THAT HE WAS TOLD BY HIS SVC ADVISOR THAT THIS CAR IS AN "ELECTRICAL NIGHTMARE" AND THAT HE WOULD KEEP HAVING THESE PROBLEMS. CUST STS HIS DESIRE TO HANDLE THIS ON THE DLR LEVEL WITHOUT FILING ANY FORMAL ACTIONS WITH HIS LAWYER. CUST STS THAT HE HAS SPOKE WITH HIS LAWYER AND WAS TOLD THAT THIS WAS A CLEAR CUT CASE OF "LEMON LAW" VIOLATION. CUST DOES NOT WANT TO TAKE IT TO THAT LEVEL. CRM ADVISED CUST OF THE REPURCHASE PROCEDURES AND TOLD HIM TO CONTACT HIS SVC MNG AND HAVE HIM CONTACT THE AVM TO REVIEW HIS CASE. CRM ADVISED CUST THAT IF THE SVC MNG DOES NOT WANT TO CONTACT AVM, CALL CAC AND WE WILL BE ABLE TO PUT IN AVM CALL REQUEST.
MESSEY RONEY ATX/CARS; 0; 335482136
2000-08-18

CALL BACK TIME THAT I SET FOR THE CUST [REDACTED] WAS FOR BETWEEN NOON AND 2PM 8-18-00, CRM ATTEMPTED TO OPEN FILE AROUND 12:30 AND WAS UNABLE BECAUSE THE FILE WAS ALREADY OPEN WITH SOMEONE ELSE, CRM IS NOW ATTEMPTING THE SVC MGR CALL AS SCHEDULED AND THEN WILL CONTACT CUST AS SCHEDULED. *KAMMERDK*PDX*CAC*; 0; 335484194
2000-08-18

CRM ATTEMPTED TO SPEAK TO SVC MGR WAS TOLD TO CALL BACK IN 15 MINUTES, CRM CALLED BACK AND GOT HIS VOICEMAIL, CRM ATTEMPTED TO CALL MIKE ZOULEK, AND RECEIVED NO ANSWER. WILL ATTEMP TO CALL HIM LATER AS WELL.; 0; 335486077
2000-08-18

*KAMMERDK*PDX*CAC*; 0; 335486127
2000-08-18

CRM ATTEMPTED TO REACH CUST [REDACTED] CUST DID NOT ANSWER. 2ND ATTEMPT.; 0; 335489704
2000-08-21

REQUEST WAS TRANSFERRED BACK TO ME. APPARENTLY CUST TRIED TO CALL ME, I WILL ATTEMPT TO CONTACT THE SVC MGR AND THEN WILL ATTEMPT TO CONTACT THE CUST *KAMMERDK*PDX*CAC*; 0; 335740232
2000-08-22

Exec received call from customer stating that they are completely frustrated with their vehicle. Customer states that she is seeking for her vehicle to be repurchased as she has had several problems with the vehicle. Customer states that the wheel sensors have been fixed 3 times, the power windows 3 times, and the steering column has locked on them once. Customer states that she will fax documents outlining her concerns with the vehicle. Exec advised customer that I would look into the situation and make sure that everything has been done and then proceed from there. Customer is satisfied with this. *****Executive CRM.....Nicole Foltz; 0; 335822027
2000-08-22

Exec left voicemail message for svc mgr, exec will await a return call from the svc mgr. *****Executive CRM.....Nicole Foltz; 0; 335824794
2000-08-22

Exec received message from Tammy LeSare at dealership. Exec attempted to reach Tammy however she was unavailable exec left message for Tammy and will await a return call from her. *****Executive CRM.....Nicole Foltz; 0; 335831144
2000-08-22

Exec called Tammy LeSare the operations manger at the dealership. Tammy advised that she has spoken to their AVM Jerry Chalmers and he has said that the vehicle will not be repurchased. Tammy advised that she would be speaking with the AVM again as the customer has requested a call from him. Exec advised Tammy that I would probably call the AVM myself just to speak

with him one on one. Tammy advised that this was fine and she would let him know to expect my call. *****Executive CRM.....Nicole Foltz; 0; 335832949

2000-08-23

Exec left voicemail message for AVM Jerry Chalmers. Exec will await a return call from Jerry. *****Executive CRM..... Nicole Foltz; 0; 335896703

2000-08-23

Exec contacted customer and advised her that I am waiting on a response from the AVM to her request. *****Executive CRM.....Nicole Foltz; 0; 335896850

2000-08-25

EXEC RECEIVED CALL FROM AVM JERRY CHALMERS. AVM STATES THAT HE HAS DECLINED TO REPURCHASE VEH AT THIS TIME. AVM REQUESTS EXEC NICOLE TO CALL AVM AT HOME [REDACTED] ON MONDAY BETWEEN 9:15 & 9:30 EASTERN TIME TO DISCUSS "POSSIBLE" GMPP ASSISTANCE. ***** WADE KIRKLAND/EXEC; 0; 336086484

2000-08-29

AVM Jerry Chalmers contacted Exec seeking Mrs.Foltz. Exec advised she was unavailable AVM requested review of file. AVM stated that at this time he will not approve a repurchase but will offer to refund the GMPP and make an offer with another GMPP to appease the cust. Exec advised SVM that message will be delivered to Mrs.Foltz. AVM stated he was wanting to handle situation promptly. Exec advised that if Mrs.Foltz was indefinitely sick that Exec would handle customer concerns and form resolution.----- Chad Bailey/Exec; 0; 336436915

2000-09-01

Exec reviewed file and found that AVM Jerry Chalmers had been in contact with our office and had spoke to Wade and Chad. Exec spoke to Chad Bailey and he advised that Mr Chalmers was in agreement with whatever decision exec made. Exec contacted customer and advised her that I was going to offer to reimburse her for what she paid for her GMPP, and increase it to a GMPP Majorguard for 48 months and 75,000 miles. Customer states that she would like to discuss this with her husband as he was looking at possibly trading it in. Exec advised the customer that the offer would remain in tact until September 15, 2000. Customer agreed to contact exec with her decision. *****Executive CRM.....Nicole Foltz; 0;

336676987

2000-09-07

Exec placed a call into the finance manager Steve Cloud at Best Chevrolet and will await a return call from him as to the cost of the GMPP. Exec also placed a call to the customer and advised her that as soon as I received a return call from the financemanager I would give her a call with the figures. *****Executive CRM.....Nicole Foltz; 0; 337204509

2000-09-11

Exec placed a second call to the finance manager Steve Cloud. He was unavailable, exec left message and will await a return call. *****Executive CRM.....Nicole Foltz; 0; 337551494

2000-09-11

Exec left messag at customers business number advising her that I am awaiting the return call of the finance manager at the dealership. *****Executive CRM.....Nicole Foltz; 0; 337551636

2000-09-12

Exec notes that after further review of the request I have noticed that in my previous comments I documented the timeframe for the contract incorrectly. The correct timeframe should be..... 60 months and 75,000 miles. Exec spoke with customer and she is in agreement with this offer of the majorguard plan, and this has restored her faith in the vehicle. Exec advised customer that I would process the paperwork and that we would again upgrade the plan and she would be refunded what she paid for the original GMPP per the AVM Jerry Chalmers. Exec to complete process. *****Executive CRM.....Nicole Foltz; 0; 337647756

2000-09-12

I HAVE REVIEWED REQUEST AND APPROVE GMPP @60/75000 FOR CUST SATISFACTION./ANNA SPICOLA-TM-
EXEC 09-12-00; 0; 337650657
2000-09-20

crm pre approving request for gmpp major guard 60/75. avm jerry chalmers has also request
ed this goodwill tool. craig king/tampa/goodwill approver; 0; 338345279
2000-09-25

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED GMPP MAJORGUARD FOR 60/75/0 PER AVM JERRY
CHALMERS. FORWARDING TO APPROVAL TEAM FOR LTR PROCESSING.; 0; 338760745
2000-09-28

GMPP LETTER RELEASED ON 09-28-00..JOY NIXON-TAMPA-APPROVAL GROUP; 0; 339021000

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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:

*****AIR 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:

September 28, 2000

[REDACTED]
Meraux, LA [REDACTED]

Request: C01287729

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks.

The GMPP Major Guard plan is for the following:

- 60 months/75,000 miles
- a standard rental
- a \$ 0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact them at 1-800-631-5590 if you have additional questions.

Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Jo Ellen Hodges
Customer Relationship Manager

R35-T/jeh

GMPP REQUEST FOR PROCESSING

**Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 8888
Chicago, IL 60680-8888**

10-13-00P04:46 RCVD

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

Customer Name: [REDACTED]

File Number: 01287729

Personal User: X **Commercial User:**

Reason for offering GMPP: numerous concerns / ANM Jerry Holmers

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN # 1G14422GAWS106727

Year: 1998 **In service Date:** 10-3-97 **Mileage:** 19,075

Division Dealer Code Information: (Circle one below)

Pontiac - 11-88101
Buick - 11-88081

GMC Truck - 43-81784
Chevrolet - 13-70011

Oldsmobile - 15-88001
Cadillac - 12-88000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

- Approve and pay for a new plan - no GMPP coverage currently
- Authorize a new plan or upgrade; customer will pay total cost
- Approve and pay for an upgrade; apply original coverage refund to Division making request
- X Pay for all coverage costs; refund the original coverage cost to customer
- Cancellation

Payment Approval:
CRM (decision maker): Nicole Faltz

Plan Selection: GMPP Maintenance 60/75,000

Team Manager/Supervisor: [REDACTED] **Date:**

976716210

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)
1G1YY2289W5106727

YEAR: **1998** MAKE: **Chevrolet** MODEL: **Corvette**

CURRENT ODOMETER: **19000** PLAN PURCH. DATE: **9-12-00** COMM. EVER: ☐ NEW: ☐ USED: ☐

SELECT ONLY ONE

Upon acceptance of this registration, the type and mileage term for SmartCareSM coverage will be calculated from the date and mileage on the vehicle on the purchase date of this agreement.

SMARTCARESM TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	36,000
	15,000		48	48	48,000
24	24,000	36	36,000	60	72,000
	30,000		45,000	72	108,000

SMARTCARESM PRICE \$ **00**

TAX \$ **00**

TOTAL \$ **00**

MAJOR GUARANTEE: ☒ CUSTOMER POWERTRAIN: ☐

Subject to acceptance by the plan provider, product coverage for the term stated below begins on the date of registration. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLAN PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD: ☐ The date and mileage limits for any selected plan coverage on the same date as the vehicle's warranty and a zero deductible. And and in the number of the selected deductible option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

VEHICLE IN SERVICE DATE: **10-08-97**

MONTHS	MILES	OPTIONAL DEDUCTIBLE
36	36,000	\$100
48	48,000	\$200
60	60,000	\$300
72	72,000	\$400
84	84,000	\$500

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

MECHANICAL TERM

MONTHS	MILES	OPTIONAL DEDUCTIBLE
12/12,000	24/24,000	36/36,000
\$100	\$200	\$300

SmartCareSM and Mech. Coverage

TOTAL \$ **00**

MECHANICAL COVERAGE PRICE \$ **00**

TAX \$ **00**

TOTAL \$ **00**

FIRST NAME: **[REDACTED]** M.I.: **[REDACTED]** LAST NAME: **[REDACTED]** FLEET: ☐ GM EMPLOYEE: ☐

NAME OF BUSINESS OR MUNICIPALITY: **[REDACTED]** AREA CODE & PHONE NUMBER: **[REDACTED]**

MAILING ADDRESS (must include apt. or suite #, if applicable): **[REDACTED]** CITY: **Meroux** STATE: **LA** ZIP: **[REDACTED]**

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

DEALER NAME: **Chevrolet** DEALER CODE: **12-70011**

ADDRESS: **P.O. Box 33170** CITY: **Detroit** STATE: **MI** ZIP: **48232-5170**

LESSOR NAME: **GMAC Chevrolet**

MAILING ADDRESS: **P.O. Box 33170** CITY: **Detroit** STATE: **MI** ZIP: **48232-5170**

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

CUSTOMER SIGNATURE: **[REDACTED]** DATE: **[REDACTED]**

- ☐ Mailed to National Mechanical Service Center, P.O. Box 6835, Chicago, Illinois 60680-6835
- In the state of Arizona, the service company for the MRP program is MAC Services Corporation.
- ☐ Submitted by GM Access (CDR).

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ORIGINAL COPY

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

BRENTWOOD

TN

HOME PHONE:

CASE NUMBER: 05433084

VIN: 1G1YY22G9W5107599

DATE OPENED: 2001-08-30

MODEL YEAR: 1998

DATE CLOSED: 2001-08-31

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 26241

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: CAPITOL CHEVROLET COMPANY

DEALER ADDRESS: 600 MURFREESBORO, NASHVILLE, TN, 37210, USA

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

M02 Steering Linkage/Component Parts
3 REPAIR ATTEMPT(S)

Inoperative
LOCKS UP

S13 Reimbursement Requested
1 REPAIR ATTEMPT(S)

Customer Satisfaction
COST ASSIST

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES HIS VEH STEERING LOCKS UP AND DLRSHP IS LOOKING INTO FIXING RIGHT NOW. CUST SEEKS COST ASSIST. CUST WAS ALSO TOLD ABOUT CAMPAIGN FOR NEWER VEHs WITH THIS CONCERN BUT CUST'S VEH DOES NOT QUALIFY. CUST WOULD LIKE TO HAVE SOME HELP WITH REPAIR. CRM ADVISED CUST CRM WOULD OUT OF CENTER 8-31-01 BUT CUST WOULD LIKE SOMEONE TO HELP HIM OUT NOW. CRM ADVISED CUST THEY WOULD HAVE CO WORKER TO ASSIST CUST. CUST THANKED CRM. BONNIE WEBBER/PDX.CAC; 0; 368074345
2001-08-31

cust states that his veh is not in the recall for steering column concern. cust seeks cost assist, b/c his veh is experiencing the same problem. crm contacted [REDACTED] at [REDACTED] he will discuss w/ his svc mgr to see about cost assist.

crm advcd that dlr would discuss then call him back later in the afternoon. cust is satisfied, no further action reqd by crm.

michael.burdick@caracatx; 0; 368119213
2001-08-31

CRM contacted [REDACTED] - [REDACTED] states that they will investigate all routes of goodwill for cust in order to satisfy him. [REDACTED] did not state exactly what they will be

doing for the cust, but they will take care of him.
crm contacted cust and informed him that dlr would work w/ him on the cost. cust is
satisfied, and if he has any more problems he will call back.
michael burdick@cac@satx; 0; 368126695

*****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:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

BEC 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:

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:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

OAKTON , VA

CASE NUMBER: 06862222 VIN: 1G1YY22G9W5108350
MODEL YEAR: 1998
DATE OPENED: 2002-05-15 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-07-08 MILEAGE: 27600
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: KOONS CHEVROLET
BRC PARENT: DEALER ADDRESS: 2000 CHAIN BRIDGE RD., VIENNA, VA, 22182, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. 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*****

White mail was done at same time as e-mail to CAC. Cust. was advised of Campaign and stated that he would take veh. in. Cust. satisfied. CRM closing file satisfied.

PAUL GRENIER/CORR/TAMPA; 0; 394976001
2002-05-15

CUST STATES THAT THE HIS VEH'S STEERING COLUMN HAS LOCKED UP. CUST STATES THAT HE FOUND THAT THERE IS A CAMPAIGN OUT ON SOME VEH'S. CUST STATES THAT HIS VEH IS NOT INVOLVED IN THE CAMPAIGN. CUST SEEKS COST ASSISTANCE ON THE REPAIR. CRM ADVISED CUST THAT A DIAGNOSIS WOULD BE NEEDED BEFORE COST ASSISTANCE IS CONSIDERED. CRM ADVISED CUST THAT DUE TO THE AGE OF THE VEH, AND THAT THE VEH IS OUTSIDE OF WRNTY CRM COULD NOT GUARENTEE COST ASSISTANCE. CRM ADVISED CUST CRM COULD TRANSFER CUST TO THE DLRSHIP TO SET UP THE APPT. CUST STATES THAT THE CONCERN IS NOT HAPPENING RIGHT NOW. CRM TRANSFERRED CUST OT CHRIS IN SVC. CRM OFFERED FURTHER ASSISTANCE. CUST DENIED. CRM CLOSING FILE SATISFIED. ASHLEY MOORE/CAC/PDX; 0; 390340869
2002-05-28

CUST SENT IN E-MAIL. KANA CASE 2151812 DATED 05-27-02 AS FOLLOWS: I would like to have a GM mailing address to forward a letter regarding problems with the car. Thank You
CRM REPLIED: Thank you for your e-mail to the Chevrolet Customer Assistance Center. We are sorry to hear that you are having concerns with your 1998 Chevrolet Corvette.

The mailing address for the Chevrolet Customer Assistance Center is:

Chevrolet
P.O. Box 33170
Detroit, MI 48232-5169

However, we would be more than happy to try to assist you, through e-mail, if you would like to work through e-mail. We apologize for any inconvenience that this may cause you.

Once again, we thank you for your e-mail and your interest in Chevrolet. If you should need to contact us in the future, please e-mail us again or call our Customer Assistance Center at 1-800-222-1020. Advisors are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday.

BREE MCARTHUR/EMAIL/CAC/TAMPA; 0; 391437621

2002-06-06

WHITE MAIL

CRM REVIEWED CORR.

CORR. DATED SAME DAY AS E-MAIL REPLY SENT BY CRM MCARTHUR.

CUSTOMER STATES, SERVICE COLUMN LOCK ANOMALY POPPED UP AGAIN.

CUSTOMER SEEKS, ASSISTANCE FROM GM.

CRM ATTACHING DOCS.

NEXT CRM IF THE CUSTOMER SHOULD PHONE CAC PLEASE HANDLE PER CORR. PROCEDURES.

CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC; 0; 392217908

2002-06-11

1ST PHONE ATTEMPT

CRM UNABLE TO ESTABLISH CONTACT WITH THE CUSTOMER OR LEAVE A VOICE MESSAGE.

NEXT CRM IF THE CUSTOMER SHOULD PHONE CAC PLEASE HANDLE PER CORR.

CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC; 0; 392651776

2002-06-17

CRM unavailable.

CRM in training.

T.M. Costello is aware of CRM's current schedule.

CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC; 0; 393159356

*****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:

Attachment 06862222

7002 0510 0000 8761 4593

On file, Va.

CERTIFIED MAIL



7002 0510 0000 8761 4593



U.S. POSTAGE
METRO
NOV 02
METRO

\$2.67
NOV 02

Chevrolet
P.O. Box 33170
Detroit, MI 48232-5100

JUN 03 2002

48232-5170



28 May 2002

Chevrolet
P.O. Box 33170
Detroit, MI 48232-5169

To Whom It May Concern:

Reference:

- a. 1998 Corvette VIN 1G1YY22G9W5108350
- b. Customer Service Request #C06862222

On 22 October 1997 my wife and I took ownership of a new 1998 C-5 Corvette from Rosenthal Chevrolet in Arlington, Va. (Dealer #14-475). This is the third new Corvette that we have purchased over the years. The other two, also purchased from Rosenthal, included a 1975 convertible and a 1986 coupe.

On about 21 June, 2000, my wife attempted to start the car and received the ominous warning "Service Column Lock". According to the owner's manual, when this warning is received the owner should have the vehicle towed to the dealer for repair. We had the vehicle towed to Rosenthal Chevrolet. The vehicle at that time was still under warranty and had 13,354 miles on the odometer. The invoice for that visit is attached to this letter. Rosenthal replaced a lock actuator part # 26030960. Later, while discussing the problem with a technician at Rosenthal, he admitted that they did not know what actually caused the problem and that the part replaced was probably not causing the Service Column Lock anomaly but the car started ok and things were fine for awhile.

In early June 2001, the same Service Column Lock problem surfaced again. My wife found a solution to the locked steering column by grabbing the wheel and yanking on it at the same time as turning the ignition key. The car started after a couple of hours of waiting and trying this maneuver. The problem occurred several times during the summer. Calls to the technicians at Rosenthal resulted in answers like "We don't know what is causing this to happen, etc." I sent an e-mail to your GM Internet response center (copy attached) and received no help. I also telephoned one of your service representatives and was told to discuss the problem with the dealership.

I did some research on the Internet and visited your web-site looking for information on the problem. I found nothing on the GM related web sites about the problem. I visited a website called <http://www.c5-corvette.com/faq.htm> and found that numerous owners of C-5 corvettes had had the same problem that we were experiencing. I noted that complaints had been made to the NHTSA about the problem.

Guess what? Earlier this month the same "Service Column Lock" anomaly popped up again. (We believe that this problem may have something to do with overheating of the faulty component because the problem generally occurs when the temperature suddenly rises above 80-90 degrees.) My wife had gotten the solution to the problem down pretty well and only had to work with the yanking of the steering wheel and turning of the key for a couple of hours before it released and the vehicle started.

I visited the web site that I had visited in the past and, low and behold, I find that a recall had been issued in 2001 for certain C-5 corvettes with the "Service Column Lock" anomaly. (Reference: GM Service Operations DC8851, Dated September 6, 2001 Subject 01044A- Customer Satisfaction Campaign Corvette Electronic Column Lock, Install Repair Kit PN 88952427.) But, wouldn't you know it, our VIN was not part of the recall notice. I called your service representative and discussed the problem with her (Request #C06862222). She suggested that I have a diagnostic test performed by a GM dealership. I called Koon's Chevrolet in Tyson's Corner, Virginia and made an appointment for a diagnostic test. As a result of this test and, your recall notice on other C-5 Corvettes, Koon's replaced part # 068952427 (updated steering column lock relay & harness & lock plate -- the same part # that is replaced under the limited recall) and charged me \$271.78.

I am requesting a refund from General Motors in the amount of \$271.78 for replacement parts and labor associated with resolution of the "Service Column Lock" anomaly. My 1998 Corvette was still under warranty when the anomaly first occurred back in June of 2000. The car could have been repaired at that time had the technicians been able to isolate the problem with General Motor's help. I am not placing any blame on anyone at Rosewell since they were as baffled as anyone was and didn't have any useful guidance from you folks at General Motors.

Sincerely yours,

Orlando, Va

Attachments:

- a. Invoice dated 23 June 2000
- b. E-mail dated 20 June 2001
- c. Invoice dated 17 May 2002

Subj: Re: Talk to Chevy (Vehicle Question)
Date: 8/20/01 8:40:04 PM Eastern Daylight Time
From: cec@chevrolet.com (Chevrolet Motor Division)
Reply to: cec@chevrolet.com (Chevrolet Motor Division)
To: [REDACTED]

Dear [REDACTED]

Thank you for contacting the GM Internet Response Center. We sincerely apologize for the concerns you are experiencing with your Chevrolet Corvette.

If you have already contacted our Customer Assistance Center, please continue to work with them towards resolution of your concern. If you have not already done so, you may call the Chevrolet Customer Assistance Center at 800-222-1020. They are open from 8:00am to 11:00pm, Eastern Standard Time. They are in the best position to give you a timely resolution.

If you would prefer to continue to work through e-mail, we certainly understand. We will attempt to resolve your concern in the shortest period possible on a first come, first served basis. Address your mail to cec@chevrolet.com.

Whether you choose to call or e-mail us, please provide the following basic information. This information will be used to document and investigate your concerns.

Vehicle Owner's Full Name
Address
City, State Zip Code
Telephone number
Vehicle Identification Number
Current Dealer with which you are working

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

Sincerely,

James Gross
Customer Relationship Manager
GM Internet Response Center

Original message follows:

Type of Request : Vehicle Question
Type of Response : EMAIL
Requester Name : [REDACTED]
Address : [REDACTED]
Oakton, Va [REDACTED]
Phone Number : [REDACTED]
VIN : 1G1YY22G9H5108350
Inquired Vehicle : Corvette

Comments :

Service Column Lock warning. Steering wheel is locked. In the past couple of weeks we have had the
Wednesday, June 20, 2001 America Online: [REDACTED]

steering column lock problem on our 1998 Corvette. We also had the problem about a year ago and had to have the car towed to the dealer. The recent episodes cured themselves after waiting about an hour and pushing all the buttons. What is the problem? How can it be fixed? Appreciate any help you can provide. Also, Rosenthal Chevrolet in Arlington, Va. would probably like some info on this also.

Email Address: [REDACTED]

----- Headers -----

Return-Path: <cac@chevrolet.com>

Received: from rly-ye03.mx.sol.com (rly-ye03.mail.sol.com [172.18.151.200]) by ak-ye05.mail.sol.com (v79.20) with ESMTP id MAILINYE68-0820204003; Wed, 20 Jun 2001 20:40:03 -0400

Received: from ahmlr1.mail.eds.com (ahmlr1.mail.eds.com [192.85.154.71]) by rly-ye03.mx.sol.com (v79.20) with ESMTP id MAILRELAYINYE34-0820203945; Wed, 20 Jun 2001 20:39:45 -0400

Received: from ahmlr2.mail.eds.com (ahmlr2-2.mail.eds.com [192.85.154.29])

by ahmlr1.mail.eds.com (8.11.3/8.11.1) with ESMTP id ISL0d8O11420

for <[REDACTED]>; Wed, 20 Jun 2001 20:39:44 -0400

Received: from ahmlr2.mail.eds.com (localhost [127.0.0.1])

by ahmlr2.mail.eds.com (8.11.3/8.11.3) with ESMTP id ISL0dhe05058

for <[REDACTED]>; Wed, 20 Jun 2001 20:39:43 -0400 (EDT)

Received: from ahmlr22.acomm.gm.com (ahmlr22.acomm.gm.com [207.74.147.8])

by ahmlr2.mail.eds.com (8.11.3/8.11.3) with ESMTP id ISL0dgt05062

for <[REDACTED]>; Wed, 20 Jun 2001 20:39:42 -0400 (EDT)

Message-Id: <200106210039.ISL0dgt05062@ahmlr2.mail.eds.com>

Date: Wed, 20 Jun 2001 20:39:39 -0400

To: [REDACTED]

Subject: Re: Talk to Chevy (Vehicle Question)

From: Chevrolet Motor Division <cac@chevrolet.com>

Reply-To: Chevrolet Motor Division <cac@chevrolet.com>

MIME-Version: 1.0

Content-Type: text/plain; charset = "us-ascii"

Content-Transfer-Encoding: quoted-printable

CHEVROLET/CHRYSLER/JEEP

3400 COLUMBIA PIKE
ARLINGTON, VA 22204
(703) 920-8700

PARTS AND/OR SERVICE FURNISHED IS
WARRANTED TO A PERIOD OF 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS
FIRST, AFTER DATE HEREIN.

250812	CHRISTOPHER PETERS 8268	DOB 773	DATE 06/23/00	WORKSHEET CUC387994
	13354		TOUCH RED/L	
	98/CHEVROLET/CORVETTE/2 DOOR HARDTOP			10/27/97
	1 8 1 Y Y 2 2 8 9 4 3 1 0 8 3 5 0			8
DAXTON, VA			06/21/00	
				MOI 13354

LABOR & PARTS

JOB # 1 09CVZ BODY ELECTRICAL HOURS: 1.40 TECH(S):2157
STEERING LOCK MESSAGE IN DASH SCREEN (STEERING IS LOCKED)
SIZED, BENT
REPLACE LOCK ACTUATOR
E7501 1.4 1A

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	24050760	LOCK 2.194443	

WARRANTY
0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

0.00

JOB # 2 01CVZ

ACCESSORIES HOURS: TECH(S):2167
CUSTOMER REQUESTED KEY AND REMOTE
CUSTOMER REQUEST
KEY AND REMOTE FOB PROVIDED

INTERNAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	10253839	TRANSM LK 10.485	105.48
JOB # 2	1	2852561	KEY 2.187	37.17

105.48
37.17

JOB # 2 TOTAL PARTS

142.65

JOB # 2 TOTAL LABOR & PARTS

142.65

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.
WAS OUR STAFF COURTEOUS AND HELPFUL? () YES? () NO?
WAS OUR ESTIMATE OF COST ACCURATE? () YES? () NO?
WERE YOU KEPT INFORMED OF THE STATUS AND PROGRESS
OF YOUR VEHICLE? () YES? () NO?

TOTAL LABOR....	0.00
TOTAL PARTS....	142.65
TOTAL GUBLET...	0.00
TOTAL S.O.B. V.A.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.42
TOTAL INVOICE \$	149.07

COMMENTS, SUGGESTIONS, COMPLIMENTS:

CUSTOMER SIGNATURE

862
CIE
6:23-00
5:35

COPY

LIMITED WARRANTY
PARTS AND LABOR WARRANTED 12 MONTHS OR 12,000 MILES, WHICHEVER
OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.



KOONS OF TYSONS CORNER

CHEVROLET-CHRYSLER-PLYMOUTH

8000 CHAIN BRIDGE ROAD

VIENNA, VA 22182

WWW.KOONS.COM



SERVICE HOURS: MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM

SATURDAY HOURS: 8:00 AM TO 4:00 PM

BODY SHOP HOURS: MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM

PARTS DEPT. HOURS: MONDAY THRU FRIDAY 7:30 TO 6:30 PM

SATURDAY HOURS: 8:00 AM TO 2:00 PM

SERVICE DEPARTMENT 448-7221

BODY SHOP

PARTS

SALES AND GENERAL OFFICE

358-0400

PHONE: 703-281-4801

PHONE: 703-448-7100

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED BELOW

X

INVOICE TO DRIVER/OWNER INFORMATION -- INVOICE# C67099

NETZ, RONALD

NETZ, RONALD

10214 MILTUSKIL CT

10214 MILTUSKIL CT

FAIRMONT

FAIRMONT

VA 22124

VA 22124

HOME: (703) 201-5477 WORK: (703) 209-4640

HOME: (703) 201-5477

WORK: (703) 209-4640

FOR SERVICE USE

VEHICLE INFORMATION

TAX: 2991 ADV: 280 APRIL, 01 INVOICE# PRELIM DUE

VA VIN: 1G1YD2005140330

LICENSE NUMBER: VA 1988M

TAX FULLY: 17MM INVOICES: 05/17/02

CHEVROLET CORVETTE

300 GTC

REGISTERED IN: Z7090

DATE: 05/17/02 - DUE: 05/17/02

CONCERN	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
STEERING COLUMN LOCKS AT TYPED & CAR WILL NOT START, HAVE TO REMOVE KEY & OPERATION	TECH 167			118.95
INSTALL UPDATED STEERING COLUMN LOCK DELTA & HORN & LOCK PLATE				
PART NUMBER	FOR	DESCRIPTION	PT	SELL
000 048932427		TYSONS CORNER VA.	1	146.25
FACTORY	TECH 167	REMOVAL, NONE		

Thank U

TYPE: C LINE PLATE H08

GRAND TOTALS

GRAND TOTAL	146.25
PARTS	118.95
LABOR	268.20

SUMMARY OF CHARGES FOR INVOICE C67099

PARTS	146.25
RECURRING LABOR	118.95
GRAND TOTAL	265.20
TAX	6.58
TOTAL CHARGE	271.78

PARTS AND LABOR WARRANTED FOR 12,000 MILES, WHICH EVER COMES FIRST

PAYMENT DISTRIBUTION FOR INVOICE C67099

TOTAL CHARGE	271.78
CASH REC	271.78

IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM L. APPEL

IF WE HAVE PLEASED YOU, PLEASE REMEMBER TO RETURN YOUR DRIVE

"COMPLETELY SATISFIED"

CHECK WITH YOUR SERVICE CONSULTANT ABOUT OUR NEW AUTO DETAILING SERVICE

COPY

PAGE 3
LAST PAGE

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] GARDEN CITY NY [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 06116708 VIN: 1G1YY22G9W5108607
MODEL YEAR: 1998
DATE OPENED: 2002-01-03 SERIES: UNKNOWN
DATE CLOSED: 2002-01-03 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DOBLER CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 257 N FRANKLIN ST, HEMPSTEAD, NY, 11550, USA

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) Column is 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/CustomexRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done
Service column locked

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

Customer sent e-mail, kana case # 1697913, dated 12-31-01, as follows: I am stranded and your 800 roadside assistance number can not help me. I got a SERVICE COLUMN LOCK diagnostic on my 98 corvette. It is under extended warranty reference # 805927651. Today is 12/31/01 and the dealer (Dobler Chevrolet, Hempstead NY) service is closed and will be tomorrow. What do I do?

CRM called dealer, spoke with [REDACTED] who says the vehicle is in the shop and work is in progress. ETA is today or tomorrow.

con; 0; 378917267
2002-01-03

conCRM replied: Dear [REDACTED]

Thank you for your e-mail to the Chevrolet Internet Response Center. We are sorry to hear of the problem you are experiencing with the column lock in your 1998 Corvette and apologize for our delay in replying to you. We have documented your concern in file number C-06116708.

We have contacted the Dobler Dealership and have been informed that work on your Corvette is currently in progress and they expect it to be completed by tomorrow. If you have any questions or concerns regarding the repair, please let us know and we will see what we can do to be of assistance.

con; 0; 378917290
2002-01-03

conOnce again, we thank you for your e-mail and your interest in Chevrolet. If you should need to contact us in the future you may e-mail us at cas@chevrolet.com or, for quicker attention to your concern, call our Customer Assistance Center at 1-800-222-1020. Advisors are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday.

Sincerely,
Closing file satisfied.
Michael Highlands/Tampa IRC; 0; 378917316

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:

COMP INSPECTED:
 INVESTIGATIVE SUMMARY:
 PAR STATUS:

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

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

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

BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

ACCOUNT BALANCE:
 LEGAL:

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

TUCSON , AZ

CASE NUMBER: 06187748 VIN: 1G1YY22G9W5108672
MODEL YEAR: 1998
DATE OPENED: 2002-01-15 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-02-07 MILEAGE: 58000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: O RIELLY CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 6160 E BROADWAY, TUCSON, AZ, 85711, USA

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

M01 Steering General
1 REPAIR ATTEMPT(S)

Other
locked up

S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)

Customer Satisfaction
FOR REPAIRS ON STEERING SHAFT

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_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 steering wheel has locked up on veh and cust has had to pay \$500 (+) to have repaired in addition to \$50 tow bill. Cust is very dissat with electronic in veh. Cust seeks reimbursement of repair. Crm advised will research case and contact cust on mobile phone prior to 6 pm mt on 1/16/02. Diane Brown/PDX-CAC/Roving/38860; 0; 379993926
2002-01-16

Crm contacted the dealership to address concern with service manager. Crm received v/m therefore, left message to request reimbursement for steering column repairs. Diane Brown/PDX-CAC/Roving/38860; 0; 380077176
2002-01-16

Crm contacted cust on mobile phone listed in the front of the file and left message regarding status of file -- this crm is currently waiting for response from service manager, Eric at O'Reilly. Diane Brown/PDX-CAC/Roving/38860; 0; 380077255
2002-01-17

CUST SEEKING C/B FROM PREV. CRM CUST WOULD LIKE DOC. IN FILE THAT NOW HIS GAS GAUGE IS READING NO GAS EVEN THOUGH THERE IS GAS IN THE VEH AND THE PASSENGER SIDE HEADLIGHT IS

MAKING A LOUD NOISE CRM ADVISED CUST WOULD GET MSG TO PREV. CRM DIANE BROWN. JUSTIN
THRALL/CAC/PDX; 0; 380153845
2002-01-24

Crm contacted svc mgr, Eric at O'Reilly Chev. Svc mgr not available. Crm contacted cust
for timely manner resolution and advised cust of campaign 01044a steering lock. Cust states
he would take campaign info to dealership (possibly Watson) to have them review for possible
reimbursement or he would go directly to svc mgr Eric at O'Reilly. Cust seeks no further
assistance from CAC. Therefore request closed satisfied. Diane Brown/PDX-
CAC/Roving/38860; 0; 380747238
2002-01-29

CUST STATES STILL HAS NOT RECEIVED REIMBURSEMENT. CUST STATES PREV CRM ADVISED HIM HIS
REPAIRS SHOULD BE COVERED UNDER CAMPAIGN 01044A. CUST STATED DID NOT TAKE DOCUMENTS TO
EITHER DEALERSHIP THAT CUST LM FOR SVC MGR ERIC MCGRAW LETTING HIM KNOW TO CALL PREV CRM AND
WORK OUT HIS REIMBURSEMENT. CUST SEEKS REIMBURSEMENT. CRM ADV CLIENT FURTHER RESEARCH WAS
NECESSARY, CRM NEEDS TO CONFIRM REPAIRS PERFORMED ARE COVERED UNDER CAMPAIGN NUMBER CUST
SITED. CRM SCH CB TO CUST AT CELL NUMBER GIVEN FOR TODAY BETWEEN 1-2PM EST CRM SUSPENDING
FILE BARBARA MIDDLETON/CARS/TPA; 0; 381173828
2002-01-29

CRM CONTACTED DLR AND LEFT VM FOR ERIC MCGRAW SVC MGR 520-747-8000; 0; 381173887
2002-01-29

CUST SEEKS TO SPEAK TO PREV CRM. CRM EXPLAINED THAT WE DO NOT HAVE EXTENSIONS OR ANYWAY TO
TRANSFER. CUST STATES HE RECEIVED A CALL FROM THE DLR AND WAS TOLD THAT HIS VEH DOES NOT
FALL IN THE GUIDELINES FOR CAMPAIGN 01044A. CUST STATES THE SVC MGR TOLD HIM THAT THIS IS
THE SAME CONDITION HE EXPERIENCED BUT SINCE HIS VIN IS NOT IN THE RECALL WE CAN NOT
REIMBURSE. CRM ADVISED CUST THAT HE CAN SEND IN THE ORIGINAL RO, PROOF OF PAYMENT, AND
PROOF OF OWNERSHIP AND WE CAN FURTHER REVIEW THIS FOR REIMBURSEMENT CONSIDERATION. CUST GOT
VERY UPSET AND DOES NOT FEEL HE SHOULD HAVE TO SEND IN ANYTHING. CRM APOLOGIZED AND
EXPLAINED WE DO REQUIRE THESE DOCS FOR AUDITING PURPOSES. CUST WILL SEND IN DOCS.
TINA HINOJOSA/CAC/ATX; 0; 381186128
2002-01-29

CUST WAS UPSET ABOUT PAYMENT THAT HE HAD AND WANTED REIMBURSEMENT. CRM GIVING REQUEST TO
PREVIOUS CRM.
TIMOTHY WATSON/CARS/TAMPA; 0; 381200128
2002-01-29

CRM CALLED CUST ON CELL. CUST STATES AT DLR SHIP. DLSHP WILL NOT GIVE HIM ORIGINAL RO. CRM
ADV CUST WE ARE LOOKING FOR HIS COPY THAT WAS GIVEN WHEN HE HAD WORKED DONE. ADV CUST TO
MAKE COPY FOR HIS RECORDS BUT WE NEEDED HIS ORIGINAL. CUST WAS DISASTIFIED W/HAVING TO SEND
IN DOCUMENTS CUST SEEKS TO SPEAK WITH PERSON WHO COULD TELL HIM NOW HE WOULD BE REIMBURSE.
CRM ADV CUST THAT AT THIS TIME HIS VEH DOES NOT FALL UNDER SPECIFIED CAMPAIGN AND OFFER BY
OTHER CRM FOR REVIEW COULD BE RESCINDED OR HE COULD SEND IN DOCUMENTS FOR REVIEW. CUST
STATES WILL SEND DOCUMENTS IN. CRM FORWARDING FILE TO HINOJOST FOR DOCUMENT APPROVAL UPON
ARRIVAL. BARBARA MIDDLETON/CARS/TPA; 0; 381202721
2002-01-30

SVC MGR ERIC MCGRAW WON'T GIVE THE ORIGINAL REPAIR ORDER TO CUST. THAT IS NOT NORMAL. CUST
SEEKS REIMBURSEMENT FOR REPAIR. DOESN'T FALL WITHIN THE CAMPAIGN LISTED FOR OTHER VEH, AND
THEREFORE CANNOT BE COVERED UNDER THAT PARTICULAR CAMPAIGN. CANNOT BE COVERED BECAUSE IT
DOES NOT CONCERN THAT VEH AND ALL REPAIRS WILL HAVE TO BE PAID FOR.
FORWARDING TO HINOJOST WITH TM BILL GREENALCH APPROVAL
JONATHAN AMABISCA/CAC/PDX; 0; 381281770
2002-02-01

CALL BACK: CUST N/A. CANNOT UPDATE CUST. HAVE TAKEN OWNERSHIP OF FILE SINCE HINOJOST DID NOT
PICK IT UP AND I TOUCHED IT LAST. WILL CALL CUST BACK BETWEEN 1:00-1:00PM PDT 2-7-02 FOR
UPDATE.
JONATHAN AMABISCA/CAC/PDX; 0; 381468241
2002-02-04

CONTACTED CUST: IS SENDING DOCUMENTS CONCERNING THE REPAIRS AND THE COST OF THE REPAIRS. WILL CONTACT AVM GREG FALLON TO SEE IF WE CAN COVER SOME OF THE 500 DOLLAR BILL FOR THE STEERING WHEEL LOCKING UP. SET CALL BACK FOR 2-12-02 BETWEEN 5:00-7:00PM PDT TO ALLOW TIME FOR AVM RESPONSE.

JONATHAN AMABISCA/CAC/PDX; 0; 381726060

2002-02-06

AVM CALL BACK GREG FALLON. SAID VEH IS CLEARLY OUTSIDE OF THE CAMPAIGN NUMBERS AND UNLESS NOTIFIED DIRECTLY BY GM IN CAMPAIGNS THEY CANNOT DO REIMBURSEMENT FOR THIS REPAIR AT ALL. WILL NOTIFY CUST AS SUCH.

JONATHAN AMABISCA/CAC/PDX; 0; 381873400

2002-02-07

CALL BACK: CUST IS NOT PLEASED THAT HIS VEH IS NOT PART OF THE CAMPAIGN AND THAT WE CANNOT COVER THE ENTIRE COST OF THE REPAIR. SAID IT SHOULD BE UNDER THE CAMPAIGN AND SHOULD BE COVERED. ADVISED THAT WE CANNOT BECAUSE A CAMPAIGN IS VERY SPECIFIC IN THE TYPE OF VEH THAT IS INCLUDED AND THAT HIS VEH FALLS OUTSIDE OF THE CAMPAIGN NOTICE. DISAGREED WITH THE WAY CAMPAIGNS ARE PROCESSED.

CLOSING CASE DISSATISFIED WITH APPROVAL TM BILL GREENALCH

JONATHAN AMABISCA/CAC/PDX; 0; 381989022

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Pearland , TX

CASE NUMBER: 1-100982850 VIN: 1G1YY22G9W5111023
MODEL YEAR: 1998
DATE OPENED: 2003-05-20 SERIES: Corvette
DATE CLOSED: 2003-05-20 MILEAGE: 82000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Ayes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

Sticks

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

Steering locked; ; 2003-05-20
2003-05-20

Service Request has been Closed Dissatisfied.; ; 2003-05-20

*****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:	
	CONTACT PHONE:	
ADDRESS:		

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

GROVETOWN

GA

HOME PHONE:

CASE NUMBER: 06613185 VIN: 1G1YY22G9W5111085
MODEL YEAR: 1998
DATE OPENED: 2002-03-29 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-30 MILEAGE: 51000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MILTON RUBEN CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 3514 WASHINGTON RD, AUGUSTA, GA, 30907, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) 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/CustomRequestsVehicleRepurchase.htm>]]

STEERING LOCKED UP

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

CRM RESUMED FILE TO TAKE OWNERSHIP. CRM CHECKED TO SEE IF DOCS HAVE ARRIVED. NO DOCS HAVE ARRIVED. CRM SENDING AWAITING DOCS LETTER TO CUST.MICHAEL ALTHAUS/TPA; 0; 389025923
2002-03-29

CUST STATES THAT THEY ARE THE 2ND OWNER OF THIS 98 CHEVY CORVETTE WITH 55,000 MILES. CUST STATES THAT THE VEHICLE STEERING COLUMN HAS LOCKED UP AND CUST STATES THAT THE VEHICLE IS NOT DRIVEABLE..CUST STATES THAT HE RESEARCHED AND THIS CONCERN SEEM TO BEA COMMON PROB WITH THE VEHICLE..... CUST STATES THAT ALL THE LOCAL DEALERS ARE CLOSED AND CUST IS SEEKING TO KNOW WHAT CAN BE DONE TO ASSIST WITH THIS CONCERN, CUST SEEKING COST ASSISTNCE IN GETTING THIS REPAIRED.. CRM RESEARCH CUST VIN NO RECALLS, CRM ADVISED CUST THAT DEALER DIAGNOSIS IS NEEDED AND ONCE VEHICLE HAS NEEM DIAGNOSED THEN CAC CAN MAJE A GOODWILL DECISION.....TENLOY LILLY..TAMPA..CAR; 0; 99999

2002-04-01

CRM RESUMED THE FILE TO CONTACT THE DEALER HOWEVER SERV DEPT CLOSED , CRM WILL CONTACT THE DEALER ON 4/3 AT 1PM ET.....TENLOY LILLY..TAMPA..CARS; 0; 386552631
2002-04-03

CRM RESUMED THE FILE AND CONTACTED THE DEALER SERV MGR MARTIN PHILLIPS, HE STATES THAT THE STEERING COLUMN LOCK WAS DEFECTIVE, HE STATES THAT THE CUST WAS ADVISED OF THE EST FOR THE REPAIR.. HE STATES THAT NO PREV HISTORY OF THIS BEING A CONCERN ON THISVEHICLE... CRM CONTACTED THE CUST HOWEVER NOT AVAIL.. CRM WILL MAKE ANOTHER CALL TO CUST AT 6PM ET.....TENLOY LILLY..TAMPA..CARS; 0; 386712781
2002-04-03

CUST STATES WOULD LIKE TO TALK TO PREV AGENT. CRM ADVISED WOULD NOT BE ABLE TO TRANSFER. CRM ADVISED THAT PREV AGENT DID TRY TO CONTACT CUST. CUST STATES THAT HE WOULD LIKE PREV AGENT TO HANDLE CONCERN. CRM ADVISED OF PREV AGENTS C/B. CUST GAVE CELLPHONE #, IF PREV AGENT CAN NOT REACH HIM AT HOME [REDACTED] CRM CRM FORWARDING FILE TO PREV AGENT LILLYT. TM APPROVAL KATHY MOORE(CC)ASHLEY MOORE/CAC/PDX; 0; 386720127
2002-04-03

CRM CONTACTED THE CUST AT [REDACTED] AND ITS STATES THAT THE # IS DISCONNECTED , CRM ALSO ATTEMPTED TO CONTACT THE CUST AT HOME NOT AVAIL.. CRM WILL MAKE ANOTHER CALL TO CUST ON 4/4 AT 1PM ET.....TENLOY LILLY..TAMPA..CARS; 0; 386731104
2002-04-04

CRM RESUMED THE FILE AND CONTACT THE CUST AT [REDACTED] NOT AVAIL.. CRM WILL MAKE ANOTHER CALL TO CUST AT 3PM ET.....TENLOY LILLY..TAMPA..CARS; 0; 386794492
2002-04-04

CRM CONTACTED THE CUST AND WAS INFRMED THAT THE TOTAL REPAIR COST WAS \$202.00 FOR THE STEERING LOCK COLUMN, CUST STATES THAT THIS IS RECALL ON 99 CORVETTE'S HOWEVER NOT HIS VEHICLE.. CUST SEEKING TO KNOW WHAT CAN BE DONE.. CRM CONSULTED TM SHANNON GALFORD AND WAS APPROVED TO REIM CUST 50% OF THE COST OF REPAIR.. CRM ADVISED CUST OF THIS INFO AND HE ACCEPTED THE OFFER.. CRM ADVISED CUST TO SEND IN THE ORIG TO, PROOF OF PAYM, PROOF PF OWNER.. FOR THE REIM.. CUST WILL MAKE DOCS.....TENLOY LILLY..TAMPA..CARS; 0; 386803812
2002-04-12

CRM RESUMED THE FILE TO SEE IF THE DOCS ARRIVED .. CRM RESUSP THE FILE.....TENLOY LILLY..TAMPA..CARS; 0; 387492932
2002-04-22

TL DAVISON TRANSFERRING FILE TO CRM TO TAKE OWNERSHIP PER TM SHANNON GALFORD..... TEISHA DAVISON/TPA.; 0; 388355313
2002-04-23

CRM REVIEWED FILE. GLENN NEVRINCEAN/CAC/TPA; 0; 388438744
2002-04-29

TM FORWARDING TO CRM [REDACTED] TO TAKE OWNERSHIP AS PREVIOUS CRM IS NO LONGER EMPLOYED. SHANNON GALFORD/TM/TAMPA; 0; 388963731
2002-04-30

Liasion approving letter. Michael McCabe/ Goodwill Team/ Tampa; 0; 389039026

*****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

ERC 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:

April 30, 2002

[REDACTED]
Grovetown, GA [REDACTED]

Request: C06613185

Dear [REDACTED]

This letter is in reference to your 1998 Chevrolet Corvette and the repair of the steering column. We appreciate your support and apologize for any inconvenience you may have experienced.

As we discussed on March 29, 2002, we are interested in reimbursing you half of the repair cost as a demonstration of our dedication to customer satisfaction. In order to expedite receipt of your check, please send the original repair order, original proof of payment, and a copy of proof of ownership of vehicle to:

Chevrolet Customer Assistance Center
P.O. BOX 33170
Detroit, MI 48232-5170

If we have not received it within 30 days of the date of this letter, we must consider the matter closed.

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

Thank you for contacting Chevrolet and allowing us the opportunity to be of assistance.

Sincerely,

Michael Althaus
Customer Relationship Manager

RS0010-T/mam

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] PRATTVILLE AL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 06844277 VIN: 1G1YY22G9W5111409
MODEL YEAR: 1998
DATE OPENED: 2002-05-09 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-09 MILEAGE: 24000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LARRY PUCKETT CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 2101 COBBS FORD RD, PRATTVILLE, AL, 36066, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

cust called and stated that he had concern with his vehicle and steering locking up on cust..cust stated that knew did not have recall on the vehicle but was seeking to have repairs covered under warranty..crm scanned vin and relayed to the cust of current campaign status (none)..crm called dealer and spoke to the s/n Jay on potential cost assistance for repairs..Jay stated that cust had aftermarket components on the vehicle such as exhaust, wheels, supercharger, etc and was not going to make goodwill adjustment on the vehicle..stated that cust could bring vehicle to the dealer and have repaired at cust pay and would not drive the vehicle..crm relayed to the cust of not being in a position to participate financially with repairs and dealer being able to repair at cust pay..cust stated that he was not sat and would never purchase another GM vehicle..crm closing dissat no letter sent.....Aaron Correll/cac/pdx; 0; 389825283

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

FALL BROOK

CA

HOME PHONE:

CASE NUMBER: 04664622

VIN:

1G1YY22G9W5111457

MODEL YEAR:

1998

DATE OPENED: 2001-06-22

SERIES:

UNKNOWN

DATE CLOSED: 2001-06-25

MILEAGE:

48000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: PARADISE CHEVROLET-BUICK-GEO

BRC PARENT:

DEALER ADDRESS: 27360 YNEZ RD., TEMECULA, CA, 92591, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

HAS LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customer's expectation

* Validate feature is on vehicle

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

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

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

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

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

Vehicle operation or design

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

CUST STATES HAD DIFFERENT PROBLEMS WITH VEH. CUST SAID VEH IS TOWED TO DLR/PARADISE CHEV AS WE SPEAK. CUST SAID THE STEERING COLUMN LOCKED. CUST WANTS TO DOC HIS PROBLEMS WITH VEH. CUST SEEKS TO DOC HIS PROBLEMS WITH VEH. CRM ADVISES CUST WILL DOC HIS REQUEST WITH STEERING COLUMN. CRM EXPLAINS CUST HAS WORK HISTORY IN FILE. CUST WANTS A COPY OF WORK HISTORY. CRM TELLS CUST COULD GET A LIST OF WORK HISTORY FROM DLR. CUST SAID WINDSHIELD WIPER SPRAYER DOES NOT WORK. CRM ADVISES CUST WAIT FOR DLR'S RESPONSE AND CALL US FOR A FEEDBACK. JAMES GARCIA/CAC/ATX.; 0; 362092687
2001-06-25

CUST STATES VEH HAS MORE CONCERNS TO ADD TO LIST OF THINGS THAT NEEDS TO BE REPAIRED. SEEKS TO HAVE VEH REPAIRED UNDER WARR. STATES WINDSHIELD WASHER PUMP IS OUT. STATES AC IS NOT WORKING PROPERLY.

CRM ADV SINCE VEH IS OUT OF WARR, CRM CANNOT PROMISE ASST ON VEH. CUST STATES OF COURSE. CRM ADV WILL CALL DLR AND INVESTIGATE. CRM CALLED DLR, TALKED TO MIKE DUFFY, STATES SVC MGR, JOE MCCOWSKI, STATES WILL GOODWILL STEERING WHEEL ING LOCK BUT NOTHING ELSE. CRM ADV CUST OF INFO. CUST STATES FEELS THAT VEH IS LEMON AND WANTS GM TO REPAIR. CRM ADV UNABLE TO ASST CUST ON OTHER ITEMS. CUST STATES IS THERE ANOTHER STEP HE CAN MAKE RATHER THAN TALKING TO MR. CRM ADV NO. MIKE MARS/CAC/PORTLAND; 0; 362349775

*****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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3488926	VIN Number:	1G1YY22G9W5112544
Date Opened:	9/30/1999	Model Year:	1998
Date Closed:	10/11/1999	Series:	Corvette
Dealer Code:	B09401	Mileage:	16801
Address:	JACK MAXTON CHEVROLEWORTHINGTON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING ALLEDGED STRG COLUMN WIL

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—

09/30/1999 14:33:57 SBD TEMPLATE - KLIMKOWSKI

STRATEGY BASED DIAGNOSTICS

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 (IF YES LIST)

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

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

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

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

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

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

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

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

09/30/1999 14:33:57 HISTORY - KLIMKOWSKI

CUST STS STRG COLUMN WILL NOT UNLOCK INTERMIT. DLR STS HAS NOT BEEN ABLE TO DUPLICATE CONCERN. DLR STS REPLACED BCM , IGNITION SWITCH AND LOCK CYLINDER. DLR LOOKING FOR INFO.

ADVISED DLR TO CK STRG COLUMN LOCK RELAY OPERATION

ADVISED DLR TO RELACE STRG COLUMN LOCK MOTOR

10/11/1999 09:15:40 POULOS - VME CLOSING

REPLACED STEERING COLUMN LOCK ACTUATOR

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Stuart , FL

CASE NUMBER: 1-17862006 VIN: 1G1YY22G9W5113080
MODEL YEAR: 1998
DATE OPENED: 2002-07-22 SERIES: Corvette
DATE CLOSED: 2002-07-29 MILEAGE: 61000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: John Jochem Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2650 S Federal Hwy, Stuart, FL, 34994-4535, USA

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

M01 General
0 REPAIR ATTEMPT(S) Excessive Effort

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

Steering Wheel locked; ; 2002-07-29
2002-07-22

Allen, svc adv; ; 2002-07-22
2002-07-29

F/U; ; 2002-07-29
2002-07-29

Service Request has been Closed Satisfied.; ; 2002-07-29

*****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:

LOCATION:

RESTRAINT:

TYPE OF INJURY:
TREATED:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Rancho Cucamonga
CA

HOME PHONE:

CASE NUMBER: 1-6246731 VIN: 1G1YY22G9W5113628
MODEL YEAR: 1998
DATE OPENED: 2002-06-05 SERIES: Corvette
DATE CLOSED: 2002-06-27 MILEAGE: 54000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Mark Christopher Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2131 Convention Center Way Suite
A, Ontario, CA, 91764-4452, USA

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

call cust @ 909-980-2244; ; 2002-06-07
2002-06-07

oil change; ; 2002-06-27
2002-06-10

Created: CAC_RS0022. SR#1-6246731; ; 2002-06-10
2002-06-10

lube, oil, and filter maintenance letter; ; 2002-06-10
2002-06-10

lube oil and filter letter; ; 2002-06-10
2002-06-10

OIL CHANGE LETTER; ; 2002-06-11
2002-06-10

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-06-10
2002-06-11

APPROVED; ; 2002-06-27
2002-06-11

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-06-11
2002-06-05

steering column lock up; ; 2002-06-05
2002-06-07

call dealership on 06/07/2002 @ 02:00 pm est 81-6246731; ; 2002-06-07
2002-06-27

Service Request has been Closed Satisfied.; ; 2002-06-27

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

DEPRECIATION:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 22, 2003

[REDACTED]
Rancho Cucamonga, CA [REDACTED]

Service Request: S1-6246731

Dear [REDACTED]

We are sorry you have experienced concerns with your 1998 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Phillip Lee
Customer Relationship Manager

RS0022-T/dln

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Fontana , CA

CASE NUMBER: 1-61588732 VIN: 1G1YY22G9W5116349
MODEL YEAR: 1998
DATE OPENED: 2003-01-07 SERIES: Corvette
DATE CLOSED: 2003-01-07 MILEAGE:
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*****

Cust is trying to unlock steering column; ; 2003-01-07
2003-01-07

Service Request has been Closed Satisfied.; ; 2003-01-07

*****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*****

RESOLUTION SOUGHT:

*****ERIC CONTACT INFORMATION*****

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

PINE BLUFF

AZ

HOME PHONE:

CASE NUMBER: 04839605 VIN: 1G1YY22G9W5117114
MODEL YEAR: 1998
DATE OPENED: 2001-07-09 SERIES: UNKNOWN
DATE CLOSED: 2001-07-09 MILEAGE: 30000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) locked

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

Cust states that steering is locked, and that it won't steer, crm transferred to roadside,
was advsd that they don't give mechanic help over the phone, but cust would need to be
towed, cust was transferred
jarvislaura/cac/pdx; 0; 363565196

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

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

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: 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:	4994535	VIN Number:	1G1YY22G9W5120014
Date Opened:	8/24/2001	Model Year:	1998
Date Closed:	10/3/2001	Series:	Corvette
Dealer Code:	B32222	Mileage:	27964
Address:	DE SANTIS CHEVROLET BROCKTON	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING COLUMN LOCKED, SERVICE COLUMN

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/24/2001 14:22:22 SBD TEMPLATE - WENGER

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

08/24/2001 14:22:22 HISTORY - WENGER

CONCERN:

STEERING COLUMN IS LOCKED.

DIAGNOSIS:

TECH CALLED STATES THAT COLUMN IS LOCKED TECH STATES THAT KEY STATUS IS OK, TECH STATES THAT RELAY DOES CLICK, AND CAN FEEL BUZZING. TECH LOOKING FOR INFO.

RECOMMENDATION:

ADVISED ON PI A000265

- 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 (87 & 88) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.**
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT
ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.**

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Jacksonville

FL

HOME PHONE:

CASE NUMBER: 1-58441148

VIN: 1G1YY22G9W5120854

MODEL YEAR: 1998

DATE OPENED: 2002-12-26

SERIES: Corvette

DATE CLOSED: 2002-12-26

MILEAGE: 48500.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: George Moore Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 711 Beach Blvd, Jacksonville Beach, FL, 32250-

3300, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

No Symptom Indicated

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

Veh Concern/Message- Steering Wheel Locked; ; 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:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Evans , GA

CASE NUMBER: 1-130560654 VIN: 1G1YY22G9W5121163
MODEL YEAR: 1998
DATE OPENED: 2003-08-15 SERIES: Corvette
DATE CLOSED: 2003-08-21 MILEAGE:
SOURCE: Email 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*****

ContactUs/Feedback Email; ; 2003-08-15

RE: Chevrolet Corvette Owner Assistance; ; 2003-08-15
2003-08-21

1-130560654, see if cust returns e-mail info for further assistance; ; 2003-08-21

RE: Chevrolet Corvette Owner Assistance; ; 2003-08-21
2003-08-21

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

CUSTOMER:

ADDRESS:

Ellenwood

GA

HOME PHONE:

CASE NUMBER: 1-121823676

VIN:

1G1YY22G9W5121468

MODEL YEAR:

1998

DATE OPENED: 2003-07-22

SERIES:

Corvette

DATE CLOSED: 2003-07-22

MILEAGE:

35000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

steering locked up; ; 2003-07-22

2003-07-22

con't notes; ; 2003-07-22

2003-07-22

add'l notes; ; 2003-07-22

2003-07-22

Service Request has been Closed Dissatisfied.; ; 2003-07-22

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:
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:

LONG BEACH

CA

HOME PHONE:

CASE NUMBER: 04233258 VIN: 1G1YY22G9W5121566
MODEL YEAR: 1998
DATE OPENED: 2001-05-17 SERIES: UNKNOWN
DATE CLOSED: 2001-05-17 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

LOCATE DEALER

CRM INSTRUCTIONS:
LINK TO WEBKNOWLEDGE TO FIND:
SPECIFIC DEALER
DEALER WITHIN A SPECIFIC RADIUS
MARKET TEAM

[[Locate Dealer RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Utilities/UtilitiesMain.htm]]
Vehicle repair request - Repair not done

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

CUST STATES STEERING WHEEL LOCKED UP
CUST SEEKS NEAREST DLR
CRM ADVSD OF NEAREST DLR ACORDING TO WK /NOAHCOOKE/PDXCAC; 0; 358979728
2001-05-17

CRM ADVSD OF OPEN CAMPAIGN /NOAHCOOKE/PDXCAC; 0; 358979787

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Missouri City

TX [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-28066042

VIN: 1G1YY22G9W5122068

MODEL YEAR: 1998

DATE OPENED: 2002-08-27

SERIES: Corvette

DATE CLOSED: 2002-08-27

MILEAGE: 40000.0000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/ANo

DEALER NAME: Mike Hall Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 8100 S Hwy 6, Houston, TX, 77083-1828, USA

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

steering column locked; ; 2002-08-27

2002-08-27

Service Request has been Closed Satisfied.; , 2002-08-27

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

RESOLUTION SOUGHT:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:DEARBORN HEIGHTS
MO

HOME PHONE:

CASE NUMBER: 04263664 VIN: 1G1YY22G9W5126489
MODEL YEAR: 1998
DATE OPENED: 2001-05-21 SERIES: UNKNOWN
DATE CLOSED: 2001-05-21 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ROTHROCK CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 780 BALTIMORE PIKE, SPRINGFIELD, PA, 19064, USA

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

S09 Discourteous Treatment
0 REPAIR ATTEMPT(S)Customer Satisfaction
general managerM01 Steering General
0 REPAIR ATTEMPT(S)Other
steering locked

Treatment by dealership service

CRM TO ADVISE:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's service practices. Our dealerships are reviewed on a routine basis within XXX Motor Division and all this information is utilized by upper management when conducting those reviews." CRM ACTIONS: CRM to leave an FYI message for the AVM regarding customer concern.

Treatment by dealership service

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

Cust states per E-mail 5-20-01...Kana file number 1148161.....On May 19th while in Phila. Pa my corvette steering column locked up leaving me stranded in Springfield. I had a tow truck take my car to Roth Rock Chev in Springfield. When we pulled in I was relieved to see the service doors open. while trying to locate someone a gentleman who saw us pull in with the flatbed truck with my car on it just ignored us...I asked him if he worked there...his response was "yes but were closed" he then proceeded to yell at the tow driver about not leaving the car there the driver was only at this time trying to figure out where we could put it. told him to put it anywhere except there then said take it back behind the building and leave it on that hill. Tried to explain to him that the steering had locked up and I was not happy about having it that far from the building altho I never had a chance to state this I was trying to find out where I should leave my keys what I should do...his response theres no one here to talk to we are closed. This man was rude, unresponsive and his customer skills were horrible. A gentleman named Joe came running up...showed me where the envelopes for my keys were what to fill out and where to leave them. Stated he would keep an eye on my car as he would be there all nite...was so nice and helpful...told him I had no idea who that man in the wrinkled shirt was but how dissatisfied I was with his rudeness and attitude...was told he was the general manager I was incredulous. Joe apologized for his behavior said he had a lot on his shoulders had a rough job. As far as I am concerned it was no excuse to be treated with such total disregard and rudeness. I had just spent 4 hours with a stranded 98 corvette yet I did not take it out on them nor the tow driver.Crm replied to customer....Dear [REDACTED] Thank you for contacting Saturn Corporation. We appreciate your feedback regarding your service experience with Roth Rock Chevrolet. At Chevrolet, we know your satisfaction with us and our retailers is of the utmost importance. We realize every contact we have with you is an opportunity for us to demonstrate our commitment to you and to ourselves to meet or exceed your expectations. We want to prove to

you that Chevrolet has quality products and reliable service. We work with our retailers in a partnership to handle and resolve owner concerns. We both want to assist you in every way possible. Therefore, we are very disappointed to hear about your frustration and unhappiness. We also look at the situation described as a chance to improve so things will go better next time. We want to assure you that your concerns regarding the unpleasant contact you had with the General Manager at Roth Rock Chevrolet, has been documented. We also apologize for the inconvenience you experienced as a result of your visit to Roth Rock Chevrolet. Again, thank you for your feedback. Please feel free to E-mail us with any further questions or concerns, please feel free to E-mail us. We hope to earn your trust and respect with every contact you have with Chevrolet. Sincerely,
Laurel Whiteside Customer Relationship Manager GM Internet Response Center; 0, 99999

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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: [REDACTED]
ADDRESS: [REDACTED] Huntington Beach, CA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-129900339 VIN: 1G1YY22G9W5126573
MODEL YEAR: 1998
DATE OPENED: 2003-08-13 SERIES: Corvette
DATE CLOSED: 2003-09-09 MILEAGE: 48000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/A Yes DEALER NAME: Delillo Chevrolet CO.
SRC PARENT: DEALER ADDRESS: 18211 Beach Blvd, Huntington Beach, CA, 92646-1308, USA

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

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

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

RFI Recall; ; 2003-08-13
2003-08-18
1-129900339 / 08-18-03 / 6:30 - 8:30pm EST; ; 2003-08-18
2003-08-19
1-129900339 / 08-19-03 / 4:30 - 6:30pm EST.; ; 2003-08-18
2003-08-18
08-18-03 / 7:29am; ; 2003-08-18
2003-08-18
SR UPDATE; ; 2003-08-18
2003-08-18
Svc Mgr Mark Peeler; ; 2003-08-18
2003-08-18
SR Update; ; 2003-08-18
2003-08-18
1-129900339 / 08-18-03 / 7:30 - 9:30pm EST; ; 2003-08-18
2003-08-18
Update info to cust.; ; 2003-08-18
2003-08-18
Svc Mgr Mark Peeler; ; 2003-08-18
2003-08-18
Svc Mgr Mark Peeler (Bill Smith - Svc Advsr); ; 2003-08-18
2003-08-18
SR UPDATE; ; 2003-08-18

2003-08-21

1-129900339 / 08-21-03 / 5:00 - 7:00pm EST; ; 2003-08-22
2003-08-21

1-129900339 / 08-21-03 / 3:00 - 5:00pm EST; ; 2003-08-22
2003-08-22

Svc Mgr Mark Peeler; ; 2003-08-22
2003-08-22

SR Update; ; 2003-08-22
2003-08-29

1-129900339 / 08-29-03 / 7:00pm EST; ; 2003-09-05
2003-09-05

Created: CAC_RS0006. SR#1-129900339; ; 2003-09-05
2003-09-05

Call CAC Letter Submitted for Approval; ; 2003-09-09
2003-09-09

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

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

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

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

October 22, 2003

[REDACTED]
Huntington Beach, CA [REDACTED]

Service Request: 1-129900339

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Daniel Dummer
Customer Relationship Manager

RS0006-P/amc

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6728872	VIN Number:	1G1YY22G8W5128573
Date Opened:	8/21/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B20183	Mileage:	48328
Address:	DELILLO CHEVROLET COHUNTINGTON	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK COLUMN REMAINS LOCKE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/21/2003 13:09:48 SBD TEMPLATE - POULOS

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) GINO CAPPS TECH

CUSTOMER CONCERN - CUSTOMER STS THAT COLUMN LOCK WORKS AT TIMES.

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

- GINO STS THAT VEHICLE IS A MANUAL TRANSMISSION. DEALER STS THAT CUSTOMER HAS BEEN IN THE CHAT ROOMS ABOUT THIS SYSTEM. DEALER STS THAT CAMPAIGN HAS BEEN PERFORMED. DEALER STS THAT VEHICLE HAS NO DTC. DEALER STS THAT BATTERY CABLES WERE LOOSE AND CORRODED. DEALER STS THAT VEHICLE LEFT AND RETURNED. DEALER STS THAT CONCERN ONLY HAPPENS INT WHEN TRYING TO START THE VEHICLE. DEALER STS THAT SEAT MEMORY WORKS NORMAL. DEALER IS ALSO SEEKING ASSISTANCE FOR THE CUSTOMER ON PARTS REPLACEMENT.

TAC RECOMMENDATION -

- TAC ADVISED DLR TO REPLACE ACTUATOR AND EVALUATE. DEALER TO SEEK AVM

EA02-831 / GM22C

FOR ASSISTANCE TO THE CUSTOMER.

- TAC ADVISED DLR TO USE THE TECH 2 AND ACTUATE COLUMN LOCK MOTOR
MULTIPLE TIMES. DEALER TO SEE IF MOTOR WILL BIND.

08/21/2003 13:09:46 HISTORY - POULOS