EA02-031

GM
10-27-03 LETTER
TO ODI FROM GM
ATTACHMENT
4F
BOOK 17 OF 22
PART 2 OF 3

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: WEIMAR , TX [redacted]
HOME PHONE:

CASE NUMBER:	01379581	VIN:	1G1YY22G9W5126959
		MODEL YEAR:	1998
DATE OPENED:	2000-08-25	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-08-25	MILEAGE:	41000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	BRASHER MOTOR COMPANY OF WEIMAR INC
BRC PARENT:		DEALER ADDRESS:	1700 INTERSTATE 10 E,,WEIMAR,TX,78962,USA

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

M41 Steering Column/Lock/Attaching Parts — Broken
3 REPAIR ATTEMPT(S) — column locks up not duplicated

S01 Service General — Customer Satisfaction
0 REPAIR ATTEMPT(S) — very satisfied w/ Brasher

Steering Wheel lock

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

CUST STATES multiple problems w/ veh, the latest is that the steering wheel locks up when cust parks veh, locks it up and when cust starts veh to use it the dash reads Service Column Lock. Veh will start but steering wheel will lock and veh will die. CUST SEEKS knowledge, will veh lock up the steering as cust is driving down freeway? CRM will call Dlr and ask about GM TAC. Lucinda Eaton/pdx; 0; 336073875
2000-08-25

CRM called Svc Mgr of Brasher Motor 979) 725-8515, Patrick was out of the shop. I will call @ 10:00-10:30 am to ask if they have any ideas about whether the steering will lock up while driving, and what GM TAC had to say. Lucinda Eaton/pdx; 0; 336074622
2000-08-25

Svc Mgr Patrick advised he had been in contact w/ GM Tech Assist who advised that veh will not lock up while veh is running, unless you turn the key off and remove the key while driving down the road. Cust so advised. Lucinda Eaton/pdx; 0; 336083420

**********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:
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:
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 POSESSION 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] Montgomery ,
AL [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	1-132821440	VIN:	1G1YY22G9W5128548
		MODEL YEAR:	1998
DATE OPENED:	2003-08-21	SERIES:	Corvette
DATE CLOSED:		MILEAGE:	76000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Capitol Chevrolet and Imports, Inc.
BRC PARENT:		DEALER ADDRESS:	711 Eastern Blvd,Montgomery,AL,36117-1985,USA

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

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

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

RFI Recall; ; 2003-08-21
2003-08-21

Service Request Ownership has changed FROM: [redacted] ; 2003-08-21
2003-08-21

Request Assisance; ; 2003-08-21
2003-08-21

Assistance; ; 2003-08-21
2003-08-21

Steering Column lock up 1-132821440; ; 2003-08-21
2003-08-27

Assistance; ; 2003-08-27
2003-08-27

Assistance; ; 2003-08-27
2003-09-11

Update; ; 2003-09-11
2003-09-11

Update; ; 2003-09-11

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: 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:

**********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 POSESSION 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: [redacted]
ADDRESS: [redacted] COCONUT CREEK
FL [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	06629829	VIN:	1G1YY22G9W5129585
		MODEL YEAR:	1998
DATE OPENED:	2002-04-02	SERIES:	CORVETTE COUPE
DATE CLOSED:	2002-04-03	MILEAGE:	70000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	LOU BACHRODT CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	1801 W ATLANTIC BLVD,,POMPANO BEACH,FL,33069,USA

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

M41 Steering Column/Lock/Attaching Parts 2 REPAIR ATTEMPT(S)	Inoperative LOCKED UP
A07 Referred to Dealer 1 REPAIR ATTEMPT(S)	Other CAMPAIGN #1044
A01 Open Campaign 1 REPAIR ATTEMPT(S)	Product Campaign Claim STERRING COLUMN

Vehicle operation or design

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

CUST STATES ORIGINAL OWNER..... CUST SEEKS TO HAVE SOMEONE HERE TELL HIM THAT THE PROBLEM HE IS CURRENTLY HAVING WILL BE COVERED UNDER WARRANTY BEFORE HE TAKES THE VEH OVER TO THE DEALERSHIP.....CRM ADVISED CANNOT TELL HIM THAT AS WHEN THE VEH IS OUTOF WARRANTY .... EVERYTHING IS ON A CASE BY CASE BASIS.....CUST STATES HE WILL NOT PAY FOR THE REPAIR AS THE PROBLEM WITH THIS STERRING WHEEL LOCKING UP IS A KNOWN PROBLEM.....CRM ADVISED CUST THERE IS AN OPEN CAMPAIGN ON HIS STERRING LOCK AS IT APPEARS TO BE ON THE PROBLEM HE IS CURRENLY HAVING.....BUT CANNOT GARUNTEE THAT AS WILL FOLLOW UP WITH HIM TOMORROW TO CHECK.....CRM CALLED DEALERSHIP @954-247-3000 AND SPOKE TO WAYNE WHO INFORMED ME TO HAVE CUST BRING VEH IN AND SEE HIM.... CUST STATES HE WILL HAVE AAA TOW IT THERE AS IT IS CURRENTLY LOCKED UP AND CRM IS TO CALL HIM TOMORROW BETWEEN 9-11AM EST AT WORK OF [redacted] [redacted] EXT [redacted]..TEISHA DAVISON/FL CAC/TPA.....; 0; 385609479
2002-04-02

cust called in to update file. Cust states kaseem is telling him that because the part was prev not repaired properly (steer lock in 04/99) at steve moore chevy (no longer in

business). Cust states dlr is now wanting to charge him $80. Crm advsd custshe would document file and have prev crm contact him at work number [redacted] Cust seeks callback asap. Cust states he will try to get in touch with svc mgr. Cust seeks president of gm name and address to write letter regarding his sales/lease agreement. Crm advsd cust of address, but advsd cust to contact leasing company. Cust states he will get lawyer for this issue. Crm advsd cust we cannot assist if he seeks legal action. Cust states he wants to get this steering column repaired. Crm forwarding file to; 0; 386628445
2002-04-02

prev crm for callback. kmeszaros/cac/tampa; 0; 386628456
2002-04-02

CUST STATES HE WISHES TO SPEAK TO PREV CRM: DAVISONT.
CUST SEEKS TO HAVE HIS CONCERN ADDRESSED NOW.
CRM CALLED DLR AND SPOKE W/SVC MGR RICK ITACCO WHO STATED CUST STEERING COLUMN BOLT IS STRIPPED AND IT IS A WORKMANSHIP BETWEEN DLR WHO PERFORMED STEERING COLUMN AND CUST - NOT A WARRANTY ISSUE- AND REFERRED CUST BACK TO DLR WHO PERFORMED REPAIR.

CRM RELAYE ABOVE INFO TO CUST.
CUST DISSAT W/ANSWER.
CRM CLOSING FILE DISSAT PENDING TM APPROVAL.
CARLOS SMITH/CAC/TAMPA.; 0; 386631810
2002-04-03

TL received OTS from TM Craig King to close file dissat w/no arb letter. TL forwarding file back to crm to close file.
Tricia Williams/CARS/Tpa; 0; 386708754

**********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 DRIVABLE:
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 POSESSION 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: [redacted]
ADDRESS: [redacted] ROSEVILLE
CA [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	02035561	VIN:	1G1YY22G9W5129876
		MODEL YEAR:	1998
DATE OPENED:	2000-10-25	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-10-25	MILEAGE:	16616
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	JOHN L SULLIVAN CHEVROLET
BRC PARENT:		DEALER ADDRESS:	700 AUTOMALL DR,,ROSEVILLE,CA,95661,USA

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

M40 Steering Wheel
1 REPAIR ATTEMPT(S)

Other
lock up

Repairing a certain part on my vehicle.

INFORM THE CALLER:
"The Customer Relations Center is not a technical center and we would be unable to offer you any type of repair information. However, if you would like we can provide you with other options. I suggest contacting the service manager at your local dealership in order to try and find out the information. If you would like a particular service manual, please call HELM Publications @ 1(800) 782-4356"

**If the customer would like to order a particular manual, use the literature Request process.
reoccuring concern after repair

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

Cust states she has been having problems with her steering wheel locking up. She states she took it to the dlr and had repaired once before at 15000 miles. Now it is experiencing the same concern again. She states she will try to turn her veh on and thesteering wheel will lock up and she will be stuck. Last time she called roadside asst and they towed her to a dlr and the dlr replaced the lock. Cust seeks why it would fail again. CRM advsd to take it to the dlr and explained that they will have to duplicate the concern before they can do anything. CRM also advsd cust to explain to the dlr everything she does when she drives b/c the littlest thing can effect it. Cust and CRM thanked eachother. Megan Rutto / PDX; 0; 341373420

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*4452051*	*VIN Number:*	*1G1YY22G9W5130705*
Date Opened:	*6/29/2001*	*Model Year:*	*1998*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B05404*	*Mileage:*	*24663*
Address:	*HUSKER AUTO GROUP, ILINCOLN*	*State:*	*NE*
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN STAYS LO
RESOLUTION ABSTRACT-
UCC CODE 1———
UCC-1 DESCRIPTION— STEERING
UCC CODE 2———
UCC-2 DESCRIPTION—
UCC CODE 3———
UCC-3 DESCRIPTION—

06/29/2001 16:20:50 SBD TEMPLATE - KOPAH
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)
_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
_N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
_Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
_N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
_N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
_N_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
_Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
_Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
_N_ (Y/N) ARE THERE ANY DTC'S
_N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
06/29/2001 16:20:50 HISTORY - KOPAH
STEERING COLUMN STAYS LOCKED AFTER VEHICLE IS STARTED

DLR LOOKING FOR PI INFO

ADVISED DLR ON PI A000265 (COLUMN LOCK DIAGNOSIS)

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] KOLLIERVILLE
TN [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	04689617	VIN:	1G1YY22G9X5102761
		MODEL YEAR:	1999
DATE OPENED:	2001-06-26	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-06-26	MILEAGE:	37800
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	BILL HEARD CHEVROLET, INC. - COLLIER
BRC PARENT:		DEALER ADDRESS:	4605 HOUSTON LEVEE

ROAD,,COLLIERVILLE,TN,38017,USA

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

N01 Electrical General 2 REPAIR ATTEMPT(S)	Other NUMEROUS CONCERNS
M41 Steering Column/Lock/Attaching Parts 1 REPAIR ATTEMPT(S)	Other LOCKED/NEEDS MOTOR
T06 Goodwill Adjustment Pre-Authorized 0 REPAIR ATTEMPT(S)	Other SEEKS ASSIST/JUST OUT OF WARRANTY
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Customer Satisfaction FUTURE CONCERNS

Vehicle repair request - Repair not done

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

CUST STS VEH HAS HAD NUMEROUS ELECTRICAL CONCERNS. CUST STS SEVERAL MODULES REPLACED, NOW VEH STEERING COLUMN HAS BAD MOTOR. CUST STS DLR OFFERED TO PAY FOR PART, CUST TO PAY LABOR,

COST EST $400. CUST SEEKS FURTHER ASSIST AS HE FEELS JUST OUT OF WARRANTY, NOT A WEAR & TEAR MAINTAINENCE ITEM, SHOULD NOT BE NEEDING THIS AT THIS POINT. CRM ADV WOULD CONTACT DLR FOR MORE INFO. SVC MGR, MATT NOT AVAILABLE, SPOKE WITH SVC ADV BRYAN. BRYAN STS EST COST TO CUST $240. CRM ADV DLR OF CUST CONCERN AND REQUEST FOR FURTHER ASSIST DUE TO SO CLOSE TO WARRANTY. BRYAN STS HE WILL DISCUSS WITH SVC MGR AND UPDATE FILE OR CRM MAY CALL BACK IN AN HOUR. CRM ADV CUST, ADV WOULD CALL BACK IN AN HOUR, THEN CONTACT CUST. CRM ADV FILE DOCUMENTED, ADV CUST OF REQ#.....CRM CANTHONY/ATX; 0; 362423076
2001-06-26

CRM SPOKE WITH SVC ADV, BRYAN, AS SCHEDULED. BRYAN STS HE SPOKE WITH SVC MGR AND DUE TO WARRANTY IN SERVICE DATE, AND MILES CLOSE TO WARRANTY, DLR HAS DECIDED TO TAKE CARE OF ENTIRE EXPENSE. CRM THEN CONTACTED CUST TO ADV OF DLR DECISION. CUST THANKED CRM FOR ASSISTING. CRM ADV DLR HAD MADE THE DECISION AFTER REVEIWING CONCERN AGAIN. NO FURTHER ACTION REQUIRED.....CRM CANTHONY/ATX; 0; 362429115

**********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:
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 POSESSION 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: [redacted]
ADDRESS: Winter Springs
FL [redacted]

HOME PHONE:

CASE NUMBER:	1-2890667	VIN:	1G1YY22G9X5103165
		MODEL YEAR:	1999
DATE OPENED:	2002-05-21	SERIES:	Corvette
DATE CLOSED:	2002-07-05	MILEAGE:	32000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	Roger Holler Chevrolet CO.
BRC PARENT:		DEALER ADDRESS:	860 W Fairbanks,Winter Park,FL,32789-4789,USA

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

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

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

Steering column locked.; ; 2002-05-21
2002-05-21

Crm contacted the dealer; ; 2002-05-21
2002-05-21

no answer; ; 2002-05-21
2002-05-21

update; ; 2002-05-21
2002-07-05

Ownership had changed previous crm did not assume ownership.; ; 2002-07-05
2002-07-05

Service Request has been Closed Satisfied.; ; 2002-07-05

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
FAX NUMBER:
PRODUCT CODE:
BODY TYPE:
TRIM:
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 POSESSION 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: [redacted]
ADDRESS: CAPITOL HEIGHTS , MD [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	03871520	VIN:	1G1YY22G9X5103523
		MODEL YEAR:	1999
DATE OPENED:	2001-04-18	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-04-18	MILEAGE:	61000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	ROSENTHAL CHEVROLET/JEEP-EAGLE
BRC PARENT:		DEALER ADDRESS:	3400 COLUMBIA PIKE,,ARLINGTON,VA,22204,USA

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

S55 Warranty Clarification — Other
1 REPAIR ATTEMPT(S) — Rent-a-car

M01 Steering General — Interference
0 REPAIR ATTEMPT(S)

Rental Assistance

INFORM THE CALLER:
If a customer has an independent agent for their extended service contract, advise:
"Some extended warranties do offer rental assistance. I would suggest that you consult with your extended warranty company to see if indeed that is a provision."
Rental Assistance

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

Cust states veh steering locking, recieved rent-a-car per request, issue not duplicated, Cust seeks reimbursement, CRM advsd some extended warranties do offer rental assistance. CRM advsd cust consult with extended warranty company to see if indeed thatis a provision. CRM spoke with Mike Murphy (Serv Director) whom confirmed. Completing...Joe Salas/CAC/Atx; 0; 356459610

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

RICHLAND , MS [redacted]

CASE NUMBER:	04543642	VIN:	1G1YY22G9X5105627
		MODEL YEAR:	1999
DATE OPENED:	2001-06-13	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-06-13	MILEAGE:	25000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

M41 Steering Column/Lock/Attaching Parts — Other
0 REPAIR ATTEMPT(S) — WONT UNLOCK

A07 Referred to Dealer — Other
0 REPAIR ATTEMPT(S) — STEERING COLUMN WONT UNLOCK

OWNER'S MANUALS

Link to Owner's Manuals:
[[Owner's Manual RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http:\\carsweb\webknowledge]].
Click the Product Center Tab
RETRIEVE OWNER'S MANUALS

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

CUST STATES THE STEERING WHEEL WILL NOT UNLOCK AND THE SERVICE COLUMN LOCK MESSAGE IS ON THE DASH. CUST SEEKS INFO ON HOW TO UNLOCK THE COLUMN. CRM ADVISED INFO FROM DLR THAT VEH SHOULD BE TOWED TO DLR FOR SERVICE. CRM OFFERED TO CONNECT CUST W/ ROADSIDEASST. CUST STATES HE WILL CALL DLR DIRECT AND THEY WILL TOW VEH FOR HIM. --MIKEHAMILTON/CARS/PDX; 0; 361332828

**********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:
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 POSESSION 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: [redacted]
ADDRESS: [redacted] CLARKSTON ,
MI [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	01000447	VIN:	1G1YY22G9X5105708
		MODEL YEAR:	1999
DATE OPENED:	2000-07-25	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-07-25	MILEAGE:	14000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	WALLY EDGAR CHEVROLET-BUICK INC
BRC PARENT:		DEALER ADDRESS:	3805 LAPEER RD (M24),,LAKE ORION,MI,48360,USA

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

M41 Steering Column/Lock/Attaching Parts — Inoperative
3 REPAIR ATTEMPT(S) — STEERING WHEEL LOCKING

DLR TO CONSULT WITH TAC
LOCKING STEERING COLUMN

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

CUST STATES THAT HE IS HAVING REPEATED PROBLEMS WITH THE STEERING WHEEL LOCKING. THIS IS THE THIRD TIME IN 3 WEEKS THAT THIS HAS HAPPENED. THE VEHICLE HAD TO BE TOWED ON 7/12, 7/18 AND 7/24/00 BECAUSE OF THIS PROBLEM. THE FIRST TWO TIMES THE DLRREPLACED THE LOCK CYLINDER, BUT THIS HASN'T RESOLVED THE PROBLEM OBVIOUSLY. CRM ESTABLISHED REQUEST, CALLED DLR FOR INFORMATION ON FURTHER REPAIR. SPOKE WITH SVC. DIRECTOR, BRAD HOOVER, WHO CONFIRMED THAT TAC CASE WILL BE ESTABLISHED AND THEY WILL DO EVERYTHING POSSIBLE TO GET TO HEART OF PROBLEM. CRM ADVISED CUST OF SAME, WHO WAS VERY SATISFIED WITH GM AND DLR EFFORTS. CRM GAVE HIM REQUEST # FOR REFERENCE..... MARLIN BINKLEY / CARS / AUSTIN; 0; 333388252

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

400685

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

CASE NUMBER:	06817451	VIN:	1G1YY22G9X5105823
DATE OPENED:	05/03/02	MODEL YEAR:	1999
DATE CLOSED:	05/06/02	SERIES:	CORVETTE COUPE
SOURCE:	YES	MILEAGE:	23000
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:	[redacted]	STATE:	NC
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:
ADDRESS: [redacted] CARY , NC [redacted]
HOME PHONE:

CASE NUMBER:	06817451	VIN:	1G1YY22G9X5105823
		MODEL YEAR:	1999
DATE OPENED:	2002-05-03	SERIES:	CORVETTE COUPE
DATE CLOSED:	2002-05-06	MILEAGE:	23000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	HENDRICK CHEVROLET-HUMMER
BRC PARENT:		DEALER ADDRESS:	100 AUTO MALL DR,,CARY,NC,27511,USA

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

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Product Campaign Claim
CAMPAIGNS 00034 AND 01044

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

Inoperative
CAMPAIGN 01044

C28 Seat Belt System
0 REPAIR ATTEMPT(S)

Other
CAMAPGIN 00034

T04 General Information
0 REPAIR ATTEMPT(S)

Customer Satisfaction
CUST STATES STEERING COLUMN IS CURRENTLY LOCKED. CUST SEEKS TO HAVE TOWING COVER

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:
VIN required to check for recalls.
1. First check VIN profile tab for recalls

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

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

GM RESTRICTED

Vehicles involved in product recall campaigns
**********WORK HISTORY**********

CUST STATES THE STEERING COLUMN ON VEH IS LOCKED. CUST STATES HE CONTACTED ROADSIDE ASSISTANCE AND WAS ADVISED HE WAS OUTSIDE OF WRNTY. CUST STATES HE ALSO CONTACTED DLR AND DLR ADVISED CONTACT CAC TO SEE IF COULD COVER TOWING SINCE TOWING IS NEEDED DUETO CAMPAIGN. CUST SEEKS TO HAVE TOWING COVERED. CRM REVIEWED CAMPAIGN. NOTHING IS MENTIONED AS TO WHETHER OR NOT THERE IS PROVISION FOR TOWING ON THIS CAMPAIGN. CRM AND CUST ESTABLISHED C/B DAY OF 5-6-2002 AT [redacted] DURING DAYTIME HOURS. CRM CONTACTED DLR, BUT HAD TO L/M ON [redacted] VME. CRM EXTENSION IS 48147. JANELLE LOWDEN/ATX/CARS/CAC; 0; 389292235
2002-05-06

CRM RECEIVED MESSAGE FROM SVC MGR. HE STATES TOWING COVERED IF CUST HAS VEH TOWED TO NEAREST DLR. CRM CONTACTED CUST TO ADVISE. CRM L/M ON CUST VME. **********NEXT CRM**********PLEASE DETERMINE IF CUST WAS ABLE TO GET VEH TO DLR AND WHAT DLR IT WAS TAKEN TO. PLEASE ADVISE OF ABOVE COMMENTS. THANK YOU. JANELLE LOWDEN/ATX/CARS/CAC; 0; 389557764
2002-05-06

CUST CALLED IN STATING THAT HE RECEIVED A MESSAGE TO CALL IN. CRM ADVISED CUST THAT WE WILL COVER THE TOW IF IT IS TOWED TO NEAREST DLR. CUST THAT HE UNDERSTANDS AND STATES THAT HE WILL TAKE IT OVER TO HENDRICK CHEVROLET EVEN THOUGH HE WASNT HAPPY WITHTHE LAST REPAIR THAT THEY DID. CUST STATES THAT SO FAR HE HASNT GOTTEN IT TOWED BUT WILL HAVE IT TOWED TO HENDRICK. CRM ADVISED CUST THAT IF HE HAS ANY FURTHER CONCERNS THEN TO PLEASE GIVE US A CALL BACK. REQUEST CLOSED SATISFIED. NINA FARBER/CAC/PDX; 0; 389571880

**********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:

GM RESTRICTED

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:

GM RESTRICTED

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6443893*	*VIN Number:*	*1G1YY22G9X5105921*
Date Opened:	*5/5/2003*	*Model Year:*	*1999*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B14037*	*Mileage:*	*29441*
Address:	*BERGLUND CHEVROLET JROANOKE*	*State:*	*VA*
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN STILL LO
RESOLUTION ABSTRACT-
UCC CODE 1-------
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-------
UCC-2 DESCRIPTION---
UCC CODE 3-------
UCC-3 DESCRIPTION---

05/06/2003 10:32:09 SBD TEMPLATE - KOPAH
STRATEGY BASED DIAGNOSTICS

_3_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_3+_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) TODD HIGGINS TECH

CUSTOMER CONCERN -STEERING COLUMN STAYED LOCKED AFTER VEHICLE WAS STARTED.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
TECH STS SYSTEM IS OPERATING NORMALLY AT THIS TIME. CAMPAIGN 01044 WAS PERFORMED PREVIOUSLY.
TAC RECOMMENDATION -
ADVISED HIM TO CHECK G201 AND G202. ADVISED HIM ON PREVIOUS CASES OF BCM LOCKING UP DUE TO LOW BATTERY VOLTAGE FROM VEHICLE SITTING IN STORAGE.
05/06/2003 10:32:09 HISTORY - KOPAH

408409

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

CASE NUMBER:	1-20706932	VIN:	1G1YY22G9X5106292
DATE	07/31/02	MODEL	1999
DATE	08/19/02	SERIES	CORVETTE
SOURCE:	N/AYES	MILEAGE	26000.
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:	[redacted]	STATE:	MO
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: Saint Joseph ,
MO [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	1-20706932	VIN:	1G1YY22G9X5106292
		MODEL YEAR:	1999
DATE OPENED:	2002-07-31	SERIES:	Corvette
DATE CLOSED:	2002-08-19	MILEAGE:	26000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Phalen Motors, Inc.
BRC PARENT:		DEALER ADDRESS:	314 Woodlawn,Atchison,KS,66002-2165,USA

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

steering column locked; ; 2002-07-31
2002-08-12

Service Request has been Closed Satisfied.; ; 2002-08-12
2002-08-14

Customer seek asst with campaign repairs; ; 2002-08-14
2002-08-19

Towing; ; 2002-08-19
2002-08-19

Service Request has been Closed Dissatisfied.; ; 2002-08-19
2002-08-19

Service Request has been Closed Dissatisfied.; ; 2002-08-19

GM RESTRICTED

**********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:

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

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6655001*	*VIN Number:*	*1G1YY22G9X5107197*
Date Opened:	*7/28/2003*	*Model Year:*	*1999*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B17421*	*Mileage:*	*49200*
Address:	*BILL HEARD CHEVROLETCOLLIERVILLE*	*State:*	*TN*
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING INTERMITTENT SERVICE COLUMN L
RESOLUTION ABSTRACT-
UCC CODE 1-———
UCC-1 DESCRIPTION— STEERING
UCC CODE 2-———
UCC-2 DESCRIPTION—
UCC CODE 3———
UCC-3 DESCRIPTION—

07/28/2003 12:24:35 SBD TEMPLATE - MOCERI
STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION
3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)
RAY TOWNES - S.F.

CUSTOMER CONCERN -
INTERMITTENT SERVICE COLUMN LOCK MESSAGE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
RAY STATES THIS VEHICLE HAS AN INTERMITTENT SERVICE COLUMN LOCK MESSAGE. WHEN THIS OCCURS THE COLUMN IS LOCKED. THE ACTUATOR HAS BEEN REPLACED.

TAC RECOMMENDATION -
I ADV RAY TO A POSSIBLE COLUMN LOCK RELAY.
07/28/2003 12:24:35 HISTORY - MOCERI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6548427*	*VIN Number:*	*1G1YY22G9X5107457*
Date Opened:	*6/16/2003*	*Model Year:*	*1999*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B15724*	*Mileage:*	*34558*
Address:	*BOB WEAVER CHEVROLETPOTTSVILLE*	*State:*	*PA*
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN IS LOCKED
RESOLUTION ABSTRACT-
UCC CODE 1———-
UCC-1 DESCRIPTION— STEERING
UCC CODE 2———-
UCC-2 DESCRIPTION—
UCC CODE 3———-
UCC-3 DESCRIPTION—

06/16/2003 10:59:13 SBD TEMPLATE - COLEMAN
STRATEGY BASED DIAGNOSTICS

_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_3_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

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

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN IS LOCKED.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
HAS VERIFIED THE CONCERN, AND IS CALLING FOR DIRECTION.

TAC RECOMMENDATION -
TAC SUGGEST DOING CAMPAIGN 01044 CORRECTLY, WHEN DONE CORRECTLY THE COLUMN WILL NOT LOCK.
06/16/2003 10:59:13 HISTORY - COLEMAN

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] FORT WORTH TX [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	04961377	VIN:	1G1YY22G9X5109256
		MODEL YEAR:	1999
DATE OPENED:	2001-07-18	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-07-18	MILEAGE:	45000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	HUDIBURG CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	7769 GRAPEVINE HWY,,NORTH RICHLAND HILLS,TX,76180,USA

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

J34 Fan/Belt/Pulley 3 REPAIR ATTEMPT(S)	Won't Maintain Adjustment BELT STRETCHES
J01 Engine 0 REPAIR ATTEMPT(S)	Other IDLES HIGH
K30 Automatic Transmission 0 REPAIR ATTEMPT(S)	Shift - Late/Hesitate HESITATES
A01 Open Campaign 0 REPAIR ATTEMPT(S)	Product Campaign Claim #00034 #1044
C28 Seat Belt System 0 REPAIR ATTEMPT(S)	Seat Belt System #0034 LAP BELT TWISTS
M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Other #1044 LOCKS

Vehicle operation or design

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

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

CUST STATES THAT HE HAS HAD A LOT OF PROBLEMS W/HIS CORVETTE. CUST STATES THAT HIS DRIVE BELT HAS BEEN A CONSTANT PROBLEM AND THE LAST TIME THEY ADJUSTED IT THEY MADE THE ENGINE IDLE HIGH. CUST STATES HE NOW HAS BEEN HAVING TRANSMISSION PROBLEMS W/THE VEH. CUST STATES HE HAS INVESTED OVER $100000 DOLLARS IN GM AND FEELS THAT GM SHOULD COVER THE COST OF THE REPAIR. CUST SEEKING THE REPAIR PAYED FOR AT GM COST.

CRM ADVISED CUST THAT VEH HAS TO BE DIAGNOSED W/A TRANSMISSION REPAIR AT A CHEVROLET DLRSHIP AND REQUEST THE COST ASSISTANCE FROM THE SVC MGR. CRM ADVISED CUST OF REQUEST NUMBER AND IF CUST HAS ANY QUESTIONS/CONCERNS TO CALL CAC BACK W/THE REQUEST NUMBER.
JENNIFER HEBERT TIER1/ATX; 0; 364324549

**********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
MSRP:
BRC WARRANTY DATE:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*4705809*	*VIN Number:*	*1G1YY22G9X5109337*
Date Opened:	*5/1/2001*	*Model Year:*	*1999*
Date Closed:	*6/18/2001*	*Series:*	*Corvette*
Dealer Code:	*B15491*	*Mileage:*	*44659*
Address:	*PATTERSON CHEVROLET HAMILTON SQ*	*State:*	*NJ*
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE INTERMITTENT STEERING STEE
RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM
UCC CODE 1-------
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-------
UCC-2 DESCRIPTION---
UCC CODE 3-------
UCC-3 DESCRIPTION---

05/01/2001 09:13:06 SBD TEMPLATE - RADZIOCH
STRATEGY BASED DIAGNOSTICS
_2_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
_N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
_Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
_NA_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
_Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
_Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
_Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
_Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
_N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
_N_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)
05/01/2001 09:13:06 HISTORY - RADZIOCH

CUSTOMER CONCERN: COLUMN WON'T UNLOCK

TECH DIAG: KEVIN STATES CAN'T SEE ANYTHING WRONG WITH THE CAR, TECH STATES HE CAN COMMON THE COLUMN TO LOCK UNLOCK WITH THE SCAN TOOL. TECH

STATES HE PULL THE BCM FUSE AND THE COLUMN IS WORKING PROPERLY.

ADVISED TECH: PER PI A000265.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] SHAKER HEIGHTS, OH [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	04958583	VIN:	1G1YY22G9X5109628
		MODEL YEAR:	1999
DATE OPENED:	2001-07-18	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-07-20	MILEAGE:	40000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	SPITZER CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	333 E AURORA RD,,NORTHFIELD,OH,44067,USA

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

A01 Open Campaign — Customer Satisfaction
0 REPAIR ATTEMPT(S) — CAMPAIGNS 0034 & 1044

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

Notification of open campaigns or special policies.

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

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

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

CUST STATES: IGINITION IS LOCKED UP WITH STEERING COL LOCK. HEARD THERE WAS A RECALL . CUST SEEKS: VEH TO DLR & REPAIRED CRM ADVISED: OPEN CAMPAIGNS 034 & 1044. CALLED DLR & SPOKE WITH SVC MGR-JIM & SAID CORVETTE TECH WOULD BE IN @ 8:30 & COULD INSTRUCT CUST HOW TO UNLOCK. WILL CB CUST FOR FU. SANDRA TOUCHSTONE/CAC/ATX; 0; 364314091
2001-07-18

CUST STATES HE CALLED EARLIER AND WAS SPEAKING TO SANDRA AND NEEDED TO LEAVE HER A MESSAGE THAT HE SPOKE WITH DEALER. CUST REQUESTED TO HAVE PREV CRM CALL BACK AS SOON AS POSSIBLE. CRM WILL FORWARD FILE TO PREV CRM. STEPHANIE PEREZ/CAC/CARS/ATX; 0; 364317053
2001-07-18

CUST STATES HE WAS SUPPOSE TO HEAR FROM FORMER CRM TODAY AROUND 10 AM. CRM ADVISED CUST THEIR IS A 2 HOUR WINDOW FOR A SCHEDULED CALL BACK.CUST SEERS TO LET FORMER CRM KNOW HE WILL WAIT FOR HER CALL BACK TODAY.CRM WILL SEND A NOTIFICATION TO FORMER CRM.JOSEPH RODRIGUEZ/CAC/ATX; 0; 364321204
2001-07-18

CB TO CUST & LEFT MESSAGE ON VM. WILL CB. CB TO DLR & SPOKE WITH JIM-SVC MGR & SAID CUST WOULD BE RESPONSIBLE FOR TOWING. SVC MGR ADVISED TO CONTACT AVM TO GET APPROVAL OR A REIMBURSEMENT FOR TOW. CRM WILL CONTACT AVM. SANDRA TOUCHSTONE/CAC/ATX; 0; 364330056
2001-07-18

CB TO CUST & LEFT MESSGE ON VM. WILL CB. SANDRA TOUCHSTONE/CAC/ATX; 0; 364331278
2001-07-18

CUST STATED THAT HE HAD NOT RECVD C/B FROM CRM OR DEALERSHIP, THAT EVERYONE WAS PLAYING PHONE TAG
CUST SEEKS TO HAVE GM PAY FOR TOW AND RENTAL
CRM ADVISED: CALLED DEALERSHIP AND SVC MGR WAS AWAY FOR 45 MIN, SPOKE W/ RECEPTIONIST AND INFORMED HER THATCUST WAS WAITING TO HERE AVMS ANSWER, TO PLEASE CALL ASAP WHEN HE RETURNED.....SCOTT LEE/CAC/ATX; 0; 364336190
2001-07-18

CB TO CUST & CUST STATES: WHY DOES HE HAVE TO PAY FOR TOW & WANTS A LOANER FOR A DISABLED VEH BECAUSE OF RECALL. CUST VERY UNHAPPY. CUST SEEKS: FREE TOW & LOANER. CRM ADVISED: VEH HAS TO BE DIAG @ DLR BEFORE WE CAN CONSIDER ANY TYPE OF REIMBURSEMENT. VEH OUT OF WRNTY. CRM CONTACT TO AVM. WILL CB CUST AFTER CONTACT FROM AVM. CB TO DLR & SVC MGG OUT OF BLDG. SPOKE TO ROSE & SAID THEY DO NOT FURNISH LOANERS TO RECALL CUST OUT OF WRNTY. ALL CONCERNS DOCUMENTED. SANDRA TOUCHSTONE/CAC/ATX; 0; 364338119
2001-07-19

CUST. STATES STEERING COLUMN LOCKED-UP. CUST. STATES VEHICLE IS AT SPITZER. CUST. STATES HE WOULD LIKE TO REPORT THAT CUST. IS IN A RENTAL VEHICLE, AND IF IT IS DETERMINED THAT HIS CONCERNS STEM FROM CAMPAIGN #01044. THEN HE WILL BE LOOKING FOR REIM.ON RENTAL VEHICLE. STEPHEN LORANC ATX CAC.; 0; 364410084
2001-07-19

CB TO DLR & SVC MGR JIM SAID PART IS ORDERED & WILL BE IN ON FRI. VEH DID START @ CUST HOUSE & WAS DRIVEN ONTO THE TOW TRUCK & STARTED @ THE DLR. ADVISED JIM AVM WAS CONTACTED & SAID TOW WILL BE COVERED IF RELATED TO RECALL. CB TO CUST & CUST STATES:RENTED A VEH & WILL REQ REIMBURSEMENT IF RELATED TO RECALL. CRM ADVISED: ALL CONCERNS DOCUMENTED & WILL CB FOR FU. SANDRA TOUCHSTONE/CAC/ATX; 0; 364411049
2001-07-20

CRM RESUMED FILE DUE TO NO CALL SET BY PREV CRM AND CUST CALLED IN STATED WAITING FOR A CALL BACK. CUST STATES VEH IS REPAIRED AND THE REPAIRS WERE COVERED UNDER A CAMPAIGN. CUST SEEKS TO HAVE RENTAL AND TOWING REIMB DUE TO BOTH COSTS ARE RELATED TO THECAMPAIGN. CUST STATES THE VEH COULD NOT BE DRIVEN TO THE DLR BECAUSE THE STEERING WHEEL WAS LOCKED IN PLACE. CRM ADVSD CUST WILL CONTACT THE DLR SPITZER # 1-330-467-4141 TO INQUIRE IF ANY ASSIST CAN BE OFFERED. CRM ADVSD CUST CANNOT GUARANTEE ANY ASSIST. CUST UNDERSTANDS. CRM CONTACTED THE DLR AND SPOKE W/ SVC MGR JIM. HE STATED THE RENTAL AND TOWING IS COVERED PER THE AVM AND ALL THE CUST HAS TO DO IS BRING IN RECEIPTS FOR BOTH COSTS AND THE CUST WILL BE TAKEN CARE OF. CRM THANKED SVC MGR FOR ASSIST. CRM ADVSD CUST OF INFO FROM DLR. CUST STATED WILL PICK UP VEH TODAY AND BRING IN BOTH RECEIPTS FOR REIMB. CRM OFFERED FURTHER ASSIST. CUST STATED VERY SATISFIED. CRM ADVSD CUST OF FILE # FOR FUTURE ASSIST. CUST SATISFIED.
KELLI CRIPPEN/CAC/CRM/PDX; 0; 364504305

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*3371666*	*VIN Number:*	*1G1YY22G9X5109922*
Date Opened:	*8/3/1999*	*Model Year:*	*1999*
Date Closed:	*9/23/1999*	*Series:*	*Corvette*
Dealer Code:	*B15087*	*Mileage:*	*11468*
Address:	*CARFAGNO CHEVROLET PLYMOUTH ME*	*State:*	*PA*
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING COLUMN LOCKED
RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM
UCC CODE 1———
UCC-1 DESCRIPTION— STEERING
UCC CODE 2———
UCC-2 DESCRIPTION—
UCC CODE 3———
UCC-3 DESCRIPTION—

08/03/1999 10:55:05 SBD TEMPLATE - HAJJ
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.)
_Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
_Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
_Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
_Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
_Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
_Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
_Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)
08/03/1999 10:55:05 HISTORY - HAJJ
CUSTOMER STS COLUMN LOCKED , DLR STS NO CODES AND COLUMN IS LOCKED . DLR HAS NOT YET REPLACED ANY PARTS , TECH STS CAN START VEHICLE AND RUN AND SHIFT TRANS , COLUMN WILL NOT UNLOCK.

ADVISED DLR TO REPLACE STEERING LOCK MECH. AND RELAY , CHECK WIRING AND TERMINAL FIT TO BCM. HAJJ 40772

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6760180*	*VIN Number:*	*1G1YY22G9X5111539*
Date Opened:	*9/8/2003*	*Model Year:*	*1999*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B02151*	*Mileage:*	*33220*
Address:	*FREEHOLD CHEVROLET-GFREEHOLD*	*State:*	*NJ*
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK ALLEGED COLUMN WOULD NOT UNLOCK
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

09/08/2003 13:28:40 SBD TEMPLATE - HAJJ
STRATEGY BASED DIAGNOSTICS

__ NUMBER OF TIMES IN FOR THE SAME CONDITION
__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

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

CUSTOMER CONCERN - ALLEGED COLUMN WOULD NOT UNLOCK

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
DLR STS HAS NO CODES AND UNABLE TO DUPLICATE AT THIS TIME. DLR WAS LOOKING FOR INFO OR OTHER CASES.
TAC RECOMMENDATION - ADVISED DLR NEED TO GET MORE INFO FROM CUSTOMER. DID ENGINE STALL? WAS MESSAGE ON DIC SERVICE COLUMN LOCK? ECT... HAJJ 40772
09/08/2003 13:28:40 HISTORY - HAJJ

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: MOORE , SC [redacted]
HOME PHONE:

CASE NUMBER:	01070419	VIN:	1G1YY22G9X5116854
		MODEL YEAR:	1999
DATE OPENED:	2000-08-01	SERIES:	Corvette
DATE CLOSED:	2000-11-14	MILEAGE:	18000
SOURCE:		DELIVERY DATE:	
BRC TYPE:	ADR	DEALER NAME:	SIMPSONVILLE CHEVROLET INC
BRC PARENT:	01070418	DEALER ADDRESS:	3431 N INDUSTRIAL DR,,SIMPSONVILLE,SC,29681,USA

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

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

Other
STEERING COLUMN KEEPS LOCKING UP

S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)

Customer Satisfaction
REIMBURSEMENT OF ONE CAR PYMT

BBB CLAIM
**********WORK HISTORY**********

CRM REC'D INITIAL BBB CLAIM #CHV0033900. CUST STATES CONCERNS WITH STEERING COLUMN KEEP LOCKING UP. CUST SEEKS A REPLACEMENT. CUST STATES VEHICLE HAS BEEN TOWED FIVE TIMES SINCE MAY. CRM MADE FIRST CALL ACKNOWLEDGEMENT. CRM WILL CONTINUE WITH CASE ASSESSMENT.
REGINA NELSON, BRC/ADR, 58524; 0; 334007472
2000-08-01

CRM CALLED TO SIMPSONVILLE CHEVROLET (864-271-7771) TO SPEAK WITH THE SVC MGR, MIKE. MIKE WAS NOT AVAILABLE. CRM LEFT A MSG WITH THE RECEPTIONIST. CRM AWAITS A CALL BACK.
REGINA NELSON, BRC/ADR, 58524; 0; 334008238
2000-08-11

CRM REC'D ACTIVE CLAIM
REGINA NELSON, BRC/ADR, 58524; 0; 334871015
2000-08-24

CRM CALLED TO THE PURCHASING DLR (BOBBY WOODS CHEVROLET 864-638-9556) TO INQUIRE WHO THE GM REP IS OVER THE DLRSHP. SVC DEPT WAS OUT TO LUNCH. CRM WILL CALL BACK LATER.
REGINA NELSON, BRC/ADR, 58524; 0; 335989098
2000-08-28

CRM CALLED TO THE PURCHASING DLR (CLINKSCALES) ***NOT BOBBY WOODS*** TO SPEAK WITH THE SVC MGR. PER THE RECEPTIONIST THE SVC DEPT WAS OUT TO LUNCH. CRM LEFT A MSG. CRM AWAITS A CALL BACK.
REGINA NELSON, BRC/ADR, 58524; 0; 336335474
2000-08-31

CRM CALLED TO CLINKSCALES TO SPEAK WITH THE SVC MGR, CHIP. CHIP ADVISED THAT HE HAS NO KNOWLEDGE OF THIS CUST AND SHE DIDN'T PURCHASE HER VEHICLE FROM THEIR DLR. CRM CALLED CUST WORK AND HOME LEAVING A VME REQUESTING WHERE THE CUST PURCHASED HER VEHICLE.CRM AWAITS A CALL BACK.
REGINA NELSON, BRC/ADR, 58524; 0; 336611362
2000-09-01

CRM REC'D A CALL FROM THE CUST STATING SHE PURCHASED HER VEHICLE FROM A PRIVATE OWNER BUT THE PAST OWNER PURCHASED THE VEHICLE FROM CLINKSCALES. CRM CALLED AVM, KATIE YATES WHO IS OVER CLINKSCALES. KATIE IS AWAY ON VACATION FOR WEEK OF 8-28-00 AND ASKEDNOT TO LEAVE ANY MSG. CRM WILL CALL KATIE BACK ON 9-6-00.
REGINA NELSON, BRC/ADR, 58524; 0; 336674490
2000-09-07

CRM REC'D A CALL FROM THE CUST. CUST STATED THAT ON 9-7-00 AS SHE ATTEMPTED TO LEAVE FOR WORK HER STEERING WHEEL LOCKED UP AND SHE DROVE TO WORK IN HER OTHER VEHICLE. CUST STATED A READING CAME ON THE VIEWER? INFORMING STEERING LOCKED WAIT 10 SECS AND RESTART. CUST STATED IT WAS LONGER THAT 10 SECS AND THE VEHICLE DIDN'T START. CUST STATED IT USUALLY HAPPENS WHEN THE VEHICLE IS WARM OR HAS BEEN CRANKED OR DRIVEN DURING THE DAY. CRM INFORMED THE CUST WE CAN MAKE ARRANGEMENTS TO HAVE HER VEHICLE TOWED TO KEVIN WHITAKER AND HAVE THE VEHICLE INSPECTED AND REPAIRED AND IF REPAIRED WILL REIMBURSE HER ONE CAR PYMT FOR HER INCONVENIENCE. CUST DECLINED OFFERS INSISTING IF SHE TAKES THE VEHICLE IN AND THEY REPAIR IT THEN IT WON'T BE BROKEN AT THE TIME OF THE HEARING AND SHE DOESN'T FEEL THAT ONE CAR PYMT IS SUFFICIENT FOR THE VALUE LOSS IN THE VEHICLE. CRM INFORMED CUST WE ARE NOT COMPENSATING FOR THE LOSS IN VALUE BUT FOR INCONVENIENCE AND FRUSTRATION INCURRED. CUST STILL DECLINED OFFERS.
REGINA NELSON, BRC/ADR,; 0; 337200081
2000-09-07

COMMENTS CONT'D.....
CRM WILL CONTACT AVM, PETE PASTOR TO SEE WHAT ELSE COULD BE DONE. ALSO CRM CONTACTED BBB REP, MELISSA SMARR AND REQUESTED THAT A TE REPORT BE DONE. BBB REP ADVISED WILL CONTACT CUST TO GET OKAY.
REGINA NELSON, BRC/ADR, 58524; 0; 337200175
2000-09-07

CRM CALLED AVM, PETE PASTOR LEAVING A DETAILED VME REGARDING THE DECLINE OF OFFERS MADE TO THE CUST AND SEEKING OTHER AVENUES FOR CRM TO TAKE.
REGINA NELSON, BRC/ADR, 58524; 0; 337200484
2000-09-07

CRM REC'D A VME FROM PETE PASTOR, ADVISING THAT WE WOULD HAVE TRIED ALL AVENUES AND WE CAN'T FORCE THE CUST TO HAVE REPAIRS. PETE ALSO STATED HAVE A TE REQUESTED WAS A GOOD IDEA. CRM AWAITS CALL FROM BBB REP OKAYING TE.
REGINA NELSON, BRC/ADR, 58524; 0; 337208317
2000-09-11

CRM REC'D A CALL FROM BBB REP, MELISSA SMARR INFORMING CUST HAS DECLINED A TECHNICAL EXPERT.
REGINA NELSON, BRC/ADR, 58524; 0; 337547157
2000-09-26

ARBITRATION WAS CANCELLED. CUST STATED SHE NEVER REC'D ANY INFO ABOUT ARB HEARING. CRM WILL AWAIT INFORMATION ON WHETHER CASE WILL BE RESCHEDULED.
REGINA NELSON, BRC/ADR, 58524; 0; 338844856
2000-10-11

CRM REC'D A VME FROM THE CUST STATING SHE WOULD LIKE TO ACCEPT THE OFFER OF ONE CAR PYMT TO AVOID GOING TO AN ARBITRATION. CRM CALLED CUST BACK AND INFORMED IF THIS WAS ACCEPTABLE TO HER THAN SHE NEEDS TO SEND IN PROOF OF PYMT AND PROOF OF OWNERSHIP ANDWE WILL PROCESS A CHECK REIMBURSEMENT. CRM CALLED BBB REP, MELISSA AND INFORMED. ARBITRATION SET FOR 10-19-00 HAS BEEN CANCELLED.
REGINA NELSON, BRC/ADR, 58524; 0; 340132271
2000-10-20

CRM REC'D PROOF OF PAYMENT AND PROOF OF OWNERSHIP. CRM WILL FORWARD TO EDGAR TO PROCESS CHECK REQUEST.
**********EXECUTIVE SUMMARY**********
DECISION-REIMBURSE ONE CAR PYMT
JUSTIFICATION-CUST CLAIM DID NOT MERIT A REPURCHASE/REPLACEMENT AND CUST DID NOT WANT TO GO TO ARBITRATION

DECISION MAKER-CUST
FOLLOW UP-NONE
****
REGINA NELSON, BRC/ADR, 58524; 0; 340927688
2000-11-03

VIEWED GOODWILL. FORWARDED TO TEAM MANAGER FOR APPROVAL. EDGAR WHITE ADR TAMPA 58694; 0; 342117946
2000-11-06

APPROVED CHECK AFTER REVIEWING FILE. DON RITTER ADR TEAM MANAGER; 0; 342388682
2000-11-09

approved check. minnis/adr; 0; 342656842
2000-11-14

CHECK #900472182 MAILED ON 11-10-00 PAMELA MOREAU/TPA GOODWILL AUDITOR; 0; 343069464
2000-11-17

CRM RECEIVED CORR DOCS FOUND IN TAMPA REVIEWER AND IS ATTACHING THEM TO THE FILE.; 0; 343324217

**********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: Automatic
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: 0033900 DATE: 2000-07-28
TITLE NAMES: TAMMY BOWERS
BUSINESS: Y % BUSINESS: 0
ACCIDENT: Y DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 1 DATE OF PURCHASE/LEASE: 1999-08-15
MILEAGE AT PURCHASE: 1 PURCHASE/LEASE AS: USED
DOES OWNER HAVE POSESSION OF VEHICLE: Y
RESOLUTION SOUGHT: CUST WOULD LIKE A REPLACEMENT VEHICLE.

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 20, 2000

[redacted]

Request: C01070419

Dear [redacted]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $529.58. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have further questions, please feel free to contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Sincerely,

Regina Nelson
Customer Relationship Manager
Business Resource Center

EDW

To: Regina Nelson
Fax#: 13133810022
From: Melissa Smarr
Oct 11, 2000

Re: Chevrolet Motor Division/CHV0033900
TotalPages: 2

BBB AUTO LINE

October 11, 2000

[redacted]

Re: [redacted] vs Chevrolet Motor Division # CHV0033900

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

[redacted] and Mrs. Regina Nelson representing General Motors have agreed to the following. Mrs. Nelson is giving [redacted] one month's car payment to settle this case. The amount of the check will be determined when [redacted] sends her proof of ownership and the amount of her car payment to Mrs. Nelson. This will be done within 30 days on the date of this letter.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Melissa Smart at Extension 515

cc: Regina Nelson

To: Regina Nelson
Fax#: 13133810022
From: Melissa Smarr
Sep 08, 2000

Re: Chevrolet Motor Division/CHV0033900
TotalPages: 8

BBB AUTO LINE

September 8, 2000

Re: m03 1716 X 1813 CHV0033900 [redacted] vs Chevrolet Motor Division

Ms. Regina Nelson
Chevrolet Motor Division
Tampa, FL

Dear Ms. Nelson:

Enclosed are:

* the *Agreement to Arbitrate*;
* Arbitrator Listing Sheet(s);
* a map to the hearing site;
* Hearing Format Outline;
* *Notice of Hearing/Inspection*; and,
* a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Melissa Smarr at Extension 515

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 09/08/00 Case Number: CHV0033900

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1716 SC 1G1YY22G9X5116654

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette
Year : 1999

All parties named above submit to arbitration the following:

Current Problems:

1. Steering column keeps locking up.

Past Problems:

2. Driver side window not working.
3. CD player was not working properly.

The parties have come to agreement on the following: not applicable

Each party requests the arbitrator(s) render the following decision:

Consumer : repurchase
Manufacturer : denial

If a repurchase is sought by one of the above parties, the actual amounts sought are:

Purchase Price: TBD

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 09/08/00 Case Number: CHV0033900

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1716 SC 1G1YY22G9X5116854

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: not applicable

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Case Owner: [redacted]

Case Number: CHV0033900

This is the biographical sketch of the arbitrator in your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers and are committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator's Biography

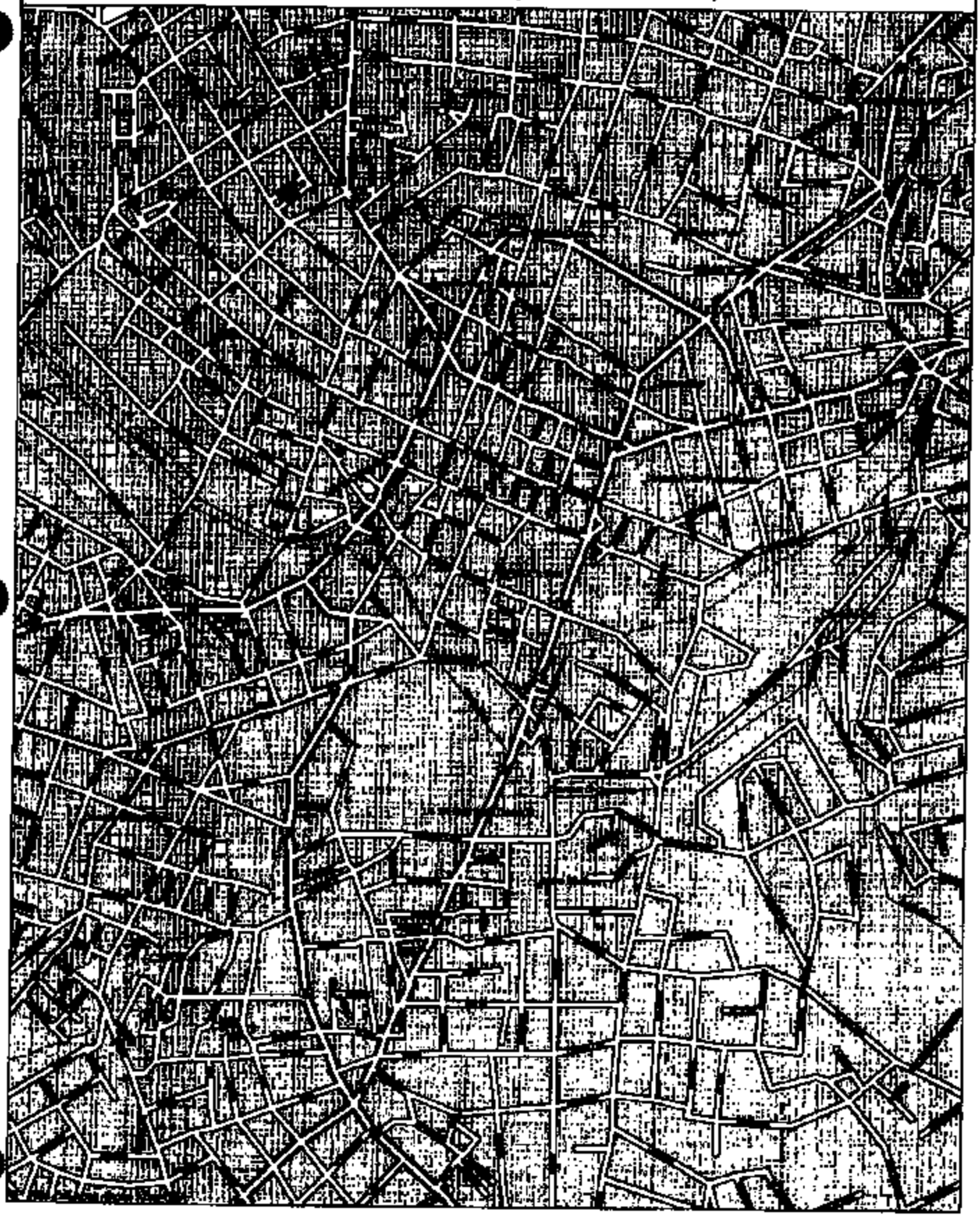
Arbitrator's Name: GARMON SMITH

Arbitrator's Occupation:

Arbitrator's Activities:

HANDICRAFTS;GARDENING;CHURCH ACTIVITIES

307-B Falls Street, Greenville, SC



BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 09/08/00 Case Number: CHV0033900

Customer: [redacted]

Business: Chevrolet Motor DMsion

Mfr-Info: 1716 SC 1G1YY22G9X5116554

Arbitrator(s): MR. GARMON B. SMITH

Hearing Date, Time, Place: 09/26/00 10:00 a.m.

BBB of the Foothills, Inc.

307-B Falls Street

Greenville SC 296012829

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 8642361925 Ext 306

Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

A. Presentation of consumer's testimony, evidence and witness(es)
B. Presentation of business' testimony, evidence and witness(es)
C. Questions, comments and rebuttals by consumer
D. Questions, comments and rebuttals by business
E. Questions by arbitrator

Inspection

A. Arbitrator instructs parties about inspection/test drive procedures
B. Inspection (and test drive, if necessary)
C. Questions or comments about inspection (and test drive) by consumer
D. Questions or comments about inspection (and test drive) by business
E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

A. Any last questions, testimony or evidence by either party
B. Any last questions by arbitrator
C. Closing statement by consumer
D. Closing statement by business

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.

To: Regina Nelson
Fax#: 13133810022
From: Melissa Smarr
Oct 10, 2000

Re: Chevrolet Motor Division/CHV0033900
TotalPages: 8

BBB AUTO LINE

September 8, 2000

Re: m09 1716 X 1613 CHV0033900 [redacted] vs Chevrolet Motor Division

Ms. Regina Nelson
Chevrolet Motor Division
Tampa, FL

Dear Ms. Nelson:

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The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position – you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Melissa Smarr at Extension 515

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 09/06/00 Case Number: CHV0033900

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1716 SC 1G1YY22G9X5116854

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette
Year : 1999

All parties named above submit to arbitration the following:

Current Problems:

1. Steering column keeps locking up.

Past Problems:

2. Driver side window not working.
3. CD player was not working properly.

The parties have come to agreement on the following: not applicable

Each party requests the arbitrator(s) render the following decision:

Consumer : repurchase
Manufacturer : denial

If a repurchase is sought by one of the above parties, the actual amounts sought are:

Purchase Price: TBD

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 09/06/00

Case Number: CHV0033900

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1718 SC 1G1YY22G9X5116854

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: not applicable

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Case Owner: [redacted]

Case Number: CHV0033900

This is the biographical sketch of the arbitrator in your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers and are committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator's Biography

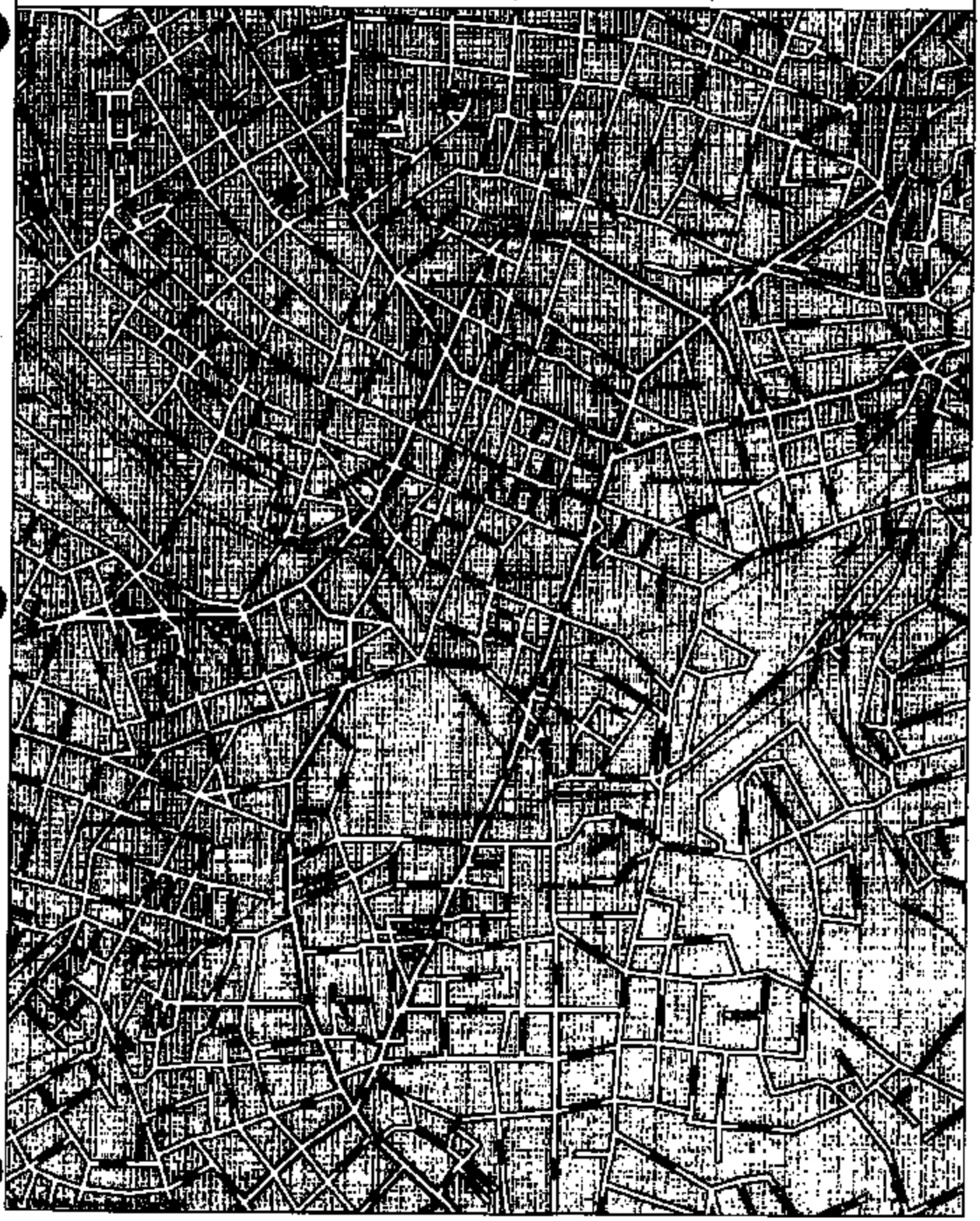
Arbitrator's Name: GARMON SMITH

Arbitrator's Occupation:

Arbitrator's Activities:

HANDICRAFTS;GARDENING;CHURCH ACTIVITIES

307-B Falls Street, Greenville, SC



BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 09/08/00 Case Number: CHV0033900

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1716 SC 1G1YY22G9X5116854

Arbitrator(s): MR. GARMON B. SMITH

Hearing Date, Time, Place: 09/26/00 10:00 a.m.

BBB of the Foothills, Inc.

307-B Falls Street

Greenville SC 296012829

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 8642351925 Ext: 306

Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

A. Presentation of consumer's testimony, evidence and witness(es)
B. Presentation of business' testimony, evidence and witness(es)
C. Questions, comments and rebuttals by consumer
D. Questions, comments and rebuttals by business
E. Questions by arbitrator

Inspection

A. Arbitrator instructs parties about inspection/test drive procedures
B. Inspection (and test drive, if necessary)
C. Questions or comments about inspection (and test drive) by consumer
D. Questions or comments about inspection (and test drive) by business
E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

A. Any last questions, testimony or evidence by either party
B. Any last questions by arbitrator
C. Closing statement by consumer
D. Closing statement by business

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.

To: Regina Nelson
Fax#: 13133810022
From: Carolyn Hill
Aug 10, 2000

Re: Chevrolet Motor Division/CHV0033900
TotalPages: 18

BBB AUTO LINE

August 10, 2000

Re: m09 1716 X 1613 CHV0033900 [redacted]va Chevrolet Motor Division

Ms. Regina Nelson
Chevrolet Motor Division
Tampa, FL

Dear Ms. Nelson:

The customer listed above has completed the *Customer Claim Form* (*CCF*), and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Carolyn Hill at Extension 609

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Case Number: CHV0033900 Start Date: 08/09/00
Customer Name: [redacted] State: SC
VIN: 1G1YY22G9X5116854
This claim is ☐ IN Warranty ☐ OUT of Warranty
Is the VIN listed above correct? ☐ YES ☐ NO
If you checked NO,please indicate the correct VIN: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repair, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on ___/___/___
☐ The customer rejected the offer on ___/___/___
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: $_____
I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible:

To: Completed by:_____ Date:___/___/___

BBB AUTO LINE Future contact:_____

Fax: 703.247.9709 Phone: _____ Fax: _____

STATE OF SOUTH CAROLINA

CERTIFICATE OF TITLE
OF A VEHICLE

VEHICLE ID NUMBER	YEAR	MAKE	BODY STYLE
[illegible]116084	2000	GREY	SDN

NEW/USED	TITLE NUMBER	ODOMETER	DATE
USED	[redacted]	19 *	[illegible]

FULL NAME OF OWNER(S)

[redacted]

SC [redacted]

VEHICLE BRAND(S)

ACTUAL MILEAGE

THE SOUTH CAROLINA DEPARTMENT OF PUBLIC SAFETY HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED WITH THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED HEREIN SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

BY BOYKIN ROSE
DIRECTOR
DEPT. OF PUBLIC SAFETY

JIM HODGES
GOVERNOR

31562425

August 7, 2000

Carolyn Hill
BBB Auto Line
4200 Wilson Blvd.
Suite 800
Arlington, VA 22203

Reference: 001 1716X GHV0032900: [redacted] Chevrolet Motor Division

Dear Ms. Hill,

Please find attached the documents necessary to proceed with my claim against General Motors. As you can see I have had this car in the shop an excessive number of times in the last 6-8 weeks. A representative from General Motors called to inform me that they can only offer to continue to monitor the car and repair it under warranty. This would have been acceptable in the first two to three occurrences, however I feel at this time that is no longer a valid option.

I am a single female who is afraid to drive her car to any destination for fear of being stranded in the vehicle. This has happened to me a total of five times. I have been very lucky that I had always had my cell phone with me to call someone.

I don't believe it is fair for anyone to have a vehicle that they have made a very large investment in and not to be able to have the benefits. Furthermore, not being able to drive the car with any amount of confidence or safety.

It is my position that if GM will not take the responsibility to buyback or replace the vehicle, I have no other choice but to sell or trade it myself. Taking into consideration the number of times the vehicle has been at the dealership, I firmly believe this will definitely affect my resale value should a potential buyer want to see the service records. I have also spoken with several used car dealers who share my opinion. With that said, I would like to at a minimum ask GM to reimburse me for the following:

a.) Reimbursement for expenses occurred obtaining insurance on the numerous rental vehicles I had during the time my car was at the dealership.

b.) Depreciation or loss of value

I would like to resolve this matter with GM so that I can move forward and have this not be an issue in the future. I would have never believed I would have that occurrence with my vehicle.

I thank you in advance for your help in the matter.

Sincerely, [redacted]

July 21, 2000

Mr. Chad Bailey
General Motors Executive Offices
400 Renaissance Center
MailCode[illegible]
Detroit, MI 48265-4000
Fax No. 313-[illegible]

COPY TO: Harry J. Pierce
313-[illegible]-6109

Reference: File No. C00/16111

Dear Mr. Bailey,

I regret that I am writing to inform you of an additional problem with my 1999 Chevrolet Corvette Coupe. As you know the vehicle was repaired by Simpsonville Chevrolet on 7/18, due to the steering column being locked. As per my conversation with you this was the third incident of the same nature in the past two months.

The vehicle was picked up on 7/18, on 7/20 at approximately 5:00 pm, I attempted to drive the car and received the same message for the fourth time....'steering column locked remove key and wait 10 seconds'. Due to time restraints and the extreme aggravation I felt, I chose to leave the car in the garage until this morning before having it towed again. However, I waited approximately 2 - 2 1/2 hours and tried to start the car again. At that time, there was no message and the column was not locked.

As you can see, it appears that there is still a problem with the car. Although, it did appear to reset itself for the first time, there is still the possibility of being stranded in this vehicle. I have absolutely no confidence in my car and that is very unfortunate, as it took me many years to be able to own a new corvette. I have always had a passion for these cars and this is my second one. The first one I owned was fantastic, I never had a single problem with it. This one is a completely different story.

I would like to officially ask GM to take one of the following actions to resolve this matter.

1.) Buy back the vehicle
2.) Replace the vehicle
3.) Offer a full or partial refund

Again, I cannot explain to you the "sick" feeling I get every time this happens with the car. I was so proud to own this car and now to have this much trouble from it is so disappointing. I ask that you review my complaint and reply as soon as possible. I have copies of all the repair receipts from Simpsonville Chevrolet should you need copies.

Thank you for your assistance in this matter.

[redacted]

July 28, 2000

Mr. Chad Bailey
General Motors Executive Offices
400 Renaissance Center

MailCode#482D05C76
Detroit, MI 48265-4000
Fax No. 313-665-4276

COPY TO : Harry J. Pierce
313-556-5108

Reference: File No. C00015111

Dear Mr. Bailey,

I am writing to express my extreme dissatisfaction with GM's decision not to take action regarding the problems I have had with my 1999 Chevrolet Corvette. It perplexes me to understand how GM's position could be to observe the car to see if the problem surfaces again. Counting the last incident which took place last night this make five occurrences since the first of May.

What GM is neglecting to realize is that I as the consumer, have been patient in getting this problem resolved. I have been stranded by this car (5) five times in the last 2 ½ months, how much more inconvenience do I have to suffer in order for GM to recognize the problem. Your solution is to repair the car under warranty, the vehicle has been in the dealership (4) four time and the problem has failed to be resolved.

I am writing again to make another official request that GM buy back the vehicle, or make some other concessions. It amazes me that General Motors doesn't care about the consumer, and especially when this is one of GM's most expensive and most recognized vehicles.

As I told you before I was extremely proud to own this car, however now that I have watched it towed on a rollback (4) consecutive times, I can't even feel trust in the car.

[redacted]

Simpsonville Chevrolet, Inc.
9451 N. INDUSTRIAL BLVD.
P.O. Box 1418 • SIMPSONVILLE, SC 29681

GREENVILLE (864) 271-7771
SIMPSONVILLE (864) 963-8711

HOURS: Monday - Friday 7:30 AM - 6:00 PM
EXTENDED HOURS: Tuesday & Thursday 7:00 AM - 8:00 PM

7919	ROBERT NEWELL 459 345	07/28/00	CPC56280
[redacted]	10,088		
MOORE, SC [redacted]	99/CHEVROLET/CORVETTE/2 DOOR HATCHBA		
	1G1YY22G9X5116854		
		07/28/00	
[redacted]			NO: 19088

TECH(S):462 WARRANTY

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	
[illegible]	1	[illegible]	[illegible]		[illegible]

JOB # 1 TOTAL PARTS [illegible]

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

TOTAL LABOR	[illegible]
TOTAL PARTS	[illegible]
TOTAL SHOP	[illegible]
TOTAL TAX	[illegible]
TOTAL MISC CHG	[illegible]
TOTAL MISC DISC	[illegible]
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU FOR YOUR BUSINESS!

PAGE 1 OF 1 CUSTOMER COPY [illegible]

Simpsonville Chevrolet, Inc.
3431 N. INDUSTRIAL BLVD.
P.O. Box 1419 • SIMPSONVILLE, SC 29681

GREENVILLE (864) 271-7771
SIMPSONVILLE (864) 969-6711

HOURS: Monday - Friday 7:30 AM - 6:00 PM
EXTENDED HOURS: Tuesday & Thursday 7:30 AM - 8:00 PM

#CHVD033900

7919	GARY SMITH 428	259	09/02/00	CVES3600
[redacted]		18,248	7	
MOORE, SC [redacted]	98/CHEVROLET/CORVETTE/2 DOOR NATCHEZ			
	1G1YY22G9X5116854			
			09/01/00	
[redacted]				NOT 18248

JOB # 1 OIL & FILTER SERVICE — TECH(S): 404 — 7.48
Simpson Motors Oil & Filter Change
Included 21 Pt Inspection

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	6	[illegible]	OIL [illegible]	[illegible]	[illegible]
JOB # 1	1	[illegible]	OIL FILTER 1.[illegible]	[illegible]	[illegible]

JOB # 1 TOTAL PARTS 41.00
JOB # 1 TOTAL LABOR & PARTS 48.48

JOB # 2 GENERAL — TECH(S): 404 — WARRANTY
Replaced door lock rod
For door panel and rear door window regulator assembly

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	10161872	REGULATOR 15,788		

JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 ELECTRICAL — TECH(S): 404 — WARRANTY
Customer is complaining of
Check operation starting to shake head to check ignition coil

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 WARRANTY — TECH(S): 404 — 0.00
Sound system
C/O changer tape
Straighten C/O in changer

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

JOB # 5 NOISE — TECH(S): 404 — 0.00
Noise like [illegible] when [illegible] hills and turning
Test drive check over could not duplicate noise

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00

JOB	CODE	DESCRIPTION	CONTROL NO	
JOB # A	999	SERVICE SHOP SUPPLIES		0.37

TOTAL - MISC 0.37

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU
FOR YOUR BUSINESS!!

Page 1 of 2 — CUSTOMER COPY — [CONTINUED ON NEXT PAGE (REVERSE)]

Simpsonville Chevrolet, Inc.
8491 N. INDUSTRIAL BLVD.
P.O. Box 1418 • SIMPSONVILLE, SC 29681

GREENVILLE (864) 271-7771
SIMPSONVILLE (864) 963-6711

HOURS: Monday - Friday 7:30 AM - 6:00 PM
EXTENDED HOURS: Tuesday & Thursday 7:30 AM - 8:00 PM

7919	428 / 259	05/02/00	C0E25600
[redacted]	16,246	7	
[redacted]	CHEVROLET/CORVETTE/2 DOOR HATCHBA		
	1G1YY22G9X5116854		
		05/01/00	
[redacted]			RO: 18246

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

TOTAL LABOR.... 7.00
TOTAL PARTS.... 4.00
TOTAL SUBLET.... 0.00
TOTAL S.O.P.... 0.00
TOTAL TAXABLE.... 11.00
TOTAL NON TAX.... 0.00
TOTAL TAX..... 2.37

TOTAL INVOICE $ 13.37

THANK YOU FOR YOUR BUSINESS!!

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. This selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU
FOR YOUR BUSINESS!

PAGE 2 OF 2 CUSTOMER COPY [ ] INVOICE

Simpsonville Chevrolet, Inc.
3491 N. INDUSTRIAL BLVD.
P.O. Box 1419 • SIMPSONVILLE, SC 29681

GREENVILLE (864) 271-7771
SIMPSONVILLE (864) 963-6711

HOURS: Monday - Friday 7:30 AM - 6:00 PM
EXTENDED HOURS: Tuesday & Thursday 7:30 AM - 8:00 PM

7919	GREY SMITH 428	03/03/00	CV033739
[redacted]	16,268		
MOORE, SC [redacted]	'99/CHEVROLET/CORVETTE/2 DOOR HATCHBA		
	1G1YY22G9X5116854		
		00/04/00	
[redacted]			NO: 16268

TECHNICIAN		WARRANTY
	JOB # 1 TOTAL LABOR & PARTS	0.00
TECHNICIAN		WARRANTY
	JOB # 2 TOTAL LABOR & PARTS	0.00
PART NO.	DESCRIPTION	WARRANTY
	TOTAL - SUBLET	0.00

DETAILS

TOTAL LABOR	0.00
TOTAL SUBLET	0.00
TOTAL PARTS	0.00
TOTAL MISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU
FOR YOUR BUSINESS!

PAGE 1 OF 1 CUSTOMER COPY [NO OF PAGES] INDEX

Simpsonville Chevrolet, Inc.
6491 N. INDUSTRIAL BLVD.
P.O. Box 1413 • SIMPSONVILLE, SC 29681

GREENVILLE (864) 271-7771
SIMPSONVILLE (864) 963-6711

HOURS: Monday - Friday 7:30 AM - 6:00 PM
EXTENDED HOURS: Tuesday & Thursday 7:30 AM - 8:00 PM

7919	MERRILL 458	384	07/06/00	CV035938
[redacted]		19,049		
MOORE, SC [redacted]	98/CHEVROLET/CORVETTE/2 DOOR HATCHBA			
	1G1YY2268X5116854			
			07/07/00	
[redacted]				NOT 100045

CUSTOMER CONCERN: ENGINE, VIBRATION
WARNING LIGHT MAY STAY SOMETIMES
WILL CHECK CODE BEFORE TAKE AND REPLACE FAULTY
IGNITION LOCK CYLINDER AND GLOW CODE

LABOR: WARRANTY

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	[illegible]	CYLINDER 7.100		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TRANSMISSION: WARRANTY

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

SUBLET: WARRANTY

JOB #	PO#	INVOICE	DATE	DESCRIPTION	
2	[illegible]	[illegible]	07/10/00	[illegible]	
				TOTAL - SUBLET	0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.T.E.	0.00
TOTAL SHOP SUPL	0.00
TOTAL SHOP DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) under service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ANTI-DUMB LIFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU
FOR YOUR BUSINESS!

PAGE 1 OF 1 CUSTOMER COPY [illegible] INVOICE [illegible]

Simpsonville Chevrolet, Inc.
8431 N. INDUSTRIAL BLVD.
P.O. Box 1416 • SIMPSONVILLE, SC 29681

GREENVILLE (864) 271-7771
SIMPSONVILLE (864) 963-6711

HOURS: Monday - Friday 7:30 AM - 6:00 PM
EXTENDED HOURS: Tuesday & Thursday 7:30 AM - 8:00 PM

7919	ROBERT NEWBELL 436	896	08/28/00	CV034954
[redacted]		16,928		
MOORE, SC [redacted]	98/CHEVROLET/CORVETTE/2 DOOR HATCHBA			
	1G1YY22G5X5116354			
			08/15/00	
[redacted]				NOT 18526

LABOR & PARTS			
OP 1 [illegible]	[illegible] TECH(S):404		0.00
	CUSTOMER STATED [illegible] LIGHT COMES ON. PERFORMED TEST AND NO PROBLEM FOUND		
PARTS QTY PP NUMBER	DESCRIPTION	UNIT PRICE	
		JOB # 1 TOTAL PARTS	0.00
		JOB # 1 TOTAL LABOR & PARTS	0.00
OP 2 [illegible]	TOTAL TECH(S):[illegible]		WARRANTY
	WARRANTY TOTAL		
PARTS QTY PP NUMBER	DESCRIPTION	UNIT PRICE	
		JOB # 2 TOTAL PARTS	0.00
		JOB # 2 TOTAL LABOR & PARTS	0.00
OP [illegible]	POWER WINDOW TECH(S):404		WARRANTY
	POWER WINDOW [illegible] DRIVERS SIDE [illegible]		
PARTS QTY PP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 1 [illegible]	REGULATOR LH,PWR		WARRANTY
		JOB # 3 TOTAL PARTS	0.00
		JOB # 3 TOTAL LABOR & PARTS	0.00
OP 4 [illegible]	RENTAL TECH(S):[illegible]		WARRANTY
	RENTAL		
PARTS QTY PP NUMBER	DESCRIPTION	UNIT PRICE	
		JOB # 4 TOTAL PARTS	0.00
		JOB # 4 TOTAL LABOR & PARTS	0.00
SUBLET			
JOB # 5 [illegible]	[illegible]		WARRANTY
JOB # 5 [illegible]	[illegible]		WARRANTY
JOB # 4 [illegible]	[illegible] RENTAL NOT CHARGED		INTERNAL
		TOTAL - SUBLET	0.00

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU
FOR YOUR BUSINESS!

PAGE 1 OF 1 CUSTOMER COPY CONTINUED ON NEXT PAGE

Simpsonville Chevrolet, Inc.
3401 N. INDUSTRIAL BLVD.
P.O. Box 1419 • SIMPSONVILLE, SC 29681

GREENVILLE (864) 271-7771
SIMPSONVILLE (864) 963-6711

HOURS: Monday - Friday 7:30 AM - 5:00 PM
EXTENDED HOURS: Tuesday & Thursday 7:30 AM - 8:00 PM

7919	ROBERT HERRELL 455	996	08/28/00	CV034934
[redacted]		16,928	7	
MOORE, SC [redacted]	VEHICLE: 1997/CORVETTE/2 DOOR HATCHBA			
	1G1YY22G8X5116854			
			08/25/00	
[redacted]				NOT 28026

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

TOTAL INVOICE $ 0.00

THANK YOU FOR YOUR BUSINESS!!

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU FOR YOUR BUSINESS!

MAKE 3 COPIES CUSTOMER COPY [END OF INVOICE]

[redacted]

[redacted]

Blue Book Trade-In Report

South Carolina • August 7, 2000

1999 Chevrolet Corvette Coupe 2D

Engine: V8 5.7 Liter
Trans: Automatic
Drive: Rear Wheel Drive
Mileage: 18,000

Equipment

Suspension Pkg	Cruise Control	Dual Air Bags
Air Conditioning	AM/FM Stereo	ABS (4-Wheel)
Power Steering	Cassette	Leather
Power Windows	Compact Disc	Dual Power Seats
Power Door Locks	CD Changer/Stacker	Alloy Wheels
Tilt Wheel	Premium Sound	

Consumer Rated Condition: Excellent

"Excellent" condition means that the vehicle looks great, is in excellent mechanical condition and needs no reconditioning. It should pass a smog inspection. The engine compartment should be clean, with no fluid leaks. The paint is glossy and the body and interior are free of any wear or visible defects. There is no rust. The tires are the proper size and match and are new or nearly new. A clean title history is assumed. This is an exceptional vehicle.

Trade-In Value $38,480

Trade-in value represents what you might expect to receive from a dealer for this consumer owned vehicle. Keep in mind that the dealer must then absorb the cost of making the vehicle ready for sale, advertising, sales commissions, arranging financing and insurance and standing behind the vehicle for any mechanical or safety problems.

[redacted]

[redacted]

Click on the image above to visit this advertiser

Blue Book Retail Report

South Carolina - July 28, 2000

1999 Chevrolet Corvette Coupe 2D

Engine: V8 5.7 Liter
Trans: Automatic
Drive: Rear Wheel Drive
Mileage: 15,000

Local Dealer Price - Used Car
Find New GM Vehicle or Dealer
Local Dealer Price - New Car
Use Your Car For Sale Online
Online Financing Guide
Online Insurance Guide
Payment Calculator
Another Report

Equipment

Suspension Pkg	Cruise Control	Dual Air Bags
Air Conditioning	AM/FM Stereo	ABS (4-Wheel)
Power Steering	Cassette	Leather
Power Windows	Compact Disc	Dual Power Seats
Power Door Locks	CD Changer/Stacker	Alloy Wheels
Tilt Wheel	Premium Sound	

Retail Value **$48,815**

Suggested retail represents the price a dealership might ask for this make and model vehicle. This represents a fully reconditioned vehicle in excellent condition with a clean title history. This retail price is not a trade-in or private-party value, but rather assumes that a dealer has absorbed the cost of making the vehicle ready for sale, reconditioning, advertising, sales commissions, arranging for financing and insurance and standing behind the vehicle for any mechanical or safety problems. Many late model vehicles at this price have passed an inspection program or carry a warranty. Actual dealer selling price may vary from this price.

Credit Card Balances Piling Up?

[redacted]

Customer Claim Form

[redacted]

Contact Date : 07/25/00
Start Date :

Customer Name Address

[redacted]

MOORE, SC [redacted]
Day Phone : [redacted]
Fax Number [redacted]

Evening Phone: [redacted]
E-mail address : [redacted]

Vehicle Information

Name(s) that appear on vehicle title: Tammy Bowers
Is Vehicle titled to a business: no — Percentage of time vehicle used for business purposes:
Transmission Type: Automatic — Number of vehicles owned or leased by the business : 0
Make: Chevrolet — Model: Corvette — Model Year: 1988 — Current Mileage: 18000
Vehicle Identification Number: 1G1YY22P9J5111826Y
Servicing Dealer/City/State : Simpsonville Chevrolet,
Selling Dealer/City/State : Bobby Woods Chevrolet, Mishala chevrolet
Insurance Carrier : Nationwide — Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X — Date of accident:
Description of Damage :

Purchase/Lease Information *(complete left side if vehicle was purchased/right side if vehicle was leased)*

Purchase Date: — Mileage at purchase: — Lease Date: — Mileage at lease:
Purchased As : Used — Leased As :
Is the vehicle in your possession? yes — Is the vehicle in your possession?
Lienholder's Name: _____ — Leasing Company's Name:
Address: _____ — Address:
City/St/Zip: _____ — City/St/Zip:
Phone: ( ) - — Phone:

Resolution Sought

The customer would like them to replace the vehicle. Customer states vehicles been towed 5 times since May. The Chevy file number is 000916111.

[redacted]

Signature of Owner(s): [redacted] Date 8-7-00
I am authorizing any lienholder/bank or financial institution to release AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: Ms. Tammy R. Bevels

Case Number: CI-[illegible]

Problem	Servicing Dealer(s)	Customer Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering column keeps locking up		yes	5	See attached		
driver side window would not to up or down		no	1			
cd player was not working properly		no	2			
CD Player is broke again						

(Please indicate whether each problem is current)

GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

Date: ~~10/20/00~~ 10/31/00

To: MSX

Fax#: 313-381-0022

Re: #C01070419

From: Regina Nelson

Pages: 3

CC:

Urgent | For Review | Please Comment | Please Reply | Please Recycle

Comments:

Please image to file #
C01070419

LOANLINER

NOTE AND DISCLOSURE STATEMENT

[redacted]

[redacted]

In this agreement "you" and "your" means each person who signs this agreement. The "credit union" means the credit union whose name appears above and profits to which the credit union extends to you under this agreement. The terms on the following pages are part of this agreement. Some checked boxes apply to this agreement.

[redacted]

7.250 %	[redacted]	[redacted]	[redacted]	[redacted]

Your Payment Schedule will be	49	4	[redacted]	[redacted]
	1	6	21,874.39	

Security: Collateral securing other loans with the credit union will also secure this loan. You are giving a security interest in your shares and/or deposits in the credit union and [X] the goods/property being purchased. [ ] Other (Describe)

Late Charge

If I do not pay the full amount of each payment on time, I will pay a late charge of [illegible] percent of the unpaid payment. The maximum late charge may change or increase by law.

Prepaid Deposits: The Annual Percentage Rate does not take into account your prepaid deposits, if any.

Filing Fees	Non-Filing Insurance
$	$

See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date.

ITEMIZATION OF THE AMOUNT FINANCED

[illegible]	$	[illegible]	$
Amount paid to others on your behalf	$ To:	$ To:	$ To:

SIGNATURE: If you agree to make and be bound by the terms of this Note and Security Agreement sign below. *If you are not a borrower but an owner of the collateral for this loan, sign below and check the box for "Owner of Collateral". By doing so you agree only to the terms of the Security Agreement.* NOTICE TO BORROWER: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT. 3. YOU MAY PREPAY THE UNPAID BALANCE AT ANY TIME WITHOUT PENALTY.

X [redacted] (SEAL)	8/24/06	X [redacted] (SEAL)	8/24/06
X (SEAL)		[redacted] (SEAL)	

STATE OF SOUTH CAROLINA

CERTIFICATE OF TITLE

OF A VEHICLE

VEHICLE ID NUMBER: [illegible]118654

YEAR: 1988 MAKE: CHEV

BODY STYLE: 2DR

NEW/USED: USED

TITLE NUMBER: [redacted]

ODOMETER: 19.[illegible]

DATE: 01-[illegible]-2000

FULL NAME OF OWNER(S): [redacted]

VEHICLE BRAND: [illegible]

ACTUAL MILEAGE

SU [redacted]

THE SOUTH CAROLINA DEPARTMENT OF PUBLIC SAFETY HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

B. BOYKIN ROSE
DIRECTOR
DEPT. OF PUBLIC SAFETY

JIM HODGES
GOVERNOR

31562425

Fax

WOODWARD

[redacted]

10-20-00 RESEND

Date: ~~10-11-00~~

From: [redacted]

To: REGINA Nelson

Fax: 813-635-4051
Pages: 2 (including cover)

Fax:
Phone:
E-mail:
[redacted]

Subject:

Please find attached documents per your request. Please let me know if you need any additional information. I could not locate the registration, however I have enclosed a copy of the title.

Thank You

[redacted]

GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

Date: 10/20/00

To: MSX

From: Regina Nelson

Fax#: 313-381-0022

Pages: 3

Re: #C01070419

CC:

Urgent | For Review | Please Comment | Please Reply | Please Recycle

Comments:

Please image to file #
C01070419

LOANLINER

NOTE AND DISCLOSURE STATEMENT

[redacted]

7.[illegible] %	[illegible]	[illegible]	[illegible]	[illegible]

Your Payment Schedule will be:	Number of Payments: 47	Amount of Payments: $[illegible] INITIAL	When Payments Are Due: [illegible]	Security Interest: You are giving a security interest in your shares and/or deposits in the credit union and [X] the goods/property being purchased. [ ] Other (Describe)
	1	$ 21,[illegible]		

Late Charge:

[illegible]

Required Deposits: The Annual Percentage Rate does not take into account your required deposit, if any.

Filing Fees	Non-Filing Insurance
$	$

See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date.

ITEMIZATION OF THE AMOUNT FINANCED

Itemization of Amount Financed of $	Amount given to you directly $	Amount paid on your account $	Other Amounts paid $
Amount paid to others on your behalf $	To:	To:	To:
$	To:	To:	To:
$	To:	To:	To:

SIGNATURES: If you agree to make and be bound by the terms of this Note and Security Agreement sign below. *If you are not a borrower but an owner of the collateral for this loan, sign below and check the box for "Owner of Collateral". By doing so your signature only to the terms of the Security Agreement.* NOTICE TO CONSUMER: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT. 3. YOU MAY PREPAY THE UNPAID BALANCE AT ANY TIME WITHOUT PENALTY.

X [redacted] (Seal)	[illegible]	X (Seal)	
X (Seal)		X [redacted] (Seal)	[illegible]

STATE OF SOUTH CAROLINA

CERTIFICATE OF TITLE

OF A VEHICLE

VEHICLE ID NUMBER	YEAR	MAKE	BODY STYLE	MODEL
[illegible]116664	1988	CHEV	2DR	[illegible]

NEW/USED	TITLE NUMBER	ODOMETER	DATE ISSUED
USED	[redacted]	19[illegible]	04-[illegible]

NAME(S) AND ADDRESS(ES) OF OWNER(S)

[redacted]

VEHICLE BRANDED

ACTUAL MILEAGE

SU [redacted]

THE SOUTH CAROLINA DEPARTMENT OF PUBLIC SAFETY HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED WITH THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED, SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

B. MOYKIN ROSE
DIRECTOR
DEPT. OF PUBLIC SAFETY

JIM HODGES
GOVERNOR

31562425

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900472182

DATE 11/18/00

**********529 DOLLARS ****58 CENTS

AMOUNT **********529.58

PAY TO THE ORDER OF

[redacted]
MOORE SC [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈900472182⑈ ⑆021309379⑆ 601⑈2⑈6 25 20⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR ACCT NO. MD 000008018 1

CHECK NO. 900472182

VENDOR NAME [redacted]

PAYMENT DATE 11/18/00

REMITTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1017Y2209X5116[illegible]4	11/08/00 01079419	VN 0008000000084474 00081000000084474	00.0000	529.58	.00	529.5[illegible]
		11-17-00P07:10 RCVD				
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\FOR QUESTIONS CALL 800-442-8788				N3		
			TOTAL	529.58	.00	529.[illegible]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*3359680*	*VIN Number:*	*1G1YY22G9X5119303*
Date Opened:	*7/27/1999*	*Model Year:*	*1999*
Date Closed:	*9/9/1999*	*Series:*	*Corvette*
Dealer Code:	*B07068*	*Mileage:*	*6016*
Address:	*BRUNER MOTORS INC STEPHENVILLE*	*State:*	*TX*
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING STEERING LOCKED NO CODES TOWED

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-------

UCC-3 DESCRIPTION--

07/27/1999 17:00:42 SBD TEMPLATE - STEWART

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

07/27/1999 17:00:42 HISTORY - STEWART DLR CALLED (BRICE)

TECH STATES THE VEHICLE WAS TOWED IN FOR A LOCKED STEERING COLUMN, TECH STATES THE OWNER ALLEGES THE SERVICE COLUMN SOON LIGHT WAS ON AND WOULD NOT UNLOCK.

TAC ADVISED TECH TO CHECK THE RELAY IF OK REPLACE STEERING LOCK MOTOR.

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

376790

CASE NUMBER: 03088640 VIN: 1G1YY22G9X5120337

DATE OPENED: 02/03/01 MODEL YEAR: 99

DATE CLOSED: 09/12/01 SERIES: CORVETTE COUPE

SOURCE: YES MILEAGE: 30000

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: [redacted] STATE: NJ

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: MOORESTOWN ,
NJ [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	03088640	VIN:	1G1YY22G9X5120337
		MODEL YEAR:	1999
DATE OPENED:	2001-02-03	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-09-12	MILEAGE:	30000
SOURCE:	Mail	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	CLASSIC CHEVROLET OF TURNERSVILLE
BRC PARENT:		DEALER ADDRESS:	

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

T22 CSI Reply — Customer Satisfaction
0 REPAIR ATTEMPT(S) — CSI REC'D 2/3/01

M01 Steering General — Other
1 REPAIR ATTEMPT(S) — LOCKS

T44 Maintenance Certificate (Oil Change) — Customer Satisfaction
0 REPAIR ATTEMPT(S) — LOF

INFORM THE CALLER:

"Thank you for your feedback. I would like to get some information from you so I can document your comments. Our database is used by GM Quality Managers to review customer concerns and suggestions. Many of the changes that are made each year are a result of feedback from General Motors owners such as yourself".
DISSATISFIED W/ VEH AND GM
**********WORK HISTORY**********

CSI REC'D 2/3/01.... CUST STATED THAT SHE WAS DISSATIS W/ GM AND THAT VEH'S STEERING LOCKED UP. NOTES WERE SUCCINT AND NEED MORE EXPLANATION ON SPECIFIC CONCERNS. ALSO, DLR IS CLASSIC CHEV BUT IS UNCLEAR WHETHER IT IS THE ONE IN MOORESTOWN OR TURNERSVILLE. CRM ATTEMPTED TO CALL CUST BUT NO ONE WAS HOME. NO MESSAGE WAS LEFT, THERE WAS NOT AN EVM

AVAIL TO DO SO. CRM WILL TRY TO CONTACT ONCE AGAIN NEXT WEEK. LAURIE GERTNER/CARS/PDX; 0; 350075714
2001-02-16

CRM CALLED CUST TO SEE HOW EVERYTHING WAS W/ THE VEHICLE. CUST STATED SHE WAS DISSATISFIED W/ CHEVROLET AND GM AND THAT HER SON SENT IN A LETTER WHO IS AN ATTORNEY AND NOBODY CALLED HER BACK. CUST STATES THAT ALL SHE EXPECTS IS A LETTER OF APOLOGY FOR THE SAFETY HAZARD SHE BELIEVES SHE EXPERIENCED W/ HER STEERING GOING OUT. CUST STATES HER STEERING WENT OUT WHILE SHE WAS IN THE PARKING LOT BUT IF IT HAD GONE OUT WHILE SHE WAS ON THE HIGHWAY, IT WOULD HAVE BEEN A SERIOUS SAFETY ISSUE. CRM APOLOGIZED ON BEHALF OF GM FOR NOT CALLING HER BACK. CRM ASKED IF THERE WAS ANYTHING ELSE THAT SHE WOULD LIKE THE CRM TO DO. CUST STATES ALL SHE WANTED WAS ACKNOWLEDGEMENT. CRM APOLOGIZED FOR HER INCONVENIENCE. CRM ATTEMPTING A LUBE OIL FILTER LETTER FOR CUST TO SATISFY. LAURIE GERTNER/CARS/PDX; 0; 351222353
2001-02-16

BUSINESS REASONS ARE AS FOLLOWS: CUST FEELS SHE WAS INCONVENIENCED AND THAT CONCERN EXPERIENCED WAS A SAFETY ISSUE. 2. CUST WOULD LIKE SOME FORM OF ACKNOWLEDGEMENT THAT SHE HAS BEEN INCOVENIENCED AND THIS SHOULD SUFFICE TO KEEP HER AS A LOYAL CUST. 3.THIS WILL BUILD RELATIONSHIP BETWEEN CUST AND RELATIONSHIP.; 0; 351222791
2001-02-23

Goodwill has been approved/ Cathy Kato TM/ CAC PDX; 0; 351818937
2001-09-04

TL REVIEWING OPEN REQUESTS. TL CALLED CUST TO ADVISE OF OPEN CAMPAIGN ON VEH REGARDING STEERING COLUMN. TL VERIFIED CUST ADDRESS. TL WILL FORWARD REQUEST TO GL FOR PROCESSING. collen k. pe'a-spencer/TL/pdx-cac; 0; 368476957
2001-09-04

GL VERIFIED WITH TL COLLEN SPENCER WE ARE WOWING THE CUST FOR LOF, ZACH ZACHARIAS-GL-PDX; 0; 368507347
2001-09-04

GL REVIEWED FILE AND SUBMITTED TO APPROVER QUEUE, ZACH ZACHARIAS-GL-PDX; 0; 368507353
2001-09-05

Liaison Submitting for approval

Jamison Willey GL/PDX; 0; 368554583
2001-09-12

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 9/6/01 TO [redacted] MOORESTOWN NJ [redacted]
SUMMER HAY/GL/PDX; 0; 369190509

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

GM RESTRICTED

376790

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: NAME:

GM RESTRICTED

376790

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 POSESSION 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: [redacted]
ADDRESS: SAN DIEGO
CA [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	05761382	VIN:	1G1YY22G9X5121147
		MODEL YEAR:	1999
DATE OPENED:	2001-10-26	SERIES:	UNKNOWN
DATE CLOSED:	2001-10-26	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

J16 Valve/Spring/Seal — Other
0 REPAIR ATTEMPT(S) — REPLACED ON DIFF (1994) VEH

M01 Steering General — Other
0 REPAIR ATTEMPT(S) — CAMPAIGN CORRECTION/ STILL HAVING CONCERNS

T19 Campaign Correction Required — Other
0 REPAIR ATTEMPT(S) — COMPLETED BUT CONCERN STILL PRESENT

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 HAD A CAMPAIGN PERFORMED ON HIS CORVETTE AND HAD A CONCERN W/ THE STEERING THAT DID NOT GET RESOLVED AND IS STILL AN ISSUE AS IT STILL LOCKS UP. CMR ADVISED THAT I COULD DOCUMENT THAT AND CALL THE DLR. CUST SEEKS TO KNOW IF CRM HASTECHNICAL ADVICE ON IF THIS HAS OCCURED AFTER OTHER CORVETTES HAVE HAD THE CAMPAIGN CORRECTED. CRM ADVISED THAT I DO NOT HAVE INFO ON THAT BUT COULD CALL DLR. CUST STATES HE ALREADY CALLED THE DLR

AND THEY WANT THE CUST TO BRING THE VEH BACK. CUST SEEKS NOTHING FURTHER. CRM CLOSING FILE SATISFIED. LAURIE GERTNER/CARS/PDX; 0; 372982594

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*5695199*	*VIN Number:*	*1G1YY22G9X5121763*
Date Opened:	*6/25/2002*	*Model Year:*	*1999*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B30021*	*Mileage:*	*42084*
Address:	*CAPITOL CHEVROLET, IAUSTIN T*	*State:*	*TX*
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING AUTO TRANS STEERING WHEE
RESOLUTION ABSTRACT-
UCC CODE 1-------
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2------
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

06/25/2002 17:31:10 SBD TEMPLATE - HALLER
STRATEGY BASED DIAGNOSTICS

_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ROY DAY - S/F

CUSTOMER CONCERN - STEERING COLUMN WOULD NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
DLR STS THEY PREVIOUSLY PERFORMED 01044 CAMP. VEHICLE HAS AUTO TRANS.

TAC RECOMMENDATION - TAC ADV DLR THE 01044 WAS NOT CORRECTLY PERFORMED BECAUSE IT SHOULD HAVE HAD THE COLUMN LOCK REMOVED FOR A AUTO TRANS VEHICLE. ADV TO REPERFORM THE CAMP 01044A.
06/25/2002 17:31:10 HISTORY - HALLER

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: HAGUE , NY [redacted]
HOME PHONE:

CASE NUMBER:	04679607	VIN:	1G1YY22G9X5121939
		MODEL YEAR:	1999
DATE OPENED:	2001-06-25	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-06-25	MILEAGE:	29000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	CHRISTOPHER CHEV-BUICK-GEO-PONT INC
BRC PARENT:		DEALER ADDRESS:	UPPER WICKER ST.,TICONDEROGA,NY,12883,USA

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

M01 Steering General — Other
2 REPAIR ATTEMPT(S) — COLUMN LOCKED

Vehicle operation or design

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

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

CUST STS STEERING HAS LOCKED 4 TIMES SINCE MEMORIAL DAY WHEN IT REMAINED LOCKED FOR 4 DAYS...THE SECOND TIME, CUST HAD VEH TOWED TO DLR BUT BY THE TIME IT ARRIVED, STEERING COLUMN HAD UNLOCKED...CUST STS TODAY HIS WIFE AND 2 CHILDREN ARE STRANDED BECAUSETHE STEERING COLUMN HAS LOCKED AGAIN..TECH FROM DLR IS ON WAY TO LOOK...CUST SEEKS SOLUTION TO THIS CONCERN...CRM CALLED CHRISTOPHER CHEV AND TALKED WITH SVC MGR, TODD CARR...MR CARR ADV CRM THAT HIS DLR GETS MAYBE 1 CORVETTE A YEAR AND DOES NOT KNOW SOLUTION...CRM CALLED DEPAULO CHEV IN ALBANY, NY AND TALKED WITH SVC MGR, MARK **518-489-5551**...MARK DOES KNOW SOLUTION TO THIS CONCERN AND WILL CALL CUST AND WILL ALSO CALL SVC MGR AT CHRISTOPHERS AND ADV HIM OF SOLUTION IF CUST WANTS THEM TO REPAIR.....MARILYN HOLT/ATX/CAC; G; 362352842

**********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: 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 POSESSION 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: [redacted]
ADDRESS: [redacted] CLEVELAND
OH [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	05024077	VIN:	1G1YY22G9X5122654
		MODEL YEAR:	1999
DATE OPENED:	2001-07-23	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-08-17	MILEAGE:	38500
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	GANLEY CHEVROLET, INC.
BRC PARENT:		DEALER ADDRESS:	15315 LORAIN AVE,,CLEVELAND,OH,44111,USA

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

S09 Discourteous Treatment
0 REPAIR ATTEMPT(S)
GO TO

Customer Satisfaction
CUST STATES HE WOULD LIKE ANOTHER DLRSHP TO

C28 Seat Belt System
0 REPAIR ATTEMPT(S)

Other
CAMPAIGN 2000034

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
ELETRONIC COLUMN LOCK CAMPAIGN 2001044

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Customer Satisfaction
2 OPEN CAMPAIGN 2001044, 2000034

A07 Referred to Dealer
0 REPAIR ATTEMPT(S)

Customer Satisfaction
REFER TO GANLEY FOR REPAIR

T44 Maintenance Certificate (Oil Change)
0 REPAIR ATTEMPT(S)

Customer Satisfaction
CUST INCONVIENCE

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 HIS HOME DLRSHP WHO HE PURCHASED THE VEH FROM IS NOT GIVING HIM GOOD SERVICE. CUST STATES HIS COLUMN LOCKED UP LAST YEAR THEY REPLACED UNDER WARRANTY AND THEN HE WENT IN THIS YEAR AND THEY TOLD HIM TO JUST KEEP PUSHING RESET. CUST STATES HEIS NOT HAPPY AND WANTS ANOTHER DLRSHP. CRM ADVISED CUST I WILL DOCUMENT HIS CONCERNS AND FIND HIM ANOTHER DLRSHP. CRM ADVISED CUST OF OTHER CAMPAIGN ON VEH. CRM OFFERED CUST LOF WITH OVER THE SHOULDER TM APPROVAL MARCIA ALAJOKI. CRM VERIFIED CUST ADDRESS. CRM LOCATED A DLR THAT SERVICES CORVETTES THAT IS CLOSER TO HIM. CUST SEEKS DOCUMENTATION. CRM ADVISED CUST OF REQUEST NUMBER SHOULD HE NEED TO CONTACT CAC IN THE FUTURE. CRM ADVISED CUST I HAVE DOCUMENTED HIS FILE. CUST SATISFIED. KELLY HOSTETLER/CA/CPDX; 0; 364776608
2001-07-23

BUSINESS REASONS:
CUST INCONVIENCE
BRING FAITH BACK TO GM
FOSTER DLR CUST RELATIONSHIP
KEEP CUST LOYAL TO GM

KELLY HOSTETLER/CAC/PDX; 0; 364776645
2001-07-25

GL reviewed file & letter & submitted for first approval.....mike jackson/GL/pdx; 0; 364938368
2001-07-30

CRM REC'D SVC SATISFACTION SURVEY, MSX IS VIN. CRM FOUND CURENT RELATED REQUEST. CRM IS ATTACHING SURVEY. MARIE GONZALEZ ATX/CORR; 0; 365395371
2001-07-31

GL reviewed and forwarded for final review and approval.
Connie Herb/Goodwill Liaison/Portland/CAC; 0; 365456930
2001-08-17

one oil change certificate was mailed on 8/02/01 to:

[redacted]
Cleveland, OH [redacted]

--mikehamilton/cars/pdx; 0; 366957844

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

July 23, 2001

[redacted]

Cleveland, OH [redacted]

Request: C05024077

Dear [redacted]

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

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

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

Sincerely,

Kelly Hostetler
Customer Relationship Manager

RS0015-P

ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE

- Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column.
- Retain this original letter in the customer's file.

Service Satisfaction Survey

** Dissatisfied Customer

[redacted]

Lorain OH [redacted]

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

Home telephone: [redacted]

Change to: ( )

Please provide us with your preferred Email address:

Dear Paul Alton:

Our records indicate that you had your 1999 Corvette serviced at Spitzer Auto World Amherst Inc on June 15, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Spitzer Auto World Amherst Inc.

Sincerely,

Dawn L Wright

Dawn L Wright
Director – Customer & Relationship Services

Instructions

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

☐ Please check this box if you no longer own/lease this 1999 Corvette, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 15, 2001, COMPLETE THIS SURVEY. **

About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?	☐	☒	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☒	☐	☐	☐
3. When arriving for service, were you greeted promptly?	☒	☐	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☐	☐	☒	☐

About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	☐	☐	☐	☒	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☒	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☐	☐	☒	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☒	☐	☐

1G1YY22G9X5122654 28619

21123383288 00000152090 154780 051

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☒	☐

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☐	☒

	Yes	No
14. Were you given a copy of the completed repair order/invoice?	☒	☐

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	☐	☐	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Spitzer Auto World Amherst Inc?	☐	☐	☐	☒	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☐	☐	☐	☐	☒

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 1999 Corvette?	☐	☒	☐	☐	☐

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

Dealership: I FEEL SERVICE IS SUPERIOR TO SELLING CARS WHEN WE GO BACK FOR

Vehicle: FINE VERY LUXURIOUS AUTOMATIC IN CAR EFFICIENT

[redacted]

20. Are you ... ☒ Male ☐ Female

21. Your age ... ☐ Under 25 ☐ 25–34 ☒ 35–44 ☐ 45–54 ☐ 55–64 ☐ 65 or older

	Yes	No
22. May we include your name when providing this information to your dealership?	☒	☐

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1820

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: 0300 CHEVROLET MOTOR DIVISION, P.O. BOX 19065, TOLEDO, OH 43699-0065

10JYY2208X8122884 28419
21123389288 5867876440 154780

Ver. 1

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] ANN ARBOR
MI [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	00114565	VIN:	1G1YY22G9X5122735
		MODEL YEAR:	1999
DATE OPENED:	2000-04-19	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-04-19	MILEAGE:	71000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	JACK CAULEY CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	7020 ORCHARD LAKE RD,,WEST

BLOOMFIELD,MI,48322,USA

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

G29 Differential Housing/Gears (Front/Rear)	Other
1 REPAIR ATTEMPT(S)	grinding
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	locks
J34 Fan/Belt/Pulley	Squeak
0 REPAIR ATTEMPT(S)	noisy

differential grinding

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

c will contact us as needed. did tell c to wait for serv bulletin(30 to 60 days). also, to check fluids concerning noise at slow turns.; 0; 325031034
2000-04-19

c states the serpentine belt is loud, steering column locks, and differential sounds like it is grinding on slow turns. will adv c that serv bulletin is coming on serpentine belt and to check fluids concerning differential noise.; 0; 99999

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*4105420*	*VIN Number:*	*1G1YY22G9X5123223*
Date Opened:	*8/3/2000*	*Model Year:*	*1999*
Date Closed:	*9/5/2000*	*Series:*	*Corvette*
Dealer Code:	*B15157*	*Mileage:*	*14919*
Address:	*ELKINS CHEVROLET LLCMARLTON*	*State:*	*NJ*
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK OPERATION COLUMN LOCK WILL NOT LO
RESOLUTION ABSTRACT- STEER LOCK PART RPL
UCC CODE 1------
UCC-1 DESCRIPTION— STEERING
UCC CODE 2------
UCC-2 DESCRIPTION--
UCC CODE 3------
UCC-3 DESCRIPTION--

08/03/2000 11:40:57 SBD TEMPLATE - KRUGER
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
_Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
_Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
_Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
_N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
_Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)
08/03/2000 11:40:57 HISTORY - KRUGER

CONCERN: TECH STS THE VEHICLE CAME IN WITH THE COLUMN LOCKED AND SERVICE COLUMN LOCK MESSAGE. TECH STS HE DIAG THE CONCERN AS AN ACTUATOR AND NOW TECH STS AFTER REPLACEMENT IT WILL NOT LOCK. TECH HAS PULLED FUSE #26 TO RESET BCM. TECH STS HE CAN'T MANUALLY COMMAND IT LOCKED EITHER. TECH STS

HE IS SEEING KEY IN AND KEY OUT INPUT IN BCM DATA LIST.

SUGG: ADV TECH TO CHECK THE OPERATION OF THE COLUMN LOCK RELAY WHEN TRYING TO ENERGIZE THE ACTUATOR WITH SCAN TOOL. TECH STS HE DOESN'T SHOW A RELAY WHEN THIS WAS SUGGESTED AND HE STS HE IS IN A PRELIMINARY MANUAL WHICH APPARENTLY SHOWED THE FIRST DESIGN. ADV TECH TO LOOK IN A 03MY BOOK AND THIS IS THE DESIGN THAT IS IN THIS VEHICLE. ADV TECH OF G202 AND G201 TO VERIFY THEY ARE CLEAN AND TIGHT.....CK 40817

174253

CASE NO:	99-0482736	VIN:	1G1YY22G9X5123528
DATE OPENED:	08/27/1999	MODEL YR:	99
DATE CLOSED:	09/03/1999	SERIES:	YB CORVETTE
SOURCE:	PHONE	MILEAGE:	005300
CUSTOMER:	[redacted]	STATE:	CA
ADDRESS:	[redacted]	CARLSBAD	CA [redacted]
HOME PHONE:	[redacted]	BUS. PHONE:	[redacted]

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

CUSTOMER STATES SHE IS VERY UNHAPPY OVERALL WITH HER VEHICLE AND HER S
ERVICE SHE HAS RECEIVED. CUSTOMER HAS HAD TO TAKE '99 VEHICLE TO BE R
EPAIRED AT LEAST 3 TIMES SINCE SHE'S HAD CAR. THE MOST IMMEDIATE MECH
ANICAL DIFFUCULTY SHE HAS FACED LEFT HER WITHOUT TRANSPORTATION ON THR
EE DIFFENT OCCASIONS. THE MOST UPSETTING PROBLEM SHE'S FACED IS THE L
STEERING WHEEL COLUMN LOCKS UP AND CAR IS UNDRIVEABLE. CUSTOMER HAS H
EARD THAT THIS IS A VERY COMMON PROBLEM WITH THE '99 CORVETTE.
CUSTOMER SEEKS REIMBURSEMENT FOR SHUTTLES TO AIRPORT, RENTAL CARS, ETC
CRM ADVISED TO TIER II./REBECCA THOMAS
MARGO NEAL/ AUSTIN

08/27/99*****
REC'ED CALL FROM AUSTIN/MARGO...ORIGINAL OWNER REQUST REIM FOR RENTAL
OWNER STATES THAT SHE RENTED THE VEHICLE FOR 5 & A HALF DAYS...OWNER
STATES DEALER WOULD NOT PAY HER FOR RENTAL...OWNER STATES VEHICLE WAS
TOWED TO DEALER ON 08/20/99...OWNER STATES PICKED VEHICLE UP ON 08/26
OWNER STATES TOTAL COST FOR RENTAL WAS $469.47...CRM ACKNOWLEDGE &
APOLOGIZE FOR CONCERNS...CRM REVIEWED WITH [redacted]...CRM CALLED
DEALER & SPOKE WITH SVC ADVISOR TOM BOGGESS...DEALER STATES DIAG
VEHICLE ON 08/23/99...DEALER STATES VEHICLE WAS REPAIRED ON 08/25/99
DEALER STATES HE OFFERED TO PAY 2 DAYS OF RENTAL...DEALER STATES $469.
CMD WAS NOT GOING TO COVER...DEALER ADVISE OWNER TO CALL FOR REIM...
CRM THANKED DEALER FOR X...CRM ADVISE OWNER CMD PAY UP TO 3 DAYS ONLY
CRM ADVISE OWNER CMD PAY UP TO $30 A DAY...OWNER WAS VERY UPSET..OWNER
VENTS AT CRM...OWNER ASKED FOR ADDRESS...CRM ADVISED OF ADDRESS.OWNER
THANKED CRM...CRM THANKED OWNER...REBECCA THOMAS TROY/SITE

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

CDE #	DESC	CDE COMMENTS
S13	0	REIMBURSEMENT FOR TOWING AND RENTAL CAR, 3 TIMES CASE CLOSED BY SYSTEM

415041

GM RESTRICTED

CASE NUMBER:	1-38674808	VIN:	1G1YY22G9X5123769
DATE	10/07/02	MODEL	1999
DATE	10/11/02	SERIES	CORVETTE
SOURCE:	N/AYES	MILEAGE	45000.
CUSTOMER:	[redacted]		
ADDRESS:			
HOME PHONE:	[redacted]	STATE:	MS
BUS. PHONE:			

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

Columbus , MS [redacted]

CASE NUMBER:	1-38674808	VIN:	1G1YY22G9X5123769
		MODEL YEAR:	1999
DATE OPENED:	2002-10-07	SERIES:	Corvette
DATE CLOSED:	2002-10-11	MILEAGE:	45000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Carl Hogan Automotive, Inc.
BRC PARENT:		DEALER ADDRESS:	2333 Hwy 45 N,Columbus,MS,39701-1701,USA

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

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

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

Steering column locked up; ; 2002-10-07
2002-10-07

Service Request has been Closed Satisfied.; ; 2002-10-07
2002-10-07

Service Request Ownership has changed FROM: [redacted]; ; 2002-10-07
2002-10-07

concern not diagnosed; veh at dlrshp; recurring concern -- seeking resolution; ; 2002-10-07
2002-10-11

C/B FOR REPAIR SATISF FOR REPAIR OF STEERING COLUMN CONCERN; ; 2002-10-11
2002-10-11

Service Request has been Closed Satisfied.; ; 2002-10-11

GM RESTRICTED

**********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:

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

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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

COLUMBUS , MS [redacted]

CASE NUMBER:	06183750	VIN:	1G1YY22G9X5123769
		MODEL YEAR:	1999
DATE OPENED:	2002-01-15	SERIES:	CORVETTE COUPE
DATE CLOSED:	2002-01-15	MILEAGE:	39276
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	CARL HOGAN CHEVROLET-OLDSMOBILE-CADI
BRC PARENT:		DEALER ADDRESS:	2333 HWY 45 N,,COLUMBUS,MS,39701,USA

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

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

STERING COLUMN ISSUE

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

CUST STATES THAT HE HAS HAD A CONCERN W/HIS VEHICLES STEERING COLUMN BEFORE AND HAS BEEN INVOLVED W/A CAMPAIGN REGARDING STEERING COLUMN. CUST STATES THAT THIS IS THE 3RD TIME STEERIING COLUMN HAS BEEN ADDRESSED. CUST STATES THAT WHILE ATTEMPTING TO START VEHICLE THE STEERING COLUMN WOULD NOT UNLOCK AND THE VEHICLE WOULD NOT START. CUST STATES THAT HE GOT OUT OF VEHICLE, LOCKED/UNLOCKED VEHICLE AND TRIED TO START VEHICLE AGAIN AT WHICH VEHICLE STARTED RIGHT UP. CUST SEEKS TO HAVE VEHICLE INSPECTED FOR POSSIBLE PROBLEM W/STEERING COLUMN. CRM CONTACTED MARK IN SVC AT DEALERSHIP WHO ADVISED THAT VEHICLE COULD BE INSPECTED EARLY FRI MORNING SO THAT A CALL TO AVM COULD BE PROVIDED FOR A DECISION ON GOODWILL TO BE OFFERED TO CUST. CRM ADVISED CUST OF APPT TO BE SET FOR FRI MORNING. CUST AGREED TO APPT. CRM TO CLOSE FILE AS DEALER AND POSSIBLE AVM INVOLVEMENT TO BE PROVIDED. WILL SHEPPARD/TPA/CAC; 0; 99999

**********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:
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 POSESSION 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: [redacted]
ADDRESS: LONG BEACH ,
NY [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	04536345	VIN:	1G1YY22G9X5123884
		MODEL YEAR:	1999
DATE OPENED:	2001-06-13	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-06-13	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	BAST CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	3660 SUNRISE HWY,,SEAFORD,NY,11783,USA

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

T18 Request for Miscellaneous Information — Customer Satisfaction
0 REPAIR ATTEMPT(S) — TO UNLOCK STEARING WHEEL

M41 Steering Column/Lock/Attaching Parts — Inoperative
0 REPAIR ATTEMPT(S) — STEARING WHEEL LOCKED

Roadside Assistance phone numbers:
Buick: 1 (800) 252-1112
Cadillac: 1 (800) 882-1112
Chevrolet: 1 (800) 243-8872
GMC: 1 (800) 223-7799
Oldsmobile: 1 (800) 535-6537
Pontiac: 1 (800) 762-2737
CUST REQUEST FOR ASSISTANCE ON LOCKED STEARING WHEEL

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

CUST STATES IS CALLING FROM VEH WHERE VEH STARTS AND CAN SHIFT VEH BUT STEARING WHEEL WILL NOT TURN. CRM CONFERENCED IN ROADSIDE ASSISTANCE FOR CUSTOMER. CRM PROVIDED REQUEST NUMBER AND EXITED TO ALLOW ROADSIDE ASSISTANCE TO ASSIST. HOWRD LOVLESS/PDX/CAC; 0; 361326393

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*3379954*	*VIN Number:*	*1G1YY22G9X5124579*
Date Opened:	*8/6/1999*	*Model Year:*	*1999*
Date Closed:	*9/14/1999*	*Series:*	*Corvette*
Dealer Code:	*B07335*	*Mileage:*	*4572*
Address:	*HUDIBURG CHEVROLET INORTH RICHLA*	*State:*	*TX*
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING INTERMITTENT STEERING CO
RESOLUTION ABSTRACT- STEER LOCK PART RPL
UCC CODE 1-------
UCC-1 DESCRIPTION— STEERING
UCC CODE 2-------
UCC-2 DESCRIPTION--
UCC CODE 3-------
UCC-3 DESCRIPTION--

08/06/1999 09:39:54 SBD TEMPLATE - SEARS
STRATEGY BASED DIAGNOSTICS
_1_ 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)
_Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
_Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
_Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
_Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
_Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
_Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
_Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
_Y_ (Y/N) DIAGNOSIS (N PARTS REPLACED, VEH. HISTORY, ETC.)
08/06/1999 09:39:54 HISTORY - SEARS
DLR SF DERRELL STS VEH STEERING COLUMN LOCK MESSAGE AND COLUMN LOCKED INTERMITTENTLY AND IS LOOKING FOR SUGG

TAC SUGG TO DERRELL

1) CONDITION: 99 YB STEERING COLUMN LOCK WONT UNLOCK NO DTC'S
PROBABLE CAUSE: FAILED LOCK MOTOR ACTUATOR

CORRECTION: IF YOU ENCOUNTER A COMPLAINT WHERE THE STRG COLUMN LOCK MOTOR WILL NOT UNLOCK OR INTERMITTENTLY STAYS LOCKED AND NO DTC'S ARE STORED IN THE SYSTEM THEN THE FOLLOWING CAN BE USED AS A QUICK CHECK DIAGNOSTIC AIDE. CHECK GROUND G202 AT THE BASE OF THE RH 'A' PILLAR, CHECK THE STRG COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING YOUR FINGERTIPS ON THE RELAY AND FEEL IT ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR, THEN PLACE YOUR FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING TYPE NOISE INSIDE THE BCM INDICATING THE INTERNAL RELAY IS FUNCTIONING. IF THE ABOVE PROCEDURE INDICATES EVERYTHING IS OK, THEN REPLACE THE COLUMN LOCK MOTOR ACTUATOR ASM. THERE WERE A SMALL AMOUNT OF ACTUATORS WITH A HIGH FAILURE RATE BUILT BUT THEY COULD NOT BE IDENTIFIED BY VIN BREAKPOINT.

08/24/1999 09:00:32 NICHOLS - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*6504002*		*VIN Number:*	*1G1YY22G9X5126798*
Date Opened:	*5/28/2003*		*Model Year:*	*1999*
Date Closed:			*Series:*	*Corvette*
Dealer Code:	*B20039*		*Mileage:*	*110195*
Address:	*MAURICE J SOPP & SONBELL*	*CA*	*State:*	*CA*
Dealer Phone:				

SYMPTOM ABSTRACT--- STEERING STEERING COLUMN LOCKS
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION-- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3------
UCC-3 DESCRIPTION--

05/28/2003 16:45:13 SBD TEMPLATE - YORK
STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION
1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

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

CUSTOMER CONCERN -
STEERING COLUMN LOCKED

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
DEALER STATES HE HAS VERIFIED THE CONCERN AND STATES IT IS VERY INTERMITTENT AND IS NOT ACTING UP NOW. DEALER IS LOOKING FOR DIAG INFO

TAC RECOMMENDATION -
ADVISED DEALER OF PI A000265. ADVISED DEALER TO CHECK GROUND 201 AND 202. ADVISED DEALER TO CHECK CONNECTIONS AT RELAY. ADVISED DEALER SUSPECT FAULTY RELAY IF ALL CONNECTIONS ARE GOOD.

GM RESTRICTED

361066

CASE NUMBER: 00853465 VIN: 1G1YY22G9X5128129

DATE OPENED: 07/10/00 MODEL YEAR: 99

DATE CLOSED: 01/02/01 SERIES: CORVETTE COUPE

SOURCE: MILEAGE: 12600

CUSTOMER: [redacted]

ADDRESS:

HOME PHONE: [redacted] STATE: UK

BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS:
HOME PHONE:

CASE NUMBER:	00853465	VIN:	1G1YY22G9X5128129
		MODEL YEAR:	1999
DATE OPENED:	2000-07-10	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-01-02	MILEAGE:	12600
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	MAIN STREET CHEVROLET
BRC PARENT:		DEALER ADDRESS:	2600 N MAIN ST,,GAINESVILLE,FL,32609,USA

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

T05 Emergency Repair Expense 1 REPAIR ATTEMPT(S)	Customer Satisfaction STEERING WHEEL LOCKED UP
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction UNEXPECTED MOTEL EXPENSE DUE TO REPAIR
M01 Steering General 1 REPAIR ATTEMPT(S)	Inoperative STEERING COLUMN LOCKED UP

EMERGENCY REPAIR HAD TO BE DONE

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

CUST WAS INFORMED BY ROADSIDE THAT HE WOULD REC REIM ON AN EMERGENCY REPAIR. CUST WNET OUT OF OF TOWN AND THE VEHCILE BROKE DOWN. HE PURCHASE THE VEHICLE LAST TUESDAY AND IT BROKE DOWN. CUST WILL SEND IN NECSSARY DOCUMENT. LELSEY RICHARDSON REIM; 0; 332101426
2000-08-01

CUS STS VEH BROKE DOWN UNEXPECTEDLY OUT OF TOWN, STEERING WHEEL LOCKED UP. CUS SEEKS REIMBURSEMENT FOR EXTRA MOTEL EXPENSES FOR 2 NIGHTS = $181.58. CRM WILL FORWARD TO TM.
Lori Kelly/ATX; 0; 334016189
2000-08-01

GM RESTRICTED

361066

CRM CONTACTED CUS MADE OFFER FOR REIMBURSEMENT OF $181.58. CUS ACCEPTED OFFER AND WAS VERY PLEASED.
CRM VERIFIED HIS ADDRESS IN FL. AND HIS HOME PH# 727/849-2242.
Lori Kelly/ATX; 0; 334017424
2000-08-01

TM reviewed file and approves reim for cust due to vehicle failure. The reim is for 2 additional nights plus phone calls.
Pete Quintero/ATX/TM; 0; 334018294
2000-11-07

CUST CALLE DIN SEEKING UPDATE ON FIL. CRM LOOKED AT FILE AND SAW THAT TM PETE QUINTERNERO ALREADY APPROVED THIS REIMBURSEMENT THREE MONTHS AGO AND CUST HAS NOT RECIVED HIS CHECK. CRM NOTICED 8/1/00 IS OVER 13 WEEKS. CRM ADV CSUT WOULD SEND TO REIMBURSEMENT APPROVAL J DOBBINS FOR FURTHER RESEARCH BUT THATTHE REIMBURSEMENT WAS APPROVED. CUST UNDERSTOOD BUT GETTING ANXIOUS. CASPIAN FISCHER/ATX; 0; 342484748
2001-01-02

CUST CALLED IN SEEKING STATUS OF REIMBURSEMENT. CRM REVIEWED FILE AND SAW THAT REIMBURSEMENT WAS NEVER SUBMITTED. CRM IS STARTING NEW FILE (REQUEST C02727173) TO PROCESS REIMBURSEMENT. SABRINA SPRUITENBURG/CAC/PDX.; 0; 347334083
2001-01-02

*** IMPORTANT NOTE *** DO NOT RESUME THIS FILE. THIS REIMBURSEMENT IS BEING PROCESSED IN REQUEST C02727173. THANK YOU. SABRINA SPRUITENBURG/CAC/PDX.; 0; 347334828

**********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:

GM RESTRICTED

361066

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:

GM RESTRICTED

361066

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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

CASE NUMBER:	02727173	VIN:	1G1YY22G9X5128129
		MODEL YEAR:	1999
DATE OPENED:	2001-01-02	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-01-22	MILEAGE:	12808
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	MAIN STREET CHEVROLET
BRC PARENT:		DEALER ADDRESS:	2600 N MAIN ST,,GAINESVILLE,FL,32609,USA

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

S13 Reimbursement Requested — Customer Satisfaction
0 REPAIR ATTEMPT(S) — TRIP INTERRUPTION

M41 Steering Column/Lock/Attaching Parts — Inoperative
1 REPAIR ATTEMPT(S) — FIXED DURING TRIP

REPLACEMENT FOR FILE C00853465
REIMBURSEMENT REQUEST
**********WORK HISTORY**********

THIS FILE REPLACES FILE C00853465. CRM MANUALLY CUT/PASTED PREVIOUS NOTES INTO THIS FILE.
SABRINA SPRUITENBURG/CAC/PDX.; 0; 347334408
2001-01-02

CUST WAS INFORMED BY ROADSIDE THAT HE WOULD REC REIM ON AN EMERGENCY REPAIR. CUST WNET OUT OF OF TOWN AND THE VEHCILE BROKE DOWN. HE PURCHASE THE VEHICLE LAST TUESDAY AND IT BROKE DOWN. CUST WILL SEND IN NECSSARY DOCUMENT. LELSEY RICHARDSON REIM; 0; 347334416
2001-01-02

CUS STS VEH BROKE DOWN UNEXPECTEDLY OUT OF TOWN, STEERING WHEEL LOCKED UP. CUS SEEKS REIMBURSEMENT FOR EXTRA MOTEL EXPENSES FOR 2 NIGHTS = $181.58. CRM WILL FORWARD TO TM.
Lori Kelly/ATX; 0; 347334506
2001-01-02

CRM CONTACTED CUS MADE OFFER FOR REIMBURSEMENT OF $181.58. CUS ACCEPTED OFFER AND WAS VERY PLEASED.
CRM VERIFIED HIS ADDRESS IN FL. AND HIS HOME PH# [redacted]
Lori Kelly/ATX; 0; 347334568
2001-01-02

TM reviewed file and approves reim for cust due to vehicle failure. The reim is for 2 additional nights plus phone calls.
Pete Quintero/ATX/TM; 0; 347334657
2001-01-02

CUST CALLE DIN SEEKING UPDATE ON FIL. CRM LOOKED AT FILE AND SAW THAT TM PETE QUINTERNERO ALREADY APPROVED THIS REIMBURSEMENT TRHREE MONTHS AGO AND CUST HAS NOT RECIVED HIS CHECK. CRM NOTICED 8/1/00 IS OVER 13 WEEKS. CRM ADV CSUT WOULD SEND TO REIMBURSEMENT APPROVAL J DOBBINS FOR FURTHER RESEARCH BUT THATTHE REIMBURSEMENT WAS APPROVED. CUST UNDERSTOOD BUT GETTING ANXIOUS. CASPIAN FISCHER/ATX; 0; 347334738
2001-01-02

CUST CALLED IN SEEKING STATUS OF PREVIOUS FILE 00853465. CRM REVIEWED THAT FILE AND SAW THAT REIMBURSEMENT HAD NEVER BEEN SUBMITTED FOR APPROVAL. CRM TRANSFERRED NOTES INTO THIS FILE AND WILL PROCESS REIMBURSEMENT FROM THIS FILE. SABRINA SPRUITENBURG/CAC/PDX.; 0; 347334996
2001-01-03

CRM IS PROCESSING REIMBURSEMENT BECAUSE CUST PREVIOUSLY ACCEPTED REIMBURSEMENT OFFER THAT WAS NEVER SUBMITTED. REIMBURSEMENT BREAKDOWN IS AS FOLLOWS: $162 FOR TWO NIGHTS HOTEL STAY, $14.58 ROOM TAX, AND $5 IN PHONE CALLS. CRM WILL FORWARD TO TM FOR APPROVAL. SABRINA SPRUITENBURG/CAC/PDX.; 0; 347400602
2001-01-03

*** FORWARDING TO TM FOR GOODWILL APPROVAL. *** SABRINA SPRUITENBURG/CAC/PDX.; 0; 347400621
2001-01-03

reviewed and signing for submitting because previously offer to customer. Please check notes in file. Marcia Alajoki TM/pdx; 0; 347419247
2001-01-05

crm rev'd reimbursement request and submitted to GM for final review, zach zacharias-goodwill app-pdx; 0; 347571806
2001-01-05

CRM CONTACTED CUST AS PLANNED AND ADVISED HIM THAT CHECK WAS BEING PROCESSED AND WOULD REACH HIM IN 4-8 WEEKS. CUST STATES SATISFIED. SABRINA SPRUITENBURG/CAC/PDX.; 0; 347592530
2001-01-29

CRM ATTACHING CORR ASSIGN ONLY DOCS# 0102601290
NO FURTHER ACTION
DOUG HUFF/TAMPA/PRVI; 0; 349667617
2001-02-01

CHECK #900475160 IN THE AMOUNT OF $181.58 WAS MAILED ON 1/24/01 TO [redacted], NEWARK, DE [redacted] JADA MEAD/APPROVER TL/CAC/PDX.; 0; 349894995

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

January 3, 2001

[redacted]

Newark, DE [redacted]

Request: C02727173

Dea[redacted]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $181.58. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have further questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8:00 a.m. and 11:00 p.m. Eastern Time.

Sincerely,

Sabrina Spruitenburg
Customer Relationship Manager

R805B-P

[redacted]

NEW PORT RICHEY FL [redacted]

TAMPA, FL 33
PM
13 2003

37-17-00P01:33 RCVD

CHEVROLET
PO BOX 33170
DETROIT MI 48232-5170

48232-5170

7-12-2000

CHEVROLET
PO BOX 33170
DETROIT MI 48232-5170

GENTLEMEN.

I AM ENCLOSING PROOF OF OWNERSHIP, REPAIR ORDER AND HOTEL INVOICE FOR UNPLANNED STAY.

I PURCHASED THE CAR FOR $39,995.00 ON JULY 4TH, 2000.

JULY 6TH DROVE TO GAINESVILLE FL. FOR JOB INTERVIEW AT 10:30 AM ON JULY 7TH.

AT 10:00AM JULY 7TH LEFT FOR INTERVIEW BUT STEERING WHEEL WOULDN'T UNLOCK.

MISSED INTERVIEW

CAR TOWED TO "MAIN STREET CHEVROLET" FOR REPAIRS. FLAT BED TOW TRUCK NOT USED!

CAR WAS NOT REPAIRED UNTIL THE FOLLOWING DAY, SATURDAY JULY 8TH,

HAD TO COMMIT TO A 3RD DAY (SATURDAY) AT THE HOTEL BEFORE SERVICE DEPT. COULD TELL ME WHEN CAR WOULD BE READY.

ON SATURDAY I MISSED A FAMILY CELEBRATION,

THE STEERING WHEEL NOT UNLOCKING WAS A DEFECT KNOWN TO GM EMERGENCY ROADSIDE SERVICE, MAIN ST. CHEVROLET SERVICE DEPT, AND BY THE TOW TRUCK OPERATOR,

IT WAS A MAJOR INCONVENIENCE TO ME, REIMBURSEMENT FOR EXPENSES EXPECTED

[redacted]

RESPECTFULLY

[redacted]

NEW PORT RICHEY FL [redacted]

[redacted]

COURTYARD by Marriott

GAINESVILLE, FL
3700 S.W. 42ND ST
GAINESVILLE FL 32608
(352)335-9100

Toll Free Reservations (800) 321-2211

THANK YOU FOR SELECTING COURTYARD BY MARRIOTT FOR YOUR TRIP. WE TRUST THAT YOUR EXPERIENCE WITH US HAS INCLUDED WARM AND GRACIOUS SERVICE, AND THE TYPE OF ACCOMMODATIONS EXPECTED.

WE LOOK FORWARD TO SERVING YOU AGAIN ON FUTURE TRIPS. FOR ADDITIONAL RESERVATIONS, CALL OUR TOLL-FREE RESERVATION NUMBER, (800) 321-2211.

[redacted]

ROOM	131	REGA
ROOM TYPE	GENR	
NO. OF GUESTS	1	
RATE	[redacted]	
CLERK		

ARRIVE 06Jul00 TIME 12:35p DEPART 09Jul00 TIME 05:35a FOLIO # Z7-25001

DATE	REFERENCE NUMBER	DESCRIPTION	CHARGES	CREDITS
06Jul00	RM131	ROOM CHARGE	[redacted]	
06Jul00	RT131	ROOM TAX		
06Jul00	TE8768	LOCAL495		
06Jul00	TE8793	LOCAL377		
07Jul00	RM131	ROOM CHARGE		
07Jul00	RT131	ROOM TAX		
07Jul00	TE8917	LOCAL376		
07Jul00	TE8918	LOCAL378		
07Jul00	TE8919	LOCAL376		
07Jul00	TE8920	LOCAL378		
07Jul00	TE8941	LOCAL376		
07Jul00	TE8964	LOCAL378		
07Jul00	TE8970	LOCAL376		
08Jul00	RM131	ROOM CHARGE		
08Jul00	RT131	ROOM TAX		
08Jul00	TE9057	LOCAL376		
08Jul00	TE9058	LOCAL495		
08Jul00	TE9076	LOCAL376		
09Jul00	MC131	MASTER CARD		[redacted]

PLANNED

UNPLANNED

```
*************************************
* Your MASTER CARD card on file     *
* will be charged $ [redacted]      *
*************************************
```

** BALANCE ** [redacted]

TO ENROLL IN MARRIOTT REWARDS, CALL 1-800-249-0800

SIGNATURE _____

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
Neil Kirkman Building - Tallahassee, FL 32399-0620

NOTIFICATION OF TRANSFER OF REGISTRATION LICENSE PLATE

In compliance with section 320.0609(2), Florida Statutes, I hereby certify that the following motor vehicle has been sold, traded, transferred or otherwise disposed of:

Year 88 Make CHEVROLET Type CP Weight or Length _____

Identification Number 1G1YY3186J5108427 Color SILVER

As the registered owner of Florida License Plate No. [redacted] Decal No. [redacted]

which expires on 6 / 5 / 01 (Mo. / Day / Yr.) I authorize the following dealer:

CASTRIOTA CHEVROLET, INC.
(Dealer)

12930 US HWY 19 HUDSON, FL 34667
(Dealer Address)

to properly transfer my license plate to the replacement vehicle described below.

Year 1999 Make CHEVROLET Type CP Weight or Length _____

Identification Number 1G1YY22G9X5128129 Color [redacted]

Print Owner(s) Name Signature of Owner(s)

[redacted] NEW PORT RICHEY FL [redacted]
(Owner Address)

DEALER'S CERTIFICATE

As a motor vehicle dealer licensed in Florida, I hereby certify that the above Notification of Transfer of Registration License Plate correctly describes the transaction involving the transfer of motor vehicle and this License Plate No. [redacted]. This license plate has been removed from the original vehicle and assigned and attached to the replacement vehicle in compliance with section 320.0609(2), Florida Statutes. I also certify that on behalf of my customer I will process the necessary documents through a local county license plate agency to obtain the transfer registration certificate, which will be delivered to my customer within 30 days as stated in section 320.0605, Florida Statutes.

Under penalties of perjury, I declare that I have read the foregoing document and that the facts stated in it are true.

Dealer CASTRIOTA CHEVROLET Authorized Agent Sharri Lort

Dealer License No. VF11213 Date of Sale 7/07/05/2000

HSMV 83033 (Rev. 8/97)

YOUR HOMETOWN DEALER!

MAINSTREET CHEVROLET

2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

20277	MATT LEE 2000	8482	07/08/00	CHER115130
[redacted]		12808	SILVER	
	2000CHEVROLETCORVETTEZ06 COUPE			
GAINESVILLE, F[redacted]	1G1YY32G8X5 128128		07/07/00	80-12808
	[redacted]			

LABOR & PARTS

JOB #	TECH	TECH(S)	WARRANTY
1	14CVZ	0011	

CUSTOMER STATES THAT THE STEERING WHEEL IS LOCKED
STEERING COLUMN LOCK MOTOR INTERMITTENTLY SHORTED
REPLACE STEERING COLUMN LOCK MOTOR AND CLEARED TROUBLE CODES

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	25050960	LOCK 2.1L		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	73326		07/08/00	TOW IN	
				TOTAL - SUBLET	0.00

TOTALS

********** GM GOODWRENCH SERVICE PLUS **********
!!!! AN ASTERICK "*" BY PART NUMBER INDICATES PART MAY BE ELIGIBLE FOR LIFETIME SERVICE GUARANTEE !!!!
!!!! AN "X" OR "O" BY A PART NUMBER INDICATES THE PART IS NON-GM AND CARRIES ONLY THE OTHER MANUFACTURERS WARRANTY OR NO WARRANTY!!!!
<<< NO CHARGE >>>
*** PAYMENT METHOD ***
CASH [ ] CHECK [ ] CHARGE [ ]
MC/VISA [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

PAID JUL - 8 2000 BY: JP

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISC. SHOP SUPPLIES AND / OR WASTE DISPOSAL
THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

vehicle was not towed in on a flat bed wrecker

Service Director
7/8/00

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 82530
Phoenix, AZ 85082-2530

CHECK **No.** 900475160

DATE			AMOUNT
01/24/01	***************181 DOLLARS	****58 CENTS	***************181.58

PAY TO THE ORDER OF

[redacted]
NEWARK DE [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

01-26-01P03:43 RCVD

⑈900475160⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 82530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHE

VENDOR NUMBER RD 000088406
VENDOR NAME [redacted]

CHECK NO. 900475160
PAYMENT DATE 01/24/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
1G1YY22G7X5125329	01/22/01 02727173	VN 0000088000009795 0000088000009795	00.0000	181.58	.00	181.

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-442-8742

MS

TOTAL	181.58	.00	18

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: SNELLVILLE GA [redacted],

HOME PHONE: [redacted]

CASE NUMBER:	04740223	VIN:	1G1YY22G9X5128468
		MODEL YEAR:	1999
DATE OPENED:	2001-06-28	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-08-02	MILEAGE:	15218
SOURCE:	Mail	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	SUPERIOR CHEVROLET
BRC PARENT:		DEALER ADDRESS:	8300 SHAWNEE MISSION PKY,,SHAWNEE MISSION,KS,66202,USA

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

T22 CSI Reply 0 REPAIR ATTEMPT(S)	Customer Satisfaction SERVICE
M01 Steering General 0 REPAIR ATTEMPT(S)	Other COLUMN LOCKS
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Customer Satisfaction FUTURE CONCERNS

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_Corespoint.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**********

CRM RECEIVED SERVICE CSI MSX#"VIN." CASE SCAN REVEALED NOTHING, NO CAMPAIGNS, ETC. CUST STATES VERY SATIS WITH VEH AND DLR SRV. CUST SEEK TO EXPRESS CONCERN REGARDING COMPONENT (WILL HAVE TO CLARIFY WHICH) SLIPPING AND STEERING COLUMN LOCKING. CRM WILL CONTACT CUST AT EARLIER TO TO ADV. CUST ALSO STATES DLR VERY HELPFUL, GREAT SERVICE. NO FURTHER ACTION TO BE TAKEN AT THIS TIME. CRISTINA BARNES/ATX/CORR.; 0; 362637671
2001-07-25

CRM ATTMEPTED TO CONTACT CUSTOMER ON 7/25/01 AND REACHED AN ANSWERING MACHINE. CRM LEFT A MESSAGE PROVIDING CUSTOMER WITH REQUEST # 4740223 AND 800 NUMBERS. CRM WILL CHECK FILE ON 7/30/01 TO SEE IF CUSTOMER HAS RETURNED CALL. CRM WILL SEND INITIAL SURVEY- UNABLE TO CONTACT LETTER TO CUSTOMER TO VERIFY THAT THE REQUEST AND 800 NUMBERS WERE RECEIVED. NEXT CRM PLEASE ASSIST CUSTOMER ACCORDINGLY IF CUSTOMER DOES CONTACT CAC....keisha martinez/atx/cars/corr; 0; 364955562
2001-08-02

CRM SCANNED FILE AND CUSTOMER HAS NOT RETURNED CALL REGARDING MESSAGE LEFT ON 7/25/01. CRM WILL SEND INITIAL SURVEY - UNABLE TO CONTACT LETTER TO CUSTOMER TO VERIFY THE REQUEST # AND 800 NUMBER WERE RECEIVED. NO FURTHER ACTIONS TAKEN AT THIS TIME. NEXT CRM PLEASE ASSIST ACCORDINGLY. FILE CLOSED.... keisha martinez/atx/cars/corr; 0; 365661000
2001-08-17

LTR APPROVED. NEELYM ATX; 0; 366917773

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

August 17, 2001

[redacted]

Snellville, GA [redacted]

Request: C04740223

Dear [redacted]

Thank you for your recent comments regarding your 1999 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

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

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

Sincerely,

Keisha Martinez
Customer Relationship Manager

SU0003-A/rgn

Service Satisfaction Survey

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

[redacted]

SULLIVAN, GA [redacted]

Home telephone: [redacted]

Change to: ( )

Please provide us with your preferred Email address:

[redacted]

[redacted]

Date: [redacted]

Our records indicate that you had your 1998 Corvette serviced at Superior Chevrolet on May 18, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Superior Chevrolet.

Sincerely,

Dwin L. Wright

Dwin L. Wright
Director – Customer & Relationship Services

Instructions

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

☐ Please check this box if you no longer own/lease this 1998 Corvette, and return the questionnaire.

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

About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?	☒	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☐	☐	☒	☐
3. When arriving for service, were you greeted promptly?	☒	☐	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☒	☐	☐	☐	☐

About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	☒	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	☐	☒	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☒	☐	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☒	☐	☐

[redacted]

1G1YY22GXX5128468 09222

2111936891 0000011283 098076 051

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☒	☐

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on the service visit?	☒	☐	☐	☐	☐

	Yes	No	Don't Know/ Not Sure
14. Were you given a copy of the completed repair order/invoice?	☒	☐	
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	☒	☐	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Superior Chevrolet?	☒	☐	☐	☐	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☒	☐	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 1998 Corvette?	☐	☒	☐	☐	☐

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

Dealership: PROFESSIONAL, COURTEOUS, HELPFUL. WILL USE AGAIN EVEN THOUGH CAR WAS BOUGHT AT ANOTHER DEALER

Vehicle: CONSTRUCTION IS SLIPPING. CURRENTLY HAVE PROBLEM WITH STEERING WHEEL LOCK UP. HOW THIS IS HANDLED WILL DETERMINE IF I EVER BUY ANOTHER CHEVY.

20. Are you . . . ☒ Male ☐ Female

21. Your age . . . ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older

	Yes	No
22. May we include your name when providing this information to your dealership?	☒	☐

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10065, TOLEDO, OH 43699-0065 0498

101YY1269X6126468 06222
21119388681 2840285404 096075

Ver. 2

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: OREGON , OH [redacted]
HOME PHONE:

CASE NUMBER:	01711332	VIN:	1G1YY22G9X5128583
		MODEL YEAR:	1999
DATE OPENED:	2000-09-27	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-11-15	MILEAGE:	18664
SOURCE:		DELIVERY DATE:	
BRC TYPE:	ADR	DEALER NAME:	BAUMANN CHEVROLET-OLDSMOBILE
BRC PARENT:	01711331	DEALER ADDRESS:	2080 S STATE RTE 19,,OAK HARBOR,OH,43449,USA

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

M41 Steering Column/Lock/Attaching Parts — Other
4 REPAIR ATTEMPT(S) — INTER STEERING COL.UMN LOCKING UP

S13 Reimbursement Requested — Customer Satisfaction
1 REPAIR ATTEMPT(S) — reimb of 2 months car pymt

CASE FILED WITH THE BBB
NICKY SPERANDEO/BRC/ADR/58550
**********WORK HISTORY**********

MADE INITIAL CONTACT WITH CUST. SHE STATES THE VEH HAS BEEN IN FOUR TIMES. 7/28/99, 8/17/99, 8/30/00 AND 9/14/00. CUST HAS NOT GOTTEN INTO AN ACCIDENT. CUST STATES THIS HAPPENS WHEN PARKED AND RESTARTED. CUST HAD TO HAVE TOWED FOUR TIMES. CUST HASNOT RECEIVED A LOANER FROM BAUMANN. NICKY SPERANDEO/BRC/ADR/58550; 0; 339008446
2000-09-28

BOTH DLRSHPS WILL FAX REPAIR ORDERS. TWO EACH. NICKY 58550; 0; 339009363
2000-10-05

SPOKE WITH SVC DEPT AT BAUMANN. THEY HAVE ONE REPAIR ORDER AND WILL FAX. SVC DEPT STATED THE CUST HAS THE VEH AND HAS NOT RETURNED WITH ANY ADDITIONAL COMPLAINTS. NICKY SPERANDEO/BRC/ADR/58550; 0; 339612342
2000-10-13

REC'D A CALL FROM DAVE, BBB REP. HE STATED CUST CURRENT CONCERN IS THE STEERING WHEEL LOCKED. VEHICLE WON'T STAY STARTED. VEH JUST GOT BACK FROM 4TH REPAIR AND IS STILL NOT FIXED. CUST STRICTLY LOOKING FOR A REPURCHASE/REPLACEMENT. NICKY SPERANDEO/BRC/ADR/58550; 0; 340323473
2000-10-24

DID A CONFERENCE CALL WITH BBB REP DAVE AND CUST, I OFFERED 2 MONTHS CAR PAYMENTS TO SETTLE CLAIM. CUST DIDN'T WANT. SHE STATES VEH HAS BEEN IN 4 TIMES WITH CONCERN. I EXPLAINED THAT BEING AN INTERMITTENT CONCERN, IT MAY NOT HAPPEN DURING AN ARB HEARING. NICKY SPERANDEO/BRC/ADR/58550; 0; 341262215
2000-10-24

CUST CALLED BBB REP AND ACCEPTS OFFER OF 2 CAR PAYMENTS. BBB REP CALLED ME TO DO CHECK REQUEST.; 0; 341262275
2000-10-24

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

DECISION - REIMBURSEMENT OF 2 CAR PAYMENTS
JUSTIFICATION - STEERING COLUMN LOCKED UP 4 TIMES
DECISION MAKER - CRM
FOLLOW UP - WILL DO CHECK REQUEST.
NICKY SPERANDEO/BRC/ADR/58550; 0; 341262354
2000-10-26

VIEWED GOODWILL. FORWARDED TO TEAM MANAGER FOR APPROVAL. EDGAR WHITE ADR 58694 TAMPA; 0; 341418599
2000-11-09

REVIEWED FILE AND AGREE
PAT BURCHAM/BRC TM/TAMPA; 0; 342651193
2000-11-15

CHECK #900472266 MAILED ON 11-13-00 PAMELA MOREAU/TPA GOODWILL AUDITOR; 0; 343163290
2001-06-06

CRM RCVED SURVEY CRM ATTACHMENT SURVEY TO THIS DOCUMENT NANCY QUADE/CAC/PDX; 0; 360723038

**********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:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 9, 2000

[redacted]

Oregon, OH [redacted]

Request: C01711332

Dear [redacted]

We sincerely regret that you experienced a problem with your 1999 Chevrolet Corvette, which resulted in unexpected repairs to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $1,131.74. We hope this goodwill adjustment will offset, to some degree, the inconvenience that these repairs may have caused you.

We look forward to keeping you in our Chevrolet family. If you have further questions, please feel free to contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Sincerely,

Nicole Sperandeo
Customer Relationship Manager
Business Resource Center

EDW

To: Nicole Sperando
Fax#: 13133810022
From: Dave Wyatt
Oct 24, 2000

Re: Chevrolet Motor Division/CHV0041051
TotalPages: 2

BBB AUTO LINE

October 24, 2000
[redacted]
Oregon, OH[redacted]

Re: [redacted]vs Chevrolet Motor Division # CHV0041051

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Customer [redacted] and Nicole Sperando of Chevrolet Motor Division have reached an agreement regarding the problems with [redacted] 1999 Chevrolet Corvette. The manufacturer has agreed to reimburse the customer an amount equal to two vehicle payments of $565.87 each. The customer will receive the check within 30 days from the time verification of payment amount is received by the manufacturer.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Dave Wyatt at Extension 508

cc: Nicole Sperando

4200 Wilson Blvd., Suite 800, Arlington, VA 22203 Phone 800.955.5100 Fax 703.247.9700

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900472266

DATE 11/15/00

************1,131 DOLLARS ****74 CENTS

AMOUNT ************1,131.74

PAY TO THE ORDER OF

[redacted]
OREGON OH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈900472266⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900472266

PAYMENT DATE 11/15/00

VENDOR DUNS NO. [redacted]

VENDOR NAME [redacted]

1

REMITTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YY2[illegible]X[illegible]	11/10/00 01711552	VN [illegible]	[illegible]	1,131.74	.00	1,131.74
		11-17-00P07:38 RCVD				
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\FOR QUESTIONS CALL 888-462-8792				VS		
			TOTAL	1,131.74	.00	1,131

Service Satisfaction Survey

** Dissatisfied Customer **

[redacted]
Oregon OH [redacted]

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

Home telephone: [redacted]
Change to: ( ) _____

Dear [redacted]

Our records indicate that you had your 1999 Corvette serviced at Bob Schmidt Chevrolet on April 12, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Bob Schmidt Chevrolet.

Sincerely,

Dawn L. Wright
Director – Customer & Relationship Services

Instructions

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

☐ Please check this box if you no longer own/lease this 1999 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 12, 2001, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?	☐	☐	☒	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☐	☐	☒	☐
3. When arriving for service, were you greeted promptly?	☒	☐	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☐	☒	☐	☐

About Your Service Consultant/Adviser

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	☐	☐	☒	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	☒	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☐	☒	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☒	☐	☐

1G1YY22G6X5126593 28522

21118403210 00000115280 086889 060

About Your Service Consultant/Adviser - Continued

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

About Service Delivery

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

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☒	☐

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☒	☐

	Yes	No
14. Were you given a copy of the completed repair order/invoice?	☒	☐

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	☐	☐	☒

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Bob Schmidt Chevrolet?	☐	☐	☒	☐	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☐	☒	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 1988 Corvette?	☐	☐	☐	☐	☒

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

Dealership: _____

Vehicle: CANNOT WAIT TO TURN THE VEHICLE IN AT THE END OF THE LEASE. IT HAS BEEN SERVICED 5 TIMES FOR THE SAME PROBLEM. IT'S A REAL LEMON!

20. Are you . . . ☐ Male ☒ Female

21. Your age . . . ☐ Under 25 ☐ 25–34 ☐ 35–44 ☒ 45–54 ☐ 55–64 ☐ 65 or older

	Yes	No
22. May we include your name when providing this information to your dealership?	☒	☐

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10002, TOLEDO, OH 43609-0002 0490

1G1YY22G9X5128583 28622
21115403210 6934428419 086869

Ver. 2

To: Nicole Sperando
Fax#: 13133810022
From: Dave Wyatt
Sep 26, 2000

Re: Chevrolet Motor Division/CHV0041051
TotalPages: 4

AUTO LINE

September 26, 2000

Re: m01 1718 X 1670 CHV0041061 [redacted]s Chevrolet Motor Division

Ms. Nicole Sperando
Chevrolet Motor Division
Tampa, FL

Dear Ms. Sperando:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Dave Wyatt at Extension 506

4200 Wilson Blvd., Suite 800, Arlington, VA 22203 Phone: 800.955.5100 Fax: 703.247.9700

Customer Claim Form

Case Number : CHV0041051
Contact Date : 09/26/00
Start Date :

Customer Name Address

[redacted]

OREGON, OH [redacted]
Day Phone : [redacted]
Fax Number:

Evening Phone: [redacted]
E-mail address :

Vehicle Information

Name(s) that appear on vehicle title: [redacted]
Is Vehicle titled to a business: no
Percentage of time vehicle used for business purposes:
Transmission Type: Automatic
Number of vehicles owned or leased by the business : 0
Make: Chevrolet Model: Corvette Model Year: 1999 Current Mileage: 18664
Vehicle Identification Number: _____
Servicing Dealer/City/State : Baumann Chevrolet,
Selling Dealer/City/State : Baumann Chevrolet, Oak Harbor OH
Insurance Carrier : _____ Policy Number: _____
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

Purchase/Lease Information *(complete left side if vehicle was purchased/right side if vehicle was leased)*

Purchase Date: Mileage at purchase:
Purchased As :
Is the vehicle in your possession?
Lienholder's Name:
Address:
City/St/Zip:
Phone:

Lease Date: 05/28/99 Mileage at lease:
Leased As : New
Is the vehicle in your possession? yes
Leasing Company's Name: _____
Address:
City/St/Zip:
Phone: ( ) -

Resolution Sought

The customer would like the manufacturer to replace the vehicle or repurchase the vehicle under the Ohio State Lemon Law.

Signature of Owner(s): _____ Date_____

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: [redacted]

Case Number: CHM041051

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering column locking up-intermittent		yes	4			

(Please indicate whether each problem is current)

To: Nicole Sperando
Fax#: 13133810022
From: Dave Wyatt
Oct 23, 2000

Re: Chevrolet Motor Division/CHV0041051
TotalPages: 7

BBB AUTO LINE

October 23, 2000

Re: m03 1716 X 1670 CHV0041051 [redacted]ve Chevrolet Motor Division

Ms. Nicole Sperando
Chevrolet Motor Division
Tampa, FL

Dear Ms. Sperando:

Enclosed are:

* the *Agreement to Arbitrate*;
* Arbitrator Listing Sheet(s);
* a map to the hearing site;
* Hearing Format Outline;
* *Notice of Hearing/Inspection*; and,
* a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position – you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Dave Wyatt at Extension 508

4200 Wilson Blvd., Suite 800, Arlington, VA 22203 Phone: 800.955.5100 Fax: 703.247.9700

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 10/20/00 Case Number: CHV0041051
Customer: [redacted]
Business: Chevrolet Motor Division
Mfr-Info: 1716 OH 1G1YY22C9X5128583

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette
Year : 1999

All parties named above submit to arbitration the following:

1. Steering column locks up

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

If a repurchase is sought by one of the above parties, the actual amounts sought are: Leased vehicle repurchase

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [redacted]

Case Number: CHV0041051

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Darrell Steitenpohl

Arbitrator's Occupation: lawyer

Arbitrator's Biography:

Location of Better Business Bureau

Name of Building (if any)

3103 Executive Parkway, Suite 200, Toledo, OH
Bureau Address and City

419.531.3116
Bureau Phone Number (Emergencies Only)

DIRECTIONS

1. From I-75

Take I-75 to the 475 W Exit. (This is by the Jeep plant just north of downtown.)
Stay on 475 W until you come to the Secor Rd. exit.
Turn left onto Secor (You will go back under the expressway.)
Turn right at the second light. This is Executive Parkway. (There is a Pizza Hut and Mid-Am Bank on the corner and a right-turn only lane.)
Go around the bend to 3103 Executive Parkway, Suite 200. It is the 7 story white building on the right-hand side.

2. From 23/475

Take 23/475 to the 475 East split.
Stay on 475 E until you come to the Secor Rd. Exit.
Turn Right onto Secor and the next light is Executive Parkway.
Turn Right onto Executive Pkwy. (There is a Pizza Hut and Mid-Am Bank on the corner and a right-turn only lane.)
Go around the bend to 3103 Executive Parkway, Suite 200. It is the 7 story white building on the right-hand side.

BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 10/23/00 Case Number: CHV0041051

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1716 OH 1G1YY22C9X5128583

Arbitrator(s): Mr Darrell D Steffenpohl

Hearing Date, Time, Place: 11/08/00 3pm

BBB Serving NW Ohio & SE Mich, Inc.

3103 Executive Pkwy., Suite 200

Toledo OH 436061372

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 4195786000

Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

A. Presentation of consumer's testimony, evidence and witness(es)
B. Presentation of business' testimony, evidence and witness(es)
C. Questions, comments and rebuttals by consumer
D. Questions, comments and rebuttals by business
E. Questions by arbitrator

Inspection

A. Arbitrator instructs parties about inspection/test drive procedures
B. Inspection (and test drive, if necessary)
C. Questions or comments about inspection (and test drive) by consumer
D. Questions or comments about inspection (and test drive) by business
E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

A. Any last questions, testimony or evidence by either party
B. Any last questions by arbitrator
C. Closing statement by consumer
D. Closing statement by business

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.

To: Nicole Sperando
Fax#: 13133810022
From: Dave Wyatt
Oct 10, 2000

Re: Chevrolet Motor Division/CHV0041051
TotalPages: 14

BBB AUTO LINE

October 10, 2000

Re: m09 1718 X 1870 CHV0041051 [redacted]e Chevrolet Motor Division

Ms. Nicole Sperando
Chevrolet Motor Division
Tampa, FL

Dear Ms. Sperando:

The customer listed above has completed the *Customer Claim Form* (*CCF*), and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Dave Wyatt at Extension 506

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Case Number: CHV0041051 Start Date: 10/10/00
Customer Name: [redacted] State: OH
VIN: 1G1YY22C9X5128583
This claim is ☐ IN Warranty ☐ OUT of Warranty
Is the VIN listed above correct? ☐ YES ☐ NO
If you checked NO, please indicate the correct VIN: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on ___/___/___
☐ The customer rejected the offer on ___/___/___
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render.

List the amount of any over allowance/negative equity: $_____
I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To: BBB AUTO LINE
Fax: 703.247.9700

Completed by: _____ Date: __/__/__
Future contact: _____
Phone: _____ Fax: _____

STATE OF OHIO - BUREAU OF MOTOR VEHICLES VEHICLE REGISTRATION CARD APPLICATION NO. LZ94229

000000	06/01/99	4805	9998	03/20/00	03/20/01	[redacted]	[redacted]	PC	R
13.00	22.53		0.00	FIFTH THIRD AUTO LSG TRST				PC	L
COUNTY LU48	LU48	37.53	[redacted]			25	1999	CHEV	
OREGON		OREGON		OH	[redacted]	1G1YY22P9X5128583			
[redacted]		[redacted]		00 PC F70X 002626 K LUCA		7200196352			
BHA5736	XE92199	FIFTH THIRD AUTO LSG TRST							
000260		[redacted]							
		OREGON		OH [redacted]		RR12938			
[redacted]									

BMV4401 REV.

Bob Schmidt CHEVROLET

1435 REYNOLDS ROAD • P.O. BOX 1180 MAUMEE, OH 43537 TELEPHONE (419) 893-0781

CONTRACT NO. 114505	ADVISOR	STATE NO. 11	INVOICE DATE 07-20-99	INVOICE NO.
[redacted]	LABOR RATE 56.5	LICENSE NO.	MILEAGE IN 4204	COLOR FLINTFIRE
	YEAR/MAKE/MODEL 99/CHEVROLET/CORVETTE		DELIVERY DATE 05-22-99	DELIVERY MILES
	VEHICLE ID NO. 1 Y 2 2 5 K 5		SALES ORDER NO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO	P.O. DATE 07/20/99	
MIDDLETON, OH				
[redacted]	[redacted]			SERVICE ADVISOR

LABOR & PARTS

JOB 1 21CVZ TRIM-INTERIOR DOUBLE 0.50 TECH(S):121 WARRANTY

CUSTOMER STATES STEERING WHEEL WILL NOT UNLOCK.
SEE C.SCHMIDT
DA 99 E7470 .5 SCAN TEST - TRANSMITTER TEST - PASSED
STEERING POSITION SENSOR TEST - PASSED - PASSED ALL
TESTS - NO DTC'S

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB 2 SUBLET DOUBLE TECH(S):103 WARRANTY

TOWING, RAY'S.
DA 99 T2020 XC RAY'S SERVICE CENTER

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET

JOB #	PO#	VEND	TRIM-INT	DATE	DESCRIPTION	
JOB # 2	67717	48644		07/28/99	RAY'S SERVICES INC	WARRANTY
					TOTAL - SUBLET	0.00

TOTALS

IF OUR SERVICE DEPARTMENT FAILS TO MEET YOUR EXPECTATIONS
PLEASE ASK TO SPEAK WITH ME. OUR GOAL IS TO MAKE SURE
YOU ARE SATISFIED WITH OUR SERVICE.
CHUCK SCHMIDT SERVICE MANAGER

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE THAT THIS
PART MAY QUALIFY FOR LIFETIME GUARANTEE FOR THIS REPAIR.
PLEASE INQUIRE WITH YOUR SERVICE ADVISOR FOR DETAILS.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

Excellence Service

[redacted]

CUSTOMER SIGNATURE

Repair #1

ADVISOR INITIAL

APPOINTMENT ☐ YES ☑ NO

[redacted]

OREGON, OH

[redacted]

STATE REG# HC000662

YEAR / MAKE / MODEL: 99/CHEVROLET/CORVETTE

CUSTOMER NO. 114588 | COLOR PEWTEW/

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 72771

DELIVERY DATE 5-2-00 | DELIVERY MILES | INTERIOR DEALER NO. | R.O. DATE 07/28/00

SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR 146

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS ON YOUR CAR WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE

ESTIMATE $ DATE TIME BY

REPAIRS $ DATE TIME BY

AUTHORIZED $ DATE TIME BY

CARD NO. 11

MILEAGE 4154.0

TRANS. A

AIR COND. Y

TURBO

F.S. Y

REPLACED PARTS WILL BE AVAILABLE UNLESS OTHERWISE NOTED ☐ SAVE ☐ DISCARD

I ACKNOWLEDGE AND APPROVE ADDITIONAL WARRANTY WORK PERFORMED

AUTHORIZED PERSON PICKING UP VEHICLE

TIME PROMISED 1:00 | DATE/TIME PROMISED 07/28/00 | PRIORITY

DATE OF PLAN/INTERE 06.05

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

Parked Inside

[redacted]

Bob Schmidt CHEVROLET

Sales-Mon. & Thurs. til 9pm/Tues., Wed., Fri. til 6pm/Sat. til 4pm
Service-8am til 6pm Mon. thru Fri.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, BOB SCHMIDT CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BOB SCHMIDT CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which indicate an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual shop time in any given instance.

* SUPPLIES - A total charge equivalent to 8% of the labor charge to a maximum of $15.00 is actual for supplies used on your vehicle. Applicable supply items are: fluids, lubes, washers, tape, pine, sandpaper, shellac, solvent, rags, carburetor cleaner, brushes, solder, battery cleaner, wire, window sealer, etc.

FORM EN-1-RO

CUSTOMER COPY

Bob Schmidt CHEVROLET

1985 REYNOLDS ROAD • P.O. BOX 1180 MAUMEE, OH 43537 TELEPHONE (419) 865-0761

[redacted]

DETAILS

IF OUR SERVICE DEPARTMENT FAILS TO MEET YOUR EXPECTATIONS PLEASE ASK TO SPEAK WITH ME. OUR GOAL IS TO MAKE SURE YOU ARE SATISFIED WITH OUR SERVICE.
CHUCK SCHMIDT SERVICE MANAGER

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES THAT THIS PART MAY QUALIFY FOR LIFETIME GUARANTEE FOR THIS REPAIR. PLEASE INQUIRE WITH YOUR SERVICE ADVISOR FOR DETAILS.

TOTAL LABOR....	[illegible]
TOTAL PARTS....	[illegible]
TOTAL SUBLET...	[illegible]
TOTAL G.O.L....	[illegible]
TOTAL MISC CHG.	[illegible]
TOTAL MISC D.SC	[illegible]
TOTAL TAX.....	[illegible]
TOTAL INVOICE $	[illegible]

CUSTOMER SIGNATURE

REPAIR #2

ADVISOR INITIAL: MC

VEHICLE ID NO.: [redacted]

YEAR/MAKE/MODEL: 99/CHEVROLET/CORVETTE

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 73237

CUSTOMER NO. 114588 | NAME PEWTER/ | DELIVERY DATE 05/29/99 | DELIVERY MILES | RETURN DELIVERED | INV. DATE 08/17/99

SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR 146

[redacted]

OREGON, OH

APPOINTMENT: ☐ YES ☑ NO

[redacted]

REMARKS
UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR REPAIRS WILL BE NOT OVER TWENTY-FIVE DOLLARS, INITIAL YOUR CHOICE.

[redacted]

DATE | TIME | BY

DATE | TIME | BY

DATE | TIME | BY

CARD NO. 269

MILEAGE 4910

TRANS. A

AIR COND. Y

TURBO

F.S. Y

TIME PROMISED 07:30am | DATE/TIME PROMISED 08/17/99 03:00pm | PRIORITY

STATE REG# NR000662 | MILES ON PLATE/RENTAL 36,5

☐ SAVE ☐ DISCARD

I hereby authorize the above work to be done along with the necessary materials and agree to pay the reasonable charges for labor and materials upon completion of the work. Bob Schmidt may exceed the estimate by 10% without your approval. Bob Schmidt is not responsible for loss or damage to vehicle or articles left in it in case of fire, theft or any other causes beyond their control or for any delays caused by unavailability of repairs or delays beyond the control of our suppliers or transportation companies. A charge will be made for towing if the vehicle is not removed within 24 hours after it is ready for delivery. Bob Schmidt is not responsible for damage to vehicle or articles left in it in the event of failure to deliver for any reason, including fire, theft or damage, for the purpose of taking other repairs, the owners

X

I ACKNOWLEDGE AND APPROVE ADDITIONAL WARRANTY WORK PERFORMED

X

APPROVED PERSON PRINTED IN VEHICLE

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

1. 2605010 Jerk

1 [redacted]

2 [redacted]

3 [redacted]

[redacted]

Bob Schmidt
CHEVROLET

Sales-Mon. & Thurs. til 9pm/Tues., Wed., Fri. til 6pm/Sat. til 4pm
Service-8am til 6pm Mon. thru Fri.

CHEVROLET

[redacted]

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, BOB SCHMIDT CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BOB SCHMIDT CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

* SUPPLIES - A labor charge equivalent to 6% of the labor charge to a maximum of $15.00 is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, newspaper, grease, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY

Bob Schmidt CHEVROLET

1488 REYNOLDS ROAD • P.O. BOX 1180 MANSFIELD, OH 44902 TELEPHONE (419) 884-0781

[redacted]

LABOR & PARTS

JOB # 21CVZ TRIM-INTERIOR HOURS: 2.20 TECHNICIAN: WARRANTY
CUSTOMER STATES STEERING COLUMN IS LOCKED. SAME AS 7-25-99.
OJ AC E7490 2.0 DIAG .3 DIAD AND REPLACED STEERING COLUMN
LOCK MOTOR ASSEMBLY. DNOT.
MD 95 29001 XX OVERNIGHT

PARTS	QTY	PN NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	26050960	LOCK		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

JOB # 2 CONVZ10F LUBE OIL FILTER HOURS: TECHNICIAN: 10.45
COMPLETE PER RECOMMENDED MAINTENANCE
LUBE OIL AND FILTER.

PARTS	QTY	PN NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	23010633	OIL FILTER 1.8L	5.00	5.00
			JOB # 2 TOTAL PARTS		5.00
			JOB # 2 TOTAL LABOR & PARTS		15.45

JOB # 3 2RCVZ SUBLET HOURS: TECHNICIAN: WARRANTY
TOWING, RAY'S
OJ AC T2020 XX TOWING

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

SUBLET	PON	VEND INVC	INV DATE	DESCRIPTION		WARRANTY
JOB # 3	60103	49002	[illegible]	RAY'S TOWING CENTER		
					TOTAL - SUBLET	0.00

O.D.S. & SUPPLIES

JOB # 2	7.0 OIL	[illegible]	5.000	/UNIT	37.10
				TOTAL - ADE	37.10

MISC

	CODE	DESCRIPTION	CONTROL NO		
JOB # 2	02	EPA WASTE SERVICE			1.40
				TOTAL - MISC	1.40

COMMENTS
SHOP OUT

FOUR COPY SEQUENTIAL
NEW UNIT LINE PROCESS

R.O.# 002999

R.O.# 002999

183000 1G1Y22G9X5128583 | 99 | Chev. Corvette | 103

BAUMANN CHEVROLET-OLDSMOBILE
2080 South SR-19 PO Box 71
OAK HARBOR, OHIO 43449
419-898-2571 419-898-0431

Dick or Alex by 9/16 DATE 9/16

QTY.	PART NO.	DESCRIPTION	NOTES

DELIVERY DATE | DATE RECEIVED | DATE RETURNED | PROMISED | PIC

BILLING DEALER | SUB. PHONE | MILEAGE OUT

R.O. CROSS REFERENCE

DELIVERY LOCATION NAME | CITY Oregon | STATE Ohio

COMPLAINT: Steering is Locked
CAUSE: Rear terminal. Replaced MC207 two terminals Replace terminals & retest OK
CORRECTION:
TECH NO. 23 | Check Customer Feedback H P O | Date repair made | OK | Foreman

COMPLAINT: Towing
CAUSE:
CORRECTION:
TECH NO. | Check Customer Feedback H P O | Date repair made | OK | Foreman

COMPLAINT:
CAUSE: REPAIR #8
CORRECTION:
TECH NO. | Check Customer Feedback H P O | Date repair made | OK | Foreman

COMPLAINT:
CAUSE:
CORRECTION:
TECH NO. | Check Customer Feedback H P O | Date repair made | OK | Foreman

SUBLET REPAIRS		SOS	
Tong Tow			
TOTAL SUBLET		TOTAL S.O.S	

INTERNAL SALES ACCT. NO.	ACCOUNT DESC.	FACTORY CLAIMS ACCT. NO.	PAGE
463		462	
473		472	
451		460	
486		486	
476		476	
479		479	
491		491	
67	CLAIM NO.	ACCT. NO.	WARRANTY CLAIMS TOTAL
15		263	
15			

WARRANTY REPAIR ORDER

VEHICLE INVOICE

Baumann Chevrolet-Oldsmobile
2080 S. SR 19 South P.O. Box 71
Oak Harbor, Ohio 43449
419-898-2871 419-832-3431

01032 *

SOLD TO: 5/3 Auto Leasing Trust
ADDRESS: [redacted]
Oregon Ohio
DATE: 5-29-99
SALESPERSON:

VEHICLE SOLD	1999	Chevrolet	N	9852	Corvette Cpe	1G1YY22G5X5128583	5803/1803
TRADE IN	NONE						

INSURANCE COVERAGE INCLUDES:
- ☐ FIRE AND THEFT
- ☐ COLLISION INST. DEDUCT.
- ☐ PUBLIC LIABILITY - INT.
- ☐ PROPERTY DAMAGE - INT.

OPTIONAL EQUIPMENT AND ACCESSORIES DESCRIBED:
ITEM:
FACTORY INSTALLED:
DEALER INSTALLED:

POOR COPY QUALITY RECEIVED
BBB AUTO LINE PROGRAM

SELLING PRICE	40230.00
DOCUMENTARY FEE	
Luxury tax	296.10
	40526.10
SALES TAX	
LICENSE AND TITLE	
TOTAL CASH PRICE	40230.00
FINANCING 5/3 Lease	40526.10
INSURANCE	
TOTAL TIME PRICE	
MINUS PAYMENT:	
DEPOSIT 205	40526.10
CASH ON DELIVERY	
TRADE-IN	
LESS LIEN	
PAYMENTS:	
AT	
AT	
TOTAL	40526.10

[redacted]

Seaman Chevrolet Oldsmobile

DESCRIPTION OF VEHICLE

Current Mileage 250

☒ New ☐ Used

YR	MAKE	MODEL	STYLE	VEHICLE IDENTIFICATION NUMBER
1999	Chevrolet	Corvette	Cpe	[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Agreed Upon Value of the Vehicle	40190.00
Tax	2300.30
Title Fee	.00
Registration Fee	.00
Documentation Fee	.00
Prior Outstanding Credit or Lease Balance	.00
Credit Life Insurance	.00
Credit Disability Insurance	.00
GAP/Rebate	.00
GAP Rebate Charge to Value	.00
Lease Acqu. Fee	400.00
	.00
	.00
	.00
Total Gross Capitalized Cost	40890.30

TYPE	PREMIUM	Company
Credit Life	$ NA	Lessee needs credit life Insurance $
Disability	$ NA	Lessee needs credit disability Insurance $

[redacted]

Customer Claim Form

Case Number : CHV0041051
Contact Date : 09/26/00
Start Date :

Customer Name Address

[redacted]
OREGON, OH [redacted]
Day Phone [redacted] Evening Phone [redacted]
Fax Number [redacted] E-mail address [redacted]

Vehicle Information

Name(s) that appear on vehicle title: Carol Cox
Is Vehicle titled to a business: no Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business : 0
Make: Chevrolet Model: Corvette Model Year: 1999 Current Mileage: 16664
Vehicle Identification Number: 1 G 1 Y Y 2 2 G 9 X 5 1 2 6 5 8 3
Servicing Dealer/City/State : Baumann Chevrolet,
Selling Dealer/City/State : Baumann Chevrolet, Oak Harbor OH
Insurance Carrier : State Farm Insurance Policy Number: 3 3511-K26-35
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

Purchase/Lease Information *(complete left side if vehicle was purchased/right side if vehicle was leased)*

Purchase Date: Mileage at purchase:
Purchased As :
Is the vehicle in your possession?
Lienholder's Name:
Address:
City/St/Zip:
Phone:

Lease Date: 05/28/99 Mileage at lease: 260
Leased As : New
Is the vehicle in your possession? yes
Leasing Company's Name: Fifth Third Auto Leasing
Address: 101 N. Main St.
City/St/Zip: Gibsonburg, OH 43421
Phone: ( ) -

Resolution Sought

The customer would like the manufacturer to replace the vehicle or repurchase the vehicle under the Ohio State Lemon Law.

[redacted]

Signature of Owner(s): [redacted] Date 10.03.00

I am authorizing my lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: [redacted]

Case Number: CHV0041051

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering column locking up-intermittent		yes	4			
REPAIR BREAKDOWN OF ABOVE:						
Steering Column Lock Up	Bob Schmidt Chev. Maumee, OH	yes	1	07.28 1999	6254	1
Steering Column Lock Up	Bob Schmidt Chev. Maumee, OH	yes	1	08.20 1999	4910	3
Steering Column Lock Up	Baumann Chevrolet Oak Harbor, OH	yes	1	08.30 2000	not stated	2
** Steering Column Lock Up	Baumann Chevrolet Oak Harbor, OH	yes	1	09.14 2000	18660	16
** PLEASE NOTE: CAR IS CURRENTLY AT THE DEALERSHIP, THEREFORE, I DO NOT HAVE A REPAIR ORDER TO ATTACH FOR REPAIR #4.						

(Please indicate whether each problem is current)

To: Nicole Sperando
Fax#: 13133810022
From: Dave Wyatt
Oct 23, 2000

Re: Chevrolet Motor Division/CHV0041051
TotalPages: 7

BBB AUTO LINE

October 23, 2000

Re: m03 1716 X 1670 CHV0041061 [redacted] vs Chevrolet Motor Division

Ms. Nicole Sperando
Chevrolet Motor Division
Tampa, FL

Dear Ms. Sperando:

Enclosed are:

* the *Agreement to Arbitrate*;
* Arbitrator Listing Sheet(s);
* a map to the hearing site;
* Hearing Format Outline;
* *Notice of Hearing/Inspection*; and,
* a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position – you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Dave Wyatt at Extension 503

4200 Wilson Blvd., Suite 800, Arlington, VA 22203 Phone 800.955.5100 Fax 703.247.9700

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 10/20/00 Case Number: CHV0041051

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1716 OH 1G1YY22C9X5128583

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette
Year : 1999

All parties named above submit to arbitration the following:

1. Steering column locks up

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

If a repurchase is sought by one of the above parties, the actual amounts sought are: Leased vehicle repurchase

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [redacted]

Case Number: CHV0041051

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Darrell Steinspohl

Arbitrator's Occupation: lawyer

Arbitrator's Biography:

Location of Better Business Bureau

Name of Building (if any)

3103 Executive Parkway, Suite 200, Toledo, OH
Bureau Address and City

419.531.3116
Bureau Phone Number (Emergencies Only)

DIRECTIONS

1. From I-75

Take I-75 to the 475 W Exit. (This is by the Jeep plant just north of downtown.)
Stay on 475 W until you come to the Secor Rd. exit.
Turn left onto Secor (You will go back under the expressway.)
Turn right at the second light. This is Executive Parkway. (There is a Pizza Hut and Mid-Am Bank on the corner and a right-turn only lane.)
Go around the bend to 3103 Executive Parkway, Suite 200. It is the 7 story white building on the right-hand side.

2. From 23/475

Take 23/475 to the 475 East split.
Stay on 475 E until you come to the Secor Rd. Exit.
Turn Right onto Secor and the next light is Executive Parkway.
Turn Right onto Executive Pkwy. (There is a Pizza Hut and Mid-Am Bank on the corner and a right-turn only lane.)
Go around the bend to 3103 Executive Parkway, Suite 200. It is the 7 story white building on the right-hand side.

BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 10/23/00 Case Number: CHV0041051

Customer: [redacted]

Business: Chevrolet Motor Division

Mfr-Info: 1716 OH 1G1YY22C9X5126583

Arbitrator(s): Mr Darrell D Stellenpohl

Hearing Date, Time, Place: 11/08/00 3pm

BBB Serving NW Ohio & SE Mich, Inc.

3103 Executive Pkwy., Suite 200

Toledo OH 436061372

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 4196786000

Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

A. Presentation of consumer's testimony, evidence and witness(es)
B. Presentation of business' testimony, evidence and witness(es)
C. Questions, comments and rebuttals by consumer
D. Questions, comments and rebuttals by business
E. Questions by arbitrator

Inspection

A. Arbitrator instructs parties about inspection/test drive procedures
B. Inspection (and test drive, if necessary)
C. Questions or comments about inspection (and test drive) by consumer
D. Questions or comments about inspection (and test drive) by business
E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

A. Any last questions, testimony or evidence by either party
B. Any last questions by arbitrator
C. Closing statement by consumer
D. Closing statement by business

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: [redacted] COLVINGTON
TN [redacted]
HOME PHONE: [redacted]

CASE NUMBER:	04048331	VIN:	1G1YY22G9X5132469
		MODEL YEAR:	1999
DATE OPENED:	2001-05-02	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-05-02	MILEAGE:	40000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

N01 Steering General — Other
0 REPAIR ATTEMPT(S) — STEERING COLUMN LOCKED.

Vehicle repair request - Repair not done

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

CUST STATES THAT HER STEERING WHEEL IS LOCKED, BUT THE CAR WILL STILL START. CRM ADVISED CUST TO CONTACT DLR IN THE MORNING. SHERRY JOHNSON CAC/PDX.; 0; 357709835

**********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: 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 POSESSION 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: [redacted]
ADDRESS: SOUTH PLAINFIELD [redacted] ,
NJ [redacted]

HOME PHONE: [redacted]

CASE NUMBER:	04590934	VIN:	1G1YY22G9Y5100980
		MODEL YEAR:	2000
DATE OPENED:	2001-06-18	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-06-18	MILEAGE:	12000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	ROYAL CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	1548 RTE 22 E,,BRIDGEWATER,NJ,08807,USA

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

M41 Steering Column/Lock/Attaching Parts — Other
1 REPAIR ATTEMPT(S) — STEERING COLUMN 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 HE HAS A CORVETTE THAT HE HAS BEEN LEASING FOR ALMOST TWO YEARSCURRENTLY HAS 12K MILES...LAST MONTH HE WENT TO GET INTO THE CAR AND STEERING WHEEL LOCK UP...VEH IN SHOP 3DAYS...THEN ABOUT 10 DAYS LATER ENGINE SERVICE LIGHT SOON CAME ON THEN STARTING BLINKING..THEN WHEN PUT KEY IN IGNITION THE TRUCK WOULD OPEN BY ITSELF...VEH IN SHOP FOR A WEEK.. THIS PAST SAT THE PASS SIDE FLOOR WAS WET. AND THEN THIS AM THE SERVICE COLUMN LOCK LOCKED UP AGAIN AND THEY VEH HAS BEEN TOWED TO THE DLR...CUST SEEKS REPAIR QUICKLY, THAT IT WILL BE FIXED RIGHT, AND NO NOT PAYING FOR A VEH THAT IS SPENDING ALL ITS TIME IN THE SHOP...SET UP TIME TO CALL BACK CUST ON TUES. 06/19/01.
TERESA VARNER/CAC/PDX; 0; 361738387
2001-06-18

CRM CONTACTED BARRY, SVC DEPT AND HE STATED THAT HE HAS RECEIVED THE CUST VEH. AND THEY WOULD BE GETTING AN OFFICE DIAG ON THE VEH BY TODAY..HE IS LOOKING INTO HOW LONG IT WILL TAKE TO GET THIS IGNITION LOCK PART..HE HAS THE PARTS DEPT SEARCHING FOR THEPART...THEY HAVE BEEN ON BACK ORDER FOR A WHILE...CRM TO CALL BACK TO SEE IF THEY HAVE AN ANSWER TO THE DELAYED TIME FRAME TO GIVE TO THE CUST.....TERESA VARNER/CAC/PDX; 0; 361738980
2001-06-18

CRM CONTACTED BARRY AGAIN AND HE HAS LOCATED A PART AND IT SHOULD BE HERE IN THE MORNING AND THEY ARE ANTICAPATING THAT THE VEH WILL BE READY TOMORROW AFTERNOON....CRM CONTACT CUST AND INFORMED HIM THAT THE PART WILL BE THERE TOMORROW AND THEY ARE EXPECTING TO RETURN THE VEH TO HIM BY TOMORROW AFTERNOON.....CRM REMINDED CUST THAT OF HIS REQUEST # INCASE HE HAS FUTHER ISSUES WITH THIS CONCERN...
CUST WILL CALL AGAIN IF NEEDS ANY FUTHER ASSIST...CUST THANKED CRM FOR HER HELP.... TERESA VARNER/CAC/PDX; 0; 361746030

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GM RESTRICTED

333439

CASE NUMBER: 00293648
DATE OPENED: 05/08/00
DATE CLOSED: 05/08/00
SOURCE: YES
CUSTOMER: [redacted]
ADDRESS:
HOME PHONE: [redacted]
BUS. PHONE:

VIN: 1G1YY22G5Y5101031
MODEL YEAR: 2000
SERIES: CORVETTE COUPE
MILEAGE: 15000
STATE: MO

DELIVERY DATE:
DEALER NAME: DENNIS HANKS CHEV-OLDS INC
ERC PARENT:
DEALER ADDRESS: 802 W JACKSON,,OZARK,MO,65721,USA

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

M23 Brake Rotors
0 REPAIR ATTEMPT(S)
Other
rotors warped

M01 Steering General
0 REPAIR ATTEMPT(S)
Other
it locks up

M15 Headlamp Wiring/Switch
0 REPAIR ATTEMPT(S)
Broken
yellow light does not come back on

customer has several problems

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

customer states that someone left a message with the request number #00110243. customer was calling to report that the front headlamp has malfunctioned with the blinker,the rotors have problem,and the steering wheel locks up/customer states that the vehicle is at the dealership being repaired.customer wanted to have the concern documented.

ebony davis/austincars; 0; 326674748

**********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:

G·M RESTRICTED

333439

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:

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:
WHEN WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:

ENGINE TYPE:

TRANSMISSION:
VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0
MSRP:

HRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:

GM RESTRICTED

333439

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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

RICHMOND , VA [redacted]

CASE NUMBER:	05345875	VIN:	1G1YY22G9Y5101885
		MODEL YEAR:	2000
DATE OPENED:	2001-08-16	SERIES:	CORVETTE COUPE
DATE CLOSED:	2001-09-04	MILEAGE:	20000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

A01 Open Campaign 1 REPAIR ATTEMPT(S)	Product Campaign Claim STEERING COLUMN
M01 Steering General 1 REPAIR ATTEMPT(S)	Other CAMPAIGN
S93 Dealer Did Not Contact Customer 1 REPAIR ATTEMPT(S)	Other 5 DAYS
T44 Maintenance Certificate (Oil Change) 0 REPAIR ATTEMPT(S)	Customer Satisfaction 1of

Facility conditions at dealership

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 sales 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 to leave an FYI message for the AVM regarding customer concern.
Facility conditions at dealership
**********WORK HISTORY**********

CUST STATES HE TOOK HIS VEH TO HAVE A CAMPAIGN DONE AND THE DLR HAS HAD IT FOR 3 DAYS AND STILL HAVE NOT DONE THE REPAIR CUST SEEKS VEH REPAIRED CUST STATES HE WAS TOLD THAT THE VEH WOULD BE DONE AND HE CANCELLED COURT AND WHEN HE WENT TO PICK UP THEVEH THE VEH WAS NOT DONE UNABLE TO CONTACT SVC MGR CALL BACK CUST 08/16 130-230 PDT AT [redacted] CINDI FRANK CAC/PDX; 0; 366845992
2001-08-16

CRM CALLED DLR SVC MGR RICH HE STATES THAT HE IS SORRY THAT THEY HAVE HAD TO ORDER ANOTHER PART DO TO THE FACT THAT THEY PUT THE PART IN WRONG BUT THEY ARE DOING A MAINTAINANCE SVC FOR THE CUST CRM ADVSD CUST THAT THE PART WILL BE IN TOMORROW AND SO HESHOULD BE ABLE TO PICK UP THE VEH TOMORROW AND THAT WE AT GM AND ON THE BEHALF OF THE DLR ARE SORRY FOR THE INCONVIENCE THIS ISSUE HAS CAUSED CUST STATES HE SHOULD JUST HAVE TAKEN IT TO A GARAGE AND HE WOULD HAVE HAD THE VEH BACK AND DONE RIGHT THE FIRST TIME **********CRM TO REQUEST A OLF CERT********** REASONS FOR OLF 1 CUST INCONVEINCE 2 APOLIGENTIC GESTURE 3 BRING THEM BACK TO GM DLRS 4 KEEP CUST LOYALTY 5SHOW GM CARES FOR CUST CINDI FRANK CAC/PDX; 0; 366852534
2001-08-17

CRM DID COURTESY CALL TO CUST AND THE CUST STATES THAT HE HAS NOT RECEIVED HIS VEH AND THE SVC MGR ERIC PROMISED THAT THEY WOULD GIVE HIM A CALL AND AT 300 ET HE HAS NOT RECEIVED THAT

CALL AND HE IS GOING OUT OF TOWN AND HE CAN'T TAKE THE RENTAL VEH CRMCALLED DRL FOR UPDATE ERIC STATE THAT THEY DID THE STEERING WHEEL REPAIR AND NOW THE STEERING IS LOCKED AND THEY DON;T KNOW WHAT IS WRONG CRM ADVSD SVC MGR THAT THE CUST JUST WANTS TO UPDATE SO HE KNOWS WHATS GOING ON CRM ADVSD CUST THAT THE SVC MGR WILL BE CALLING AND THAT THEY WILL KEEP HIM UPDATED CRM TO DO COURTESY CALL TO SEE WHAT IS GOIN ON 08/20 CINDI FRANK CAC/PDX; 0; 366930891
2001-08-20

CRM CALLED DLR SVC ADVS STATES THE VEH IS READY TO BE PICKED UP CRM CALLED CUST TO SEE IF THE DLR HAD CALLED HE STAES THEY HAVE NOT CRM ADVSD THAT THE VEH IS DONE AND THEY SHOULD BE CALLING HIM GETTING HIM INTO HIS VEH CINDI FRANK CAC/PDX; 0; 367185581
2001-08-20

CRM RECEIVED OVER THE SHOULDER APPROVAL FROM TM RYON SLAUGHTER CINDI FRANK CAC/PDX; 0; 367187464
2001-08-21

Liaison submitting for approval

Jamison Willey GL/PDX; 0; 367254302
2001-08-24

gl reviewed request and submitted for final approval. cindy slaght/gl/pdx/cars; 0; 367532732
2001-09-01

CORR RCVD
CUST STATES - Customer is writing in to thank Previous crm Cindi Frank for her good work. See attached docs.
CRM ADVISED - Indexing white mail, attaching and forwarding to previous crm.
Wasim Rahim/CORR/Tampa; 0; 368203377
2001-09-12

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 8/28/01 TO [redacted] RICHMOND, VA [redacted]
JADA MEAD/GL/TL/CAC/PDX.; 0; 369163815

**********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: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

August 20, 2001

[redacted]

Richmond, VA [redacted]

Request: C05345875

Dear [redacted]

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

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

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

Sincerely,

Cindy Frank
Customer Relationship Manager

RS0015-P

ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE

- Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column.
- Retain this original letter in the customer's file.

[redacted]
Richmond, Virginia [redacted]

RICHMOND VA 23232
PM
22 AUG
2001

08-27-01P03:09 RCVD

General Motors,
P.O. Box 33170
Detroit MI 48232

48232-3170

[redacted]
Richmond, VA[redacted]

20 August 2001

General Motors,
P.O. Box 33170
Detroit MI 48232

RE:[redacted]
VIN 1G1YY22G9Y5101885

Dear Sir/Madam:

Last Tuesday I took my car in for the ignition/steering column recall. Today I got it back. In between, there has been a good deal of grief. I write not to complain, but to commend one of your Customer Relation Managers, Cindy Frank. I had prepared a letter full of complaints about G.M., Chevrolet and the Dominion Group - most of them unjustified, but satisfying to express in any event.

I first called Customer Relations late last Thursday. I really expected another "run around." What I got was first class service. I told Ms. Frank I thought three days was entirely too long to do the recall work and she agreed. She promised to check into it and call me back. I didn't believe her. But she did. And, for the first time, I understood what the problem was. She couldn't tell me when the car would be ready, but she did promise to stay on top of the situation. True to her word she did. When Dominion called Friday afternoon with the bad news - the car wouldn't be ready until Monday - Ms Frank had already smoothed the way. So instead of an entirely dissatisfied customer, Dominion had one who was unhappy, but who understood why it was taking so long.

Today I got my car back, along with an oil change and state inspection. Dominion delivered the car to my office and picked up the rental car I had been using. I thank Dominion, but I really think someone owes Ms. Frank a huge debt of gratitude for what she did on behalf of Dominion and G.M. Flowers would be nice.

Very truly yours,
[redacted]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: GLEN AVON
CA [redacted],

HOME PHONE: [redacted]

CASE NUMBER:	00731113	VIN:	1G1YY22G9Y5103409
		MODEL YEAR:	2000
DATE OPENED:	2000-06-26	SERIES:	CORVETTE COUPE
DATE CLOSED:	2000-07-05	MILEAGE:	13184
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	INLAND CHEVROLET OLDSMOBILE
BRC PARENT:		DEALER ADDRESS:	350 CARRIAGE CIR,,HEMET,CA,92545,USA

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

M41 Steering Column/Lock/Attaching Parts — Broken
1 REPAIR ATTEMPT(S) — Steering locks up

STEERING WHEEL LOCK AND MOTOR MALFUNCTION.

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

RECEIVED PRA FROM AVM AND ASSIGNED REPURCHASE CASE TO KEN GREEN X58036. NO RELATED CASES.
LEONARD BETHEA/CARS/TAMPA; 0; 99999

**********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 HRC 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*4176438*	*VIN Number:*	*1G1YY22G9Y5105046*
Date Opened:	*9/5/2000*	*Model Year:*	*2000*
Date Closed:	*9/7/2000*	*Series:*	*Corvette*
Dealer Code:	*B15906*	*Mileage:*	*8863*
Address:	*MEISSNER CHEVROLET-OPHILADELPHIA*	*State:*	*PA*
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING UNWANTED STRG COLUMN INT
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---

09/05/2000 11:54:54 SBD TEMPLATE - THOMPSON
STRATEGY BASED DIAGNOSTICS
_1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
_1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
_Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
_N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
_N_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
_Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
_Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
_Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
_Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
_Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
_Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
_N_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)
09/05/2000 11:54:54 HISTORY - THOMPSON

TECH STS CUST STS STRG COLUMN WON'T UNLOCK;

TECH STS HAS NOT DUPLICATED; STS HAS NUMEROUS DTC'S, IN NUMEROUS SYSTEMS;

TAC DISCUSSED PI A000265; SUGGESTED TECH CK ALL CHASSIS GNDS, REPAIR AS NECESSARY;

TECH TO COMPLY, ADVISE...

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	*5868429*	*VIN Number:*	*1G1YY22G9Y5106438*
Date Opened:	*9/6/2002*	*Model Year:*	*2000*
Date Closed:		*Series:*	*Corvette*
Dealer Code:	*B04564*	*Mileage:*	*28416*
Address:	*MERIT CHEVROLET CO MAPLEWOOD*	*State:*	*MN*
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN WONT UNLOCK NO CO
RESOLUTION ABSTRACT-
UCC CODE 1---------
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-------
UCC-2 DESCRIPTION---
UCC CODE 3--------
UCC-3 DESCRIPTION--

09/06/2002 11:30:07 SBD TEMPLATE - RICHARDSON
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)
MIKE TRIVISKI TECH
CUSTOMER CONCERN -
STEERING COLUMN WONT UNLOCK AT TIMES. NO MESSAGE OR MILS ON, ENGINE RUNS AND VEHICLE WILL MOVE WITHOUT STALLING.
DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
NO CODES STORED, UNABLE TO DUPLICATE COMPLAINT. VEHICLE HAS HAD CAMPAIGN 01022 PERFORMED. VEHICLE IS A MANUAL TRANS.
VEHICLE WAS BOUGHTBACK FOR FUEL GAUGE CONCERN.
TAC RECOMMENDATION -
ADVISE TECH TO OBTAIN MORE INFORMATION FROM CUSTOMER. GET SPECIFICS SUCH AS HOW LONG HAD VEHICLE BEEN DRIVEN/PARKED BEFORE COMPLAINT OCCURED? HOW OFTEN DOES COMPLAINT OCCUR? HOW LONG DOES IT LAST AND WHAT IS DONE TO GET IT UNLOCKED?

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [redacted]
ADDRESS: Mador , WV [redacted]
HOME PHONE:

CASE NUMBER:	1-132508436	VIN:	1G1YY22G9Y5109758
		MODEL YEAR:	2000
DATE OPENED:	2003-08-20	SERIES:	Corvette
DATE CLOSED:	2003-09-11	MILEAGE:	30000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	Moore Chevrolet, Inc.
BRC PARENT:		DEALER ADDRESS:	1926 W. Third Avenue,Williamson,WV,25661,USA

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

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

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

column lock; ; 2003-08-20
2003-08-20

Service Request has been Closed Satisfied.; ; 2003-08-20
2003-08-22

SR in Status of Closed has been Re-Opened by VIDALEZM; ; 2003-08-22
2003-08-22

Veh Concern/Column Lock; ; 2003-08-22
2003-08-22

Service Advisor Randy Ooton; ; 2003-09-11
2003-08-27

1-132508436/Jeff Simpkins/Fllw up on dlr repair; ; 2003-09-11
2003-08-25

please assume SR as you are now working on it; ; 2003-09-11
2003-08-25

Please read the coments in this activity; ; 2003-08-27
2003-08-27

****SR Update**********; ; 2003-09-11
2003-08-28

File has been assigned to current CRM.; ; 2003-09-11
2003-08-28

Service Request Ownership has changed FROM: CROSSANR TO: GULOSHA; ; 2003-08-28
2003-08-28

Service Request Ownership has changed FROM: GULOSHA TO: VIDALEZM; ; 2003-08-28
2003-09-10

See notes; ; 2003-09-11
2003-09-11

Service Request has been Closed Satisfied.; ; 2003-09-11

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: 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
MSRP:

BRC WARRANTY DATE:
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 POSESSION 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: [redacted]
ADDRESS:
HOME PHONE:

CASE NUMBER:	05567624	VIN:	1G1YY22G9Y5110215
		MODEL YEAR:	2000
DATE OPENED:	2002-01-24	SERIES:	UNKNOWN
DATE CLOSED:	2002-01-25	MILEAGE:	28300
SOURCE:	BBB Import	DELIVERY DATE:	
BRC TYPE:	ADR No	DEALER NAME:	None provided
BRC PARENT:		DEALER ADDRESS:	

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

E30 Wheels 10REPAIR ATTEMPT(S)	Other PEELING
N40 Power Windows Motor/Switch/Wiring 5 REPAIR ATTEMPT(S) INTERMITANTLY	Inoperative PASSENGER SIDE WINDOW NOT WORKING
M41 Steering Column/Lock/Attaching Parts 3 REPAIR ATTEMPT(S)	Other STEERING COLUMN LOCK
C50 Glass General 4 REPAIR ATTEMPT(S)	Water Leak JWATER LEAKS GETING FLOOR BOARD WET
N42 Power Door Locks Motor/Switch/Wiring 1 REPAIR ATTEMPT(S)	Other WON'T HOLD MEMORY

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

per cust - biggest prob is electrical - drives down the road & headlights go out, has been towed 2x, steering column locks up, lost all power, elec seats don't hold memory, floorboard was wet, leak may have been repaired (he's just not sure). he claimscar unsafe & he's going to die in it, etc....a/c sometimes fails. AutoWay on Hillsborough is dealer...has complaints about cost of rental to him - he pays for an upgrade. seeks repurchase. p bryder/adr/ext 58017; 0; 370310095
2001-10-02

CRM LEFT MSG FOR AVM DON REEVES TO ADVISE OF CASE.; 0; 370884193
2001-10-04

CRM SPOKE WITH AVM JDON REEVES ABOUT CASE AND ADVISED I WOULD NEED R/OS FROM DEALER TO MAKE ASSESMENT AND WE SHOULD GET A FINAL REPAIR.; 0; 371091556
2001-10-10

ROS REREQUESTED. BRYDER/BARTOW; 0; 371584327
2001-10-10

CRM REVIEWED W/SM, WHO ADVISES 43 ROS, 120 DAYS OUT OF SVC. LMFCB FROM AVM TO REQUEST TRADE OR REPURCH? BRYDER/BARTOW; 0; 371588224
2001-11-09

CRM DISCUSSED CASE WITH AVM DON REEVES WHO STS HE WILL SEND IN EPRA ON MONDAY.; 0; 374198076

2001-11-19

********DECISION --- VOLUNTARY REPURCHASE. JUSTIFICATION ---MEETS LEMON LAW, OVER 120 DAYS OUT OF SERVICE. DECISION MAKER --- AVM DON REEVES. FOLLOW UP --- FILE TO REPURCHASE DEPT.; 0; 375046482
2001-11-19

CRM SPOKE WITH CUSTOMER AND REQUESTED HE FAX CURRENT COPY OF VEHICLE REGISTRATION.; 0; 375047788
2001-11-19

ADR Voluntary Repurchase, (PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Danielle Taylor, ext. 57323. AVM: Don Reeves. Related requests: 05435682, 02123246, 02115730, & 01421677. Robyn Starks/Tampa workflow.; 0; 375049530
SUNTRUST BANK

**********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: 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: CHV0178804 DATE: 2001-09-24
TITLE NAMES: WILLIAM SOKOL
BUSINESS: N % 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME: SUNTRUST BANK CONTACT NUMBER: 1
COMPANY: SUNTRUST BANK CONTACT TYPE: Lienholder
CONTACT PHONE: 8007868787
ADDRESS: P. O. BOX 911024

Orlando, FL 32891

[redacted]

DEB-TAX	JAIL REG.	COUNTY FEE	CNAL FEE	SALES TAX	TITLE FEE
$33.10	$	$3.00	$	$0.00	$

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
	10/08/01	$0.00	$	$36.10

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 10/08/01

[redacted] DECAL: [redacted] EXP: 11/20/02

VIN:1G1YY22G915110215 TC:78631822 YR/MAKE:2000 CH V

[redacted]

LUTZ, FL [redacted]

L#: 532093 T#: 296708114 B#: 392327 F#: 296708114

CASE NUMBER: 99-0605991 VIN: 1G1YY22G9Y5111087

DATE OPENED: 12/14/99 MODEL YEAR: 00
DATE CLOSED: 12/14/99 SERIES: YR CORVETTE
SOURCE: PHONE MILEAGE: 300
CUSTOMER: [redacted]
ADDRESS: [redacted] KISSIMMEE FL [redacted]
HOME PHONE: STATE: FL
BUS. PHONE:

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

CUST STATES HE WATCHED HIS 2000 CORVET BEING BUILT AND CLAIMS TO LOVE IT
CUST STATES HE ONLY HAS 300 MILES ON IT AND HAS HAD IT IN THE SHOP 2X
CUST STATES HE IS NERVOUS TO DRIVE CAUSE THE STEERING WHEEL WILL LOCK
CUST STATES HE WILL DEMAND A NEW CAR IF HE MUST BRING IT IN FOR 3X
CNR TOLD CUST THAT A CASE WILL BE MADE AND HE WILL HAVE PROOF OF COMPLAINT
CNR EXPLAIN WHERE TO FIND THE BBB NUMBER

CUSTOMER CALLED IN SCREAMING THAT HIS STEERING COLUMN LOCKED UP ON HIM AGAIN AND HE IS STRANDED AT HIS BUSINESS - VEHICLE WAS AT DEALERSHIP Y ESTERDAY FOR SAME PROBLEM BUT COULD NOT DIAGNOSE - CUSTOMER HAD VEHICL E CUSTOME MADE AND SAYS NOW HE HAS A LEMON - CRM CALLED DEALERSHIP AND SPOKE TO SERV MGR,LOUISE AND EXPLAINED CUSTOMERS PROBLEM AND SHE OFFER ED TO SEND TECHNICIAN OVER TO SCAN TO SEE WHAT THE PROBLEM IS - CRM GO T BACK ON THE LINE TO LET CUSTOMER THAT SERV MGR WOULD SEND OVER TECH TO SCAN TO SEE WHAT PROBLEM IS BUT CUSTOMER SHUT CAR OFF SO HE DOES NO T KNOW IF STEERING COLUMN IS STILL LOCKED - CUSTOMER ASK THAT SERV MGR CALL HIM AT [redacted] - CRM GOT BACK ON LINE WITH SERV MGR AND ASKED HE R TO CALL CUSTOMER SHE WAS IN AGREEMENT - CRM GAVE SERV MGR PHONE NUMB ER - RAMONA GUMBAN/AUSTIN

CUST STATES HIS VEH IS IN SHOP FOR THE FOURTH TIME WITH THE STEERING COLUMN LOCKED UP AGAIN. STATES THE DLR FINALLY DUPLICATED THE PROBLEM THIS MORNING, AND IS ABLE TO FIX IT. CUST STATES IF IT IS NOT REPAIRED BY 5PM HE WILL CONTACT ATT GEN. CRM ADVISES CUST TO LET DLRSHP HAVE THE TIME IT NEEDS TO DUPLICATE AND REPAIR THE PROBLEM. CUST REQUESTS BBB #. CRM PROVIDES IT. CUST WANTS FACTS DOCUMENTED INTO CASE FOR UPCOMING LAWSUIT. CRM ADVISED COMMENTS HAVE BEEN ADDED TO CASE. NO FURTHER ASST REQUESTED BY CUST.
LORI HATTON/AUSTIN

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

CDE # DESC	CDE COMMENTS
A04 0	CUST STATES SAFETY CONCERNS CRM TO CUST TO SPEAK TO DLR
M41 0	CUST STATES PROB WITH STEERING COLUMN LOCKING CAR IS IN THE SHOP FOR REPAIR