TAG2-031

DOKITOF 22
PART 2 OF 3

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



WEIMAR

ТX

CASE NUMBER: 01379581

VIN:

1G1YY22G9W5126959

MODEL YEAR:

1998

DATE OPENED: 2000-08-25

SERIES: MILEAGE: CORVETTE COUPE 4100D

DATE CLOSED: 2000-08-25 SOURCE: BRC TYPE:

Phone

DELIVERY DATE:

BRASHER MOTOR COMPANY OF WEIMAR INC DRALER NAME:

BRC PARENT:

DEALER ADDRESS: 1700 INTERSTATE 10 B, WEIMAR, TX, 78962, USA

M41 Steering Column/Lock/Attaching Parts

3 REPAIR ATTEMPT(S)

Broken

column locks up not duplicated

801 Service General O REPAIR ATTEMPT(8)

Customer Satisfaction very satisfied w/ Brasher

Steering Wheel lock

CUST STATES multiple problemm w/ weh, the latest is that the steering wheel locks up when cust parks veh, locks it up and when cust starts weh 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 weh 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 Syc 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 Baton/pdx; 0; 336074622 2000-08-25

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: 0 ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED: MUMBER OF VEHICLES: O

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE CONDANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

MERP:

BRC WARRANTY DATE: NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

APTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION: RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

MAMR:

LOCATION:

1

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS: ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

BUBINESS: 0

DATE:

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

FURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE;

RESOLUTION SOUGHT:

MAMR:

CONPANY:

ADDRESS:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION DIVIBION CHEVROLET RESTRICTED

CUSTOMER: ADDRESS:

Montgomery

ΑĹ

HOME PHONE:

CASE NUMBER: 1-132821440

VIN:

1G1YY22G9W5128548

MODEL YEAR:

1998

DATE OPENED:

2003-08-21

SKRIKS: MILEAGE: Corvette 76000.0000000

DATE CLOSED:

Phone

N/AYes

DELIVERY DATE:

Capitol Chevrolet and Imports, Inc.

BRC TYPE: BRC PARENT:

SOURCE

DEALER NAME:

DEALER ADDRESS:711 Eastern Blvd, Montgomery, AL, 36117-1985, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Inoperative

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

Service Request Ownership has changed FRDM:

: 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PEOPLE: ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

MAS 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 STATUE:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MBRP:

NADA: 0

NAME:

SALES TAX:

DEPRECIATION:

UPGRADE r

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST PAID: INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: LEGAL TYPE: LEMON LAM: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELHASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN; NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUŠINESS: * BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHABE: 0 PURCHASE/LEASE AS:

NAME:

CONTACT NUMBER:

COMPANY:

RESOLUTION SOUGHT:

DOES OWNER HAVE POSESSION OF VEHICLE:

CONTACT TYPE: CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION . RESTRICTED G N

CUSTOMER: ADDRESS:

COCONUT CREEK

FL

HOME PHONE:

CASE NUMBER: 06629829

1G1YY22G9W5129585

MODEL YEAR:

DATE OPENED: 2002-04-02 SERIES:

CORVETTE COUPE

DATE CLOSED: 2002-04-03 MILRACE:

70000

1998

SOURCE:

BRC PARENT:

Phone

DELIVERY DATE:

BRC TYPE: Yes

DEALER NAME: LOU BACHRODT CHEVROLET INC DEALER ADDRESS:1801 W ATLANTIC BLVD, POMPANO BRACH, FL, 33069, USA

M41 Steering Column/Lock/Attaching Parts

2 REPAIR ATTEMPT(S)

Incperative LOCKED UP

A07 Referred to Dealer

1 REPAIR ATTEMPT (8)

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\Plus1\Micros-1\lexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus:\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode Corepoi nt.html]
- Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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 DRALERSHIP.....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 wer in and see him.... cust states he will have ass tow it there as it is CURRENTLY LOCKED UP AND CRM IS TO CALL HIM TOMORROW BETWEEN 9-11AM EST AT WORK OF

..TEISHA DAVISON/FL CAC/TPA.....; 0; 385609479 EXT 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 dir is now wanting to charge him \$80. Crm advad custahe would document file and have prev crm contact him at work number 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/lesse agreement. Crm adved cust of address, but adved cust to contact leasing company. Cust states he will get lewyer for this issue. Crm adved cust we cannot assist if he seeks legal action. Cust states he wante to get this steering column repaired. Crm forwarding file to: 0: 385628445 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 MOR 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 disset w/no arb letter. TL forwarding file back to crm to close file.

Tricia Williams/CARS/Tpa; 0; 386708754

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: 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: DEFRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: **HRANCH:** NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VENICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAMB: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY TRRATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE:

TITLE NAMES: BUSINESS:

ACCIDENT:

* BUSINESS: 0 DATE OF ACCIDENT: DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0

PURCHASE/LEASE AS:

DOES CHINER HAVE POSESSION OF VERICLE:

RESCLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

COMPANY:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADORESS:

ROSEVILLE

HOME PHONE:

CASE NUMBER: 02035561

VIN:

1G1YY22G9W5129876

MODEL YEAR:

DATE OPENED: 2000-10-25

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-10-25

MILEMIE

16616

1998

SOURCE:

Phone

No

DELIVERY DATE:

DEALER NAME: JOHN L SULLIVAN CHEVROLET

BRC TYPE: BRC PARENT:

DEALER ADDRESS:700 AUTOMALL DR, ,ROSEVILLE, CA, 95661, USA

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

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 weh on and thesteering wheel will lock up and she will be stuck. Last time she called roadside asst and they towed her to a dir and the dir replaced the lock. Cust seeks why it would fail again. CRM adved to take it to the dir and explained that they will have to duplicate the concern before they can do anything. CRM also adved cust to explain to the dlr everything she does when she drives b/o the littlest thing can effect it. Cust and CRM thanked eachother. Megan Rutto / FDX; 0; 341373420

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLET 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VERICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

. PAR STATUS:

SOURCE:

TRANSACTION:

RECUEST TYPE:

REPURCHABE REASON:

DRALKR BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: .

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGN & BUY-BACK: 0

MARP:

NADA: 0

SALBS TAX:

DEPRECIATION:

UPGRADE:

AFTERNARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

LEGAL

HAME:

INTEREST PAID:

DRALER BUYOUT:

ACCOUNT BALANCE:

DRALER ADMINISTRATION:

RELEASE:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:

DATE:

TYPE OF INJURY:

TREATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

TITUS MARAS

BUŞINBƏS: ACCIDENT: * BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 DATE OF PURCHASE/LEASE.

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4852051

VIN Number:

1G1YY22G9W5130705

Date Opened:

6/29/2001

Model Year:

1998

Date Closed:

Series:

Corvette

Deuler Code:

B05404

Mileoge:

24663

Address:

HUSKER AUTO GROUP, ILINCOLN

State

NE

Desier 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/MON-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 SOLATE 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 LOCKING FOR PLINFO

ADVISED DLR ON PI A000265 (COLUMN LOCK DIAGNOSIS)

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

KOLLIERVILLE

TN

HOME PHONE:

BRC TYPE:

CASE NUMBER: 04689617

VIN

1G1YY22G9X510276l

MODEL YEAR: 1999

DATE OPENED: 2001-06-26

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-06-26

01-06-26 MILEAGE:

MILEAGE: 37800 DELIVERY DATE:

SCURCE: Phone

No

DRALER NAME:

BILL HEARD CHEVROLET, INC. - COLLIER

ERC PARENT: DEALER ADDRESS:4605 HOUSTON LEVER

ROAD, COLLIERVILLE, TN, 38017, USA

NO1 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

O REPAIR ATTEMPT (S)

Other

SEEKS ASSIST/JUST OUT OF WARRANTY

A07 Referred to Dealer O 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://cargweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]

- * Identify if earlier repairs have been attempted? [[Possible Chronic Rep RUM
- C:\Progra-1\Plumi\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
 - 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
- * He prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase Link RUN C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://oarsweb/webknowledge/CARSCP/SBS/html/CustomsrRequestsVehicleRepurchase.htm] |

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,

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPLE: 0

injuries :

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

agent name:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VAHICLE:

NOTIFY NAME:

MAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE RUAD TESTED:

RCAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SCURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

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: MERP: NADA: 0 SALES TAK: 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: NUMBER OF INJURIES: 0 COMMENTA: MAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: Business: t Business: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASB/LEASE AS: DOES OWNER HAVE POSSESSION OF VEHICLE: RESCLATION SOUGHT: NAME: CONTACT NUMBER: 1

COMPANY: CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS:

Winter Springs

FT.

HOME PHONE:

CASE NUMBER: 1-2890667

VIN: MODEL YEAR: 1G1YY22G9X5103165

DATE OFENED:

2002-05-21

SERIES: Corvette

DATE CLOSED:

2002-07-05

MILEAGE:

32000.0000000

SOURCE: BRC TYPE: Phone N/ANO

DELIVERY DATE:

Roger Holler Chevrolet CO. DEALER NAME:

1999

BRC PARENT:

DEALER ADDRESS: 860 W Fairbanks, Winter Park, FL, 32789-4789, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Broken

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PEOPLE:

ROAD CONDITION: BODY INJURY:

RCAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0 PROPERTY DAMAGE: WAS VEHICLE INSURED: INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT NAME: AGENT PHONE NUMBER: MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: NOTIFY NAME: WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: MILRAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: 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 0 BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: APTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: VEHICLE DESTINATION: DRALER ADMINISTRATION: RELEASE: LIEN PAYOFF:

TITLE BRAND:

NUMBER OF INJURIES: 0

REPLACEMENT VIN:

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES CWINER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER:

ADDRESS:

CAPITOL HEIGHTS

MD

HOME PHONE:

CASE NUMBER: 03871520

VIN:

1G1YY22G9X5103523

MODEL YEAR:

1999

DATE OPENED: 2001-04-18

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-04-18

MILEAGE:

61000

SOURCE: BRC TYPE: Phone

DELIVERY DATE: DEALER NAME:

ROSENTHAL CHEVROLET/JEEP-EAGLE

BRC PARENT:

DEALER ADDRESS: 3400 COLUMBIA PIKE, ARLINGTON, VA, 22204, USA

S55 Warranty Clarification

1 REPAIR ATTEMPT(S)

Other

Rent-a-car

M01 Steering General O REPAIR ATTEMPT(S)

Interference

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

Cust states weh steering locking, recieved rent-a-car per request, issue not duplicated, Cust seeks reimbursement, CRM advad some extended warranties do offer rental assistance. CRM adved cust consult with extended warranty company to see if indeed thatis a provision. CRM

spoke with Mike Murphy (Serv Director) whom confirmed. Completing...Jos Salas/CAC/Atx; 0; 356459610

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PEOPLE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: WAS VEHICLE INSURED: INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT NAME: AGENT PHONE NUMBER: MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: NOTIFY NAME: WAS VEHICLE INSPECTED: 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: SOURCE: TRANSACTION: RECUEST TYPE: REPURCHASE REASON: DEALER BAC: DRALER 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:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

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

TYPE OF INJURY:

RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE NAMES:

BUSINESS: % BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



MS RICHLAND ,

CASE NUMBER: 04543642

VIN:

1G1YY22G9X5105627

MODEL YEAR:

1999

DATE OPENED: 2001-06-13

BRC PARENT:

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-06-13

MILEAGE:

25000

SOURCE: BRC TYPE: Phone No

DELIVERY DATE: DEALER NAME:

DEALER ADDRESS:

M41 Steering Column/Lock/Attaching Parts

Other

O REPAIR ATTEMPT(S)

WONT UNLOCK

A07 Referred to Dealer O REPAIR ATTEMPT(S)

Other

STEERING COLUMN WON'T 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

CUST STATES THE STEERING WHEEL WILL NOT UNLOCK AND THE SERVICE COLUMN LOCK MRSSAGE 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

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 PROPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DANAGE:

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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DRALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

PAX NUMBER:

BODY TYPE: TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

NADA: 0

SALES TAX:

DEFRECIATION:

UPGRADE:

MSRP:

APTERMARKET:

LEASE TERM:

DANAGE:

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:

NUMBER OF INJURIES: 0 COMMENTS:

NAME:

ADDRESS: , CITY/STATE: , PHONE NUMBER: LOCATION:

SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LRASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED

CUSTOMER: ADDRESS:

CLARKSTON

MI

HOME PHONE:

CASE NUMBER: 01000447

VIN:

1G1YY22G9X5105708

MODEL YEAR:

DATE OPENED: 2000-07-25 SERIES: 1999

DATE CLOSED: 2000-07-25

MILEAGE:

CORVETTE COUPE 14000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

No

DEALER NAME:

WALLY EDGAR CHEVROLET-BUICK INC

BRC PARENT:

DEALER ADDRESS:3805 LAPRER RD (M24), LAKE ORION,MI,48360,USA

M41 Steering Column/Lock/Attaching Parts

Inoperative

3 REPAIR ATTEMPT(S)

STEERING WHEEL LOCKING

DLR TO CONSULT WITH TAC LOCKING STEERING COLUMN

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, THE FIRST TWO TIMES THE DLRREPLACED THE LOCK 7/18 AND 7/24/00 BECAUSE OF THIS PROBLEM. CRM ESTABLISHED REQUEST, CALLED CYLINDER, BUT THIS HASN'T RESOLVED THE PROBLEM CEVICUSLY. DLR FOR INFORMATION ON FURTHER REPAIR. SPOKE WITH SVC. DIRECTOR, BRAD HOOVER, WHO COMFIRMED THAT TAC CASE WILL BE ESTABLISHED AND THEY WILL DO EVERYTHING POSSIBLE TO GET TO HEART OF CRM ADVISED CUST OF SAME, WHO WAS VERY SATISFIED WITH GM AND DER EFFORTS. GAVE HIM REQUEST # FOR REFERENCE.... MARLIN BINKLEY / CARS / AUSTIN; 0; 333388252

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: 0 ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE 0 BUY-BACK: 0

NADA: 0

SALES TAX:

DEPRECIATION:

DPGRADE:

MSRP:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAMB:

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:

NUMBER OF INJURIES: 0 COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:

TYPE OF IMJURY:

TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

COMPANY:

GM RESTRICTED

CASE NUMBER: 06817451

VIN

1G1YY22G9X5105823

DATE OPENED:

05/03/02

MODEL YEAR:

1999

DATE CLOSED:

05/06/02

SBRIES:

CORVETTE COUPE

SOURCE:

YRS

MILEAGE:

23000

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

NC

BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

GM RESTRICTED

CUSTOMER:

ADDRESS:

HOME PHONE:

CARY

NC

CASE NUMBER:

06817451

VIN:

1G1YY22G9X5105B23

MODEL YEAR:

SERIES:

CORVETTE COUPE

1999

23000

DATE OPENED: DATE CLOSED:

2002-05-03 2002-05-06

MILEAGE:

SOURCE: BRC TYPE: Phone Yes

DELIVERY DATE: DEALER NAME:

HENDRICK CHEVROLET-HUMMER

BRC PARENT:

DEALER ADDRESS: 100 AUTO MALL DR, , CARY, NC, 27511, USA

A01 Open Campaign

O REPAIR ATTEMPT (8)

Product Campaign Claim CAMPAIGNS 00034 AND 01044

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT (S)

Inoperative CAMPAIGN 01044

C28 Seat Belt System

O REPAIR ATTEMPT(8)

Other

CAMAPGIN 00034

T04 General Information

O REPAIR ATTEMPT(9)

LOCKED. CUST SEEKS TO HAVE TOWING COVER

Customer Satisfaction

CUST STATES STEERING COLUMN IS CURRENTLY

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

- First check VIN profile tab for recalls
- Refer to [[Campaigns RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/]] for recall details, Go under the Bulletins tab.
- If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.

ROAD SURFACE:

GW KAGIKIÇIB

Vehicles involved in product recall campaigns

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 5-6-20G2 AT DURING DAYTIME HOURS. CRM CONTACTED DLR, BUT HAD TO L/M ON WHE. CRM EXTENSION IS 48147. JANELLE LOWDEN/ATX/CARS/CAC; 0; 389292235

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 WASN'T HAPPY WITHTHE LAST REPAIR THAT THEY DID. CUST STATES THAT SO FAR HE HASN'T 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

INCIDENT DATE:

DRIVER NAME:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

NUMBER OF PEOPLE: 0 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

3

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:

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:

MILBAGE @ BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0

MERP:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERM:

DAMAGE: OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

INTEREST PAID: DRALER BUYOUT:

NAME:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

*********BODILY INJURY::********************** *********

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

GM RESTRICTED

TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS ACCIDENT:

DATE OF ACCIDENT:

* BUBINESS: 0

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:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

6443893

VIN Number:

1G1YY22G9X5105921

Date Opened:

5/5/2003

Model Year:

1999

Date Clesed:

_

Series:

Corvette

Dealer Code:

B14037

Mileage:

29441

Address:

BERGLUND CHEVROLET JROANOKE

States

VA

Danier Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN STILL LO RESOLUTION ABSTRACT-

UCC CODE 1---

UCC-† DESCRIPTION— STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION-

05/05/2003 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. 05/06/2008 10:32:09 HISTORY - KOPAH

G M RESTRICTED

CASE NUMBER: 1-20706932

VIN:

1G1YY22G9X5106292

DATE

07/31/02

MODEL

1999

DATE

08/19/02

SERIES

CORVETTE

SOURCE:

N/AYES

MILEAGE

26000.

CUSTOMER:

ADDRESS:

HOME PHONE:

BUS. PHONE:

STATE:

MO

GENERAL MOTORS CORPORATION CHRVROLET DIVISION G ME RESTRICTED

CUSTOMER:

ADDRESS:

Saint Joseph

HOME PHONE:

CASE NUMBER: 1-20706932

VIN:

1G1YY22G9X5106292

MODEL YEAR: 1999

DATE OPENED: 2002-07-31 2002-08-19

8BRIB8: MILEAGE: Corvette 26000.0000000

DATE CLOSED: SOURCE:

Phone N/AYes DELIVERY DATE:

DEALER NAME:

Phalen Motors, Inc.

BRC TYPE: BRC PARENT:

DEALER ADDRESS:314 Woodlawn, Atchison, KS, 66002-2165, USA

M01 General

O REPAIR ATTEMPT(S)

Inoperative

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

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

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

2

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

. WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DRALER ADDRESS: , ,

CONTACT: ,

PRONE NUMBER: PRODUCT CODE: FAX NUMBER: BODY TYPE:

TRIM:

3

GM RESTRICTED

ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: : BEAMAGE OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: VEHICLE DESTINATION: DEALER ADMINISTRATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: % BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MELEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER: COMPANY: CONTACT TYPE:

ADDRESS:

CONTACT PRONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

6655991

VIN Number:

1G1YY22G9X6107197

Date Opened:

7/28/2003

Model Year:

1989

Date Closed:

Series

Corvette

Dealer Code:

B17421

Mileager

49200

Address:

BILL HEARD CHEVROLETCOLLIERVILLE

States

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:

6542427

VIN Number:

1G1YY22G9X5107457

Date Opened:

6/16/2003

Model Year:

1999

Date Closed:

84

Saries

Corvette

Dealer Code:

B15724

Mileager

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-

08/16/2003 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.

08/16/2003 10:59:13 HISTORY - COLEMAN

GENERAL MOTORS CORPORATION CHRVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

FORT WORTH

ТX

HOME PHONE:

CASE NUMBER: 04961377

VIN:

1G1YY22G9X5109256

MODEL YEAR:

DATE OPENED:

2001-07-1B

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-07-18

MILEAGE: DELIVERY DATE:

45000

1999

SOURCE: BRC TYPE: Phone

DEALER NAME:

HUDIBURG CHEVROLET INC

BRC PARENT:

No

DEALER ADDRESS: 7769 GRAPEVINE HWY, , NORTH RICHLAND

HILLS, TX, 76180, USA

J34 Fan/Belt/Pulley 3 REPAIR ATTEMPT(S)

Won't Maintain Adjustment

BELT STRETCHES

J01 Engine

O REPAIR ATTEMPT(S)

Other

IDLES HIGH

K30 Automatic Transmission

0 REPAIR ATTEMPT(S)

Shift - Late/Hesitate

RESITATES

A01 Open Campaign

O REPAIR ATTEMPT(S)

Product Campaign Claim

#00034 #1044

C28 Seat Belt System

O 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:\Frogra~1\Plus!\Micros~1\Texplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoi nt.htm]]
- Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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 DIRSHIP 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PEOPLE: 0

IMJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0 MSRP: SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LENON LAW: VEHICLE DESTINATION: DRALER ADMINISTRATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: % BUSINESS: 0 BUSINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 PURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0 DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: CONTACT NUMBER: 1 NAME: CONTACT TYPE: COMPANY: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4705009

VIN Number:

1G1YY22G9X5109337

Date Opened:

5/1/2001

Model Year:

1999

Date Closed:

6/18/2001

Series:

Corvette

Dosler Code:

B1549I

Mileoge:

44659

Address;

PATTERSON CHEVROLET HAMILTON SO

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 09:13:08 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
- $_{\rm N_{\rm S}}$ (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, P.G.)
- _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 BOM FUSE AND THE COLUMN IS WORKING PROPERLY.

ADVISED TECH: PER PI A000265.

EA02-031 / GM22C Page 2 of 2

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED G M

CUSTOMER: ADDRESS:

SHAKER HEIGHTS

OH

HOME PHONE:

CASE NUMBER: 04958583

VIN:

1G1YY22G9X510962B

MCDEL YEAR:

DATE OPENED: 2001-07-18 SERIES:

CORVETTE COUPE

DATE CLOSED:

2001-07-20

MILEAGE

40000

1999

SOURCE: BRC TYPE:

Phone No

DELIVERY DATE: DEALER NAME:

SPITZER CHEVROLET INC

BRC PARENT:

DEALER ADDRESS:333 E AURORA RD, NORTHFIELD, CH, 44067, USA

A01 Open Campaign O REPAIR ATTEMPT(S) Customer Satisfaction CAMPAIGNS 0034 £ 1044

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Inoperative

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/JohAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]] Notification of open campaigns or special policies.

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 MOR-JIM & SAID CORVETTE TECH WOULD BE IN 9 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 SCHEDDLED 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 MSR & 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 PROM 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

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 IP 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 NGR 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, CRN ADVISED: ALL CONCERNS DOCUMENTED & WILL CB FOR FU. SANDRA TOUCHSTONE/CAC/ATE; 0; 364411049
2001-07-20

CRM RESUMED FILE DUE TO NO CALL SET BY FREV 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 ADV8D CUST WILL CONTACT THE DLR SPITZER # 1-330-467-4141 TO INQUIRE IF ANY ASSIST CAN BE OFFERED. CRM ADV8D CUST CANNOT GUARANTEE ANY ASSIST. CUST UNDERSTANDS. CRM CONTACTED THE DLR AND SPORE 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 ADV8D CUST OF INFO FROM DLR. CUST STATED WILL FICK UP VEH TODAY AND BRING IN BOTH RECEIPTS FOR REIMB. CRM OFFERED FURTHER ASSIST. CUST STATED VERY SATISFIED. CRM ADV8D CUST OF FILE # FOR FUTURE ASSIST. CUST SATISFIED.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION: BODY INJURY: RCAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

RECURST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER: PRODUCT CODE: BODY TYPE:

TRTM: ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: D

NADA: 0 SALES TAX:

NAME:

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID: DRALER HUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME: LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DATE OF ACCIDENT:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3372666

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) SAM 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

EA02-031 / GM22C Page 2 of 2

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

 Case No:
 6760189
 VIN Number:
 1G1YY22G9X5111539

 Date Opened:
 9/8/2003
 Model Year:
 1999

 Date Closed:
 Series:
 Corvette

 Dealer Code:
 B02151
 Millange:
 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 88D TEMPLATE - HAJJ STRATEGY BASED DIAGNOSTICS

AIF # ADED	AC TIMES	IM EAG T	THE DALLE	CONDITION
NUMBER	UP LIME	IN PUR	HE SAME:	

- __ 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: ADDRESS: HOME PHONE:

SC MOORE

CASE NUMBER: 01070419

VIN:

1G1YY22G9X5116854

MODEL YEAR: SERIES:

1999 Corvette 18000

DATE OPENED: 2000-08-01

DATE CLOSED: 2000-11-14

01070418

MILEAGE:

DELIVERY DATE: SIMPSONVILLE CHEVROLET INC

BRC TYPE: BRC PARENT:

SCURCE:

ADR

DEALER NAME:

DEALER ADDRESS:3431 N INDUSTRIAL DR., SIMPSONVILLE, SC. 29681, USA

M41 Steering Column/Lock/Attaching Parts

5 REPAIR ATTEMPT(S)

Other

STEERING COLUMN KEEPS LOCKING UP

S13 Reimbursement Requested

O REPAIR ATTEMPT(S)

Customer Satisfaction

REIMBURSEMENT OF ONE CAR PYMT

BBB CLAIM

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 FURCHASING DLR (BOBBY WOODS CHEVROLET 864-638-9556) TO INQUIRE WHO THE CM REF 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 FURCHASING DLR (CLINKSCALES) ***NOT BOBBY WOODS*** TO SPEAK WITH THE SVC MKGR. PER THE RECEPTIONIST THE SVC DEPT WAS OUT TO LUNCH. CRM LEFT A MSG. CRM AWAITS A CALL

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 FURCHASE HER VEHICLE FROM THEIR DLR. CRM CALLED CUST WORK AND HOME LEAVING A VME REQUESTING WHERE THE CUST PURCHASED HER VEHICLE.CRM AMAITS 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, KATTE YATES WHO IS OVER CLINKSCALES. KATTE IS AWAY ON VACATION FOR WEER OF 8-28-00 AND ASKEDNOT TO LEAVE ANY MSG. CRM WILL CALL KATTE 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 WARN 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 INCOMVENIENCE. 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 CRN 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 ORAYING TE.

REGINA NELSON, BRC/ADR, 58524; 0; 337208317 2000-09-11

CRN 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 VMB FROM THE CUST STATING SHE WOULD LIKE TO ACCEPT THE OFFER OF ONE CAR FYNT 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.

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

VIENED GOODWILL. FORWARDED TO TEAM MANAGER FOR APPROVAL. EDGAR WHITE ADR TAMPA 58694; 0; 342117946

2000-11-06

APPROVED CHECK AFTER REVIEWING FILE. DOWN 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 MORRAU/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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PEOPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY: PAR STATUS: TRANSACTION: SOURCE: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DRALER NAME: DEALER ADDRESS: , , CONTACT: . PHOME NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: Automatic VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILBAGE @ BUY-BACK: 0 NADA: 0 MSRP: SALBS TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: . PHONE NUMBER: RESTRAINT SEATING POSITION: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: 0033900 DATE: 2000-07-28 TITLE NAMES: TAKKY BOWERS BUSINESS: Y % BUSINESS: 0 DATE OF ACCIDENT: ACCIDENT: Y DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: 1999-08-15 PURCHASE/LEASE: 1

PURCHASE/LEASE AS: USED

DOES OWNER HAVE POSESSION OF VEHICLE: Y
RESOLUTION SOUGHT: CUST WOULD LIKE A REPLACEMENT VEHICLE.

MILEAGE AT PURCHASE: 1

NAME: COMPANY: CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

*

October 20, 2000

Request: C01070419

Dear

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

CBBB 10/11/00 11:53 PAGE 1/2 TO:Regina Welson COMPANY:Chevrolat Motor Division RightFAX

Regina Nelson 13133810022 To: Fax#: From: Melissa Smarr

Oct 11, 2000

Chevrolet Motor Division/CHV0033900

TotalPages: 2

CBBB 10/11/00 11:53 PAGE 2/2 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division



October 11, 2000



Re: # CHWolet Motor Division # CHV0033900

Dear

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:

and Mrs. Regina Nelson representing General Motors have agreed to the following.

Mrs. Nelson is giving the common one month's car payment to settle this case. The amount of the check will be determined when the common 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.

Meliasa Smart at Education 515

oc: Regine Nelson

CBBB 9/8/00 11:57 PAGE 1/8 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division

To: Regina Nelson Fax#: 13133810022 From: Melissa Smarr

Sep 08, 2000

Re: Chevrolet Motor Division/CEV0033900

TotalPages: 8

CBBB 9/8/00 11:57 PAGE 2/8 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division



September 8, 2000

Re: m03 1716 X 1813 CHV0033900

vs Chevrolet Motor Division

Ms. Regina Neison Chevrolet Motor Division Tampa, Fl.

Dear Ms. Neison:

Englosed 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 heating. 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 Agramma 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 test.

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.

Singerely.

Meliese Smarr at Extension 515

CBBB 8/8/00 11:57 PAGE 3/8 RightFAX TO: Regina Nelson COMPANY: Chevrolet Motor Division



AGREEMENT TO ARBITRATE

09/06/00

Care Number:

CHV0033900

Customer:

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 fail within the confiner of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette Year : 1989

All parties named above submit to arbitration the following:

Current Probleme:

Steering column keepe looking up.

Past Problems:

Driver elde window not working.

CD player was not working properly.

The parties have come to agreement on the followings, not applicable

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

Consumer

: repurchase

Manufacturer : denial

If a reputchase is accignt by one of the above parties, the actual amounts accignt are:

Purchase Price: TBD

CBBB 9/8/00 11:57 PAGE 4/8 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division

BUTO LINE

AGREEMENT TO ARBITRATE

Date:

09/06/00

Case Number:

CHV0033900

Customer: Business:

Chevrolet Motor Division

Mfr-Info:

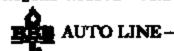
1716 SC 1G1YY22G9X5116854

....

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

CBBB 9/8/00 11:57 PAGE COMPANY: Chevrolet Motor Division TO:Regina Nelson

RightFAX



ARBITRATOR SELECTION LIST

Case Owner:

Case Number: CHV0033900

This is the biographical aketch of the arbitrator in your operating arbitration bearing. 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 eath 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

CBBB 9/8/00 11:57 PAGE 6/8 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division

307-B Falls Street, Greenville, SC



CBBB 9/8/00 11:57 PAGE 7/8 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division



NOTICE OF HEARING/INSPECTION

	_	9/08/00	ı	Case Number:	CHV0033900			
		Customer:						
		Surinese: Chevrolet Motor Division						
,	Mfr-Info: 1716 SC 1G1YYZ2G9X5116854							
Arbitrator(a): MR. GARMON B. SMITH								
Hearing Date, Time, Place:		09/26/00	10:00 a.m.					
		BBB of the Foothile, Inc.						
		307-B Falls Street						
			Greenville	GC 298012829				
Manner in Which Parties Will Participate:								
Customer is being represented by: yee Self no Attorney								
Attorney Name:								
Attorney Phone Number:								
Attorney Fax Number:								
•	Customer:	🛚 ів ренов		l by phone	☐ in writing			
]	Manufacturer:	🗆 in person	×	by phose	Clin writing			
			IN	STRUCTIONS				
	 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. 							
:	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 thives. If the vehicle is inoperable, please contact your Case Specialist immediately.							
;	Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The bearing may be conducted in your absence should you fail to attend. Pailure to attend the inspection may prevent insurance of a decision in your case.							
•	4. Refer to How BBB AUTO LINE World for more detailed information on the arbitration process.							
1	Henring Site Phone Number: 8842361926 Ext 306							

CBBB 9/8/00 11:57 PAGE 8/8 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division



Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- Presentation of consumer's testimony, evidence and witness(cs)
- B. Presentation of business' testimony, evidence and witness(es)
- Questions, comments and reburtals by consumer
- D. Questions, comments and rebuttals by business
- R. Questions by arbitrator

Inspection

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

Recess

Gosing the Hearing

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

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

CBBB 10/10/00 10:23 PAGE 1/8 RightFAX

TO: Regina Nelson COMPANY: Chevrolet Motor Division

To: Regina Nelson Fax#: 13133810022 From: Melissa Smarr

Oct 10, 2000

Re: Chevrolet Motor Division/CEV0033900

TotalPages: 8



September 8, 2000

Re: m03 1716 X 1613 CHV0033900

ve Chevrolet Motor Division

RightFAX

Ms. Regins Nelson Chevrolet Motor Division Tampa, FL

Dear Ma. Nelson:

Englosed 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 Export's Report, if it is applicable to your case.

The purpose of the Agramma to Arbitrate is to outline the positions of both parties to the dispute. The Agramma is not intended to explain your full position — you will have that opportunity at the hearing. Please read the Agramma 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 Agramma 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 test.

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

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

Simpercity,

Mellesa Smarr et Extension 515

CBBB RightFAX 10/10/00 10:23 PAGE 3/8 TO: Regina Nelson COMPANY: Chevrolet Motor Division



AGREEMENT TO ARBITRATE

Date:

09/08/00

Case Number.

CHV0033900

Customer:

Business:

Chevrolet Motor Division

Mfr-Info:

1716 SC 1G1YY22G9X5116854

The decision of the arbitrator(s) will be in accordance with the BBS 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:

Steering column keeps locking up.

Past Problems:

Driver side window not working.

CD player was not working property.

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

Each party requests the arbitrator(s) rander 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

CBBB 10/10/00 10:23 PAGE 4/8 R1ghtFAX

TO:Regina Nelson COMPANY:Chevrolet Motor Division

ACREEMENT TO ARBITRATE

Date:

09/06/00

Case Number:

CHV0033900

Customer: Business: CONTONIO

Chevrolet Motor Division

Mfr-Info:

1718 SC 1G1YY22G9X5118854

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

CREB

10/10/00 10:23 PAGE

RightFAX

TO: Regina Nelson COMPANY: Chevrolet Motor Division



ARBITRATOR SELECTION LIST

Case Owner:

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 fish decision based on the facts of your case. At the beginning of the hearing the arbitrator will eign an eath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator's Biography

Arbitrator's Name:

GARMON SMITH

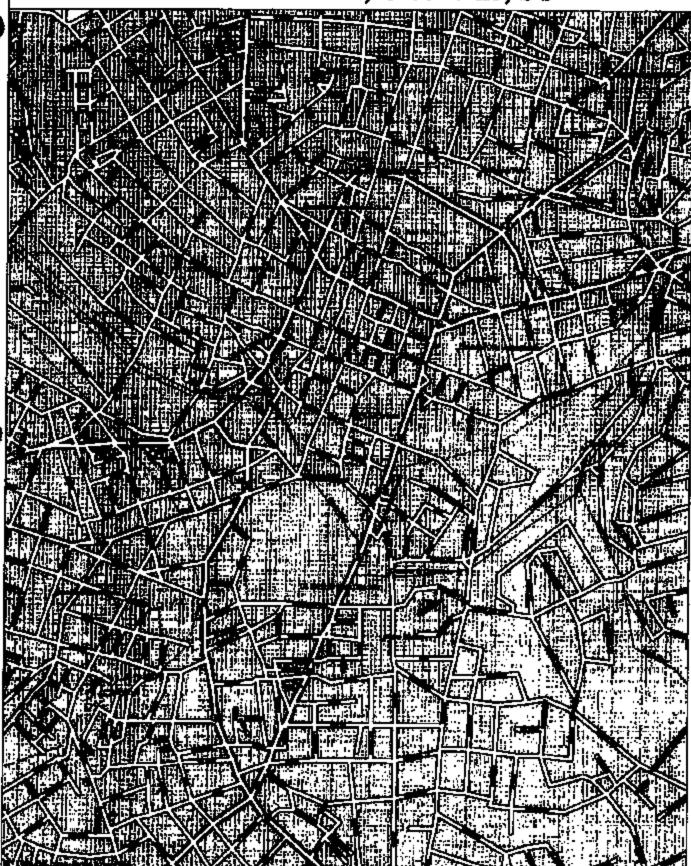
Arbitrator's Occupation:

Arbitrator's Activities:

HANDICRAFTS:GARDENING:CHURCH ACTIVITIES

CBBB 10/10/00 10:23 PAGE 8/8 RightFAX TO:Regina Welson COMPANY:Chevrolet Motor Division

307-B Falls Street, Greenville, SC



CRBS 10/10/00 10:23 PAGE 7/8
TO:Regina Relson COMPANY:Chevrolet Motor Division

RightFAX



NOTICE OF HEARING/INSPECTION

	Date: Customer:	09/09/00	l .	Case Number:	CHVC	033900	
	Businese:	Chevrolet Motor Di	vision				
	Mfr-Info:	1716 SC 191YY	22G9X5116854				
	Arbitrator(*):	MR. GARMON B. SM	пн				
	Heating Date,	, Timo, Place:	09/26/00	10:00 a.m.			
			888 of the Foo	thills, Inc.			
			307-B Falls Str	•			
			Greenville	SC 296012829)		
	Mounter in Wh	ich Parties Will Part	icipate:				
	Customer is b	eing represented by	: <u>yes</u> Self	no Attorney			
	Attorney Nam	ic;					
)	Attorney Phon	e Number:					
,	Attorney Fax I	Number:					
	Customer:	🛱 in person	<u></u>	by phone	🖸 ja wi	ting	
	Manufacturer	in person	Œ	by phone	🔲 in we	ting	
			IN	STRUCTIONS			
				her evidence to the h LINE Arbitration Ru		dence can be submitte	ed after
	vehicle reg	_	•	7 '	-	at the hearing. Current ble, please contact you	
		in your absence sho				spection. The hearing a may prevent issuance	
	4. Refer to H	ow BBR AUTO LINE	Works for more d	emiled information o	n the arbitratio	in process.	
	Hearing Site I	hone Number: 86.	12361925 Ext:	306			



Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

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

Inspection

- Arbitrator instruces parties about inspection/rest drive procedures
- B. Inspection (and test drive, if necessary)
- Questions of 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

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

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

CBBB 8/10/00 11:28 PAGE 001/18 RightFAX TO:Regina Melson COMPANY:Chevrolet Motor Division

To: Regina Neleon Fax#: 13133810022 From: Carolyn Hill

Aug 10, 2000

Re: Chevrolet Motor Division/CHV0033900

TotalPages: 18

CBBB 6/10/00 11:26 PAGE 002/18 RightFAX TO:Regina Nelson COMPANY:Chevrolet Motor Division



August 10, 2000

Re: m09 1716 X 1613 CHV0033900

va Chevrolet Motor Division

Ms. Regins Nelson Chevrolet Motor Division Temps, FL

Dear Me. Nelson:

The customer listed above has completed the Contour 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 oustomer. Please note that for Florida and California cases and cases opened via unil, 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,

Cerolyn Hill at Extension 509

CBBB

8/10/00

11:28 PAGE 003/18 RightFAX

TO: Regina Nelson COMPANY: Chevrolet Motor Division

Chevrolet Mater Division

MANUFACTURER RESPONSE FORM

Case Number: CHVOO Casemor Nume: 161YY This claim is 11 N Wassauty Is the VIN linted above come If you cheated NO please in	22G9X5116854 DOUT of Waxanty of DVES DIN		Sampe:	SC SC
SETTLEMENT INFORMA What, if anything, are you w detail so possible (e.g., deale	illing to offer the oustomer	to settle this di ific dollar figure	parte) Plense inch 1, cte.).	ode aş much
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If the easteener accepts this performance date or time fra		est be pediens	ed? Please indicat	o a specifis
ARBITRATION INPORMA	TYON			
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August 7, 2000

Carelyn Hill 1888 Auto Line 4200 Wilson Bird. Sujis 800 Arlington, VA 22208

Reference: oO1 1716X CHVCU33900: Chevrolet Mater Division

Dogt Mr. HAL

Please find attached the documents receivery to proceed with my claim against General Motors. As you can see I have had this our in time shop on exceptive purpose of times in the last 6-8 weeks. A separabilished from Getterni Motors called to below my first timey only other to continue to manifer the ear and legals it under recently. This would have been acceptable in the first two to times constructes, however I feel at this time that it no longer a valid option.

I aim a single female who is straid to drive far our to any destination for four of being straided. In the website. This has happened to use a total of the times, I have been very today that I had always had say out phone with one to call agreeque.

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

It is my position that if Ghi will not have the suppossibility to bits/best or replace the vehicle, I have no what churke but to sell or trade it repeats. Tuting into constitution the hamber of times the vehicle has been at the destroid, I findly believe this will destribly affect my receip value about a potential buyor want to use the estrible records. I have step apoten with several used our deploys who alone my option. With that maid, I would like to also inclinates sell GM to reimbure the following:

- Pointurestant for expenses contited obtaining treatment on the numerous rental vehicles I had during the time my our sea at the designatio.
- b) Depreciation of loss of value

I would like to makely this meeting with Chil we that I gain prove forecast and here this not be an large in the Nature. I would have herer believed I would have that occurrence with my Vehicle.

I thank you in advance for your help in the metter,



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CBEB COMPANY: Chevrolet Motor Division (CBEB 8/10/00 11:28 PAGE 005/18

July 21, 2000

Mr. Chad Balley General Motors Executive Offices 400 Retaileautoe Outler MaiiCode/4822005C75 Delmit, M. 48285-4000 Fee No. 813-835-4276

COPY TO: Harry J. Plerce

National File No. 000818111

Door Mr. Halley,

I region that I am uniting to infarm you of an additional problem with any 1999 Chestoist Corvette Coape. As you know the vehicle star repaired by Simparantie Chestoist on 7/18, thus to the electing solution being looked. As per my conservation with you lists was the finite insident of the assess instars in the just that HIOGERA.

The variable was ploted up at 7/16, or 7/20 at approximately 0.00 pm, i alteripled to drive the car and received the name message for the fluid time...."steading column bodies receive key and well 20 seconds". Due to time restrains and the extreme approximal fait, I choose to leave the car in the gainge until this morning before heating it to sed again. However, I would approximately 2-21/2 because and to start the car again. At that thee, there was no message and the column was not locked.

As you can see, it appears that there is will a problem with the car. Although, it did appear to reset limit for the first time, there is will the possibility of being absorbed in title vehicle. I have executally no contributes by my car and that is very antortunate, as it took me many years to be able to own a new convetie. I have always had a peculate for titlese cars and title is my second one. The first one I owned was furnished, I comprished a single problem with it. This can be a completely different stary.

I would like to collectly seek GRA to take one of the following extinent to secolve this paster.

- 1.) Buy back the vehicle
 2.) Replace the vehicle
- 3.) Ciffer is \$18 or partial retand

Again, I counts explain to you the "slok" feeting I get every time this happens with the car. I was so proud to own title our and now to have this much trouble from it is so disappointing. I sak that you sevine my complaint and make as soon as possible. I have copies of all the repair receipts from Simpsomatic Character. chould you need dopless.

Threak your for your conference in this metion.

77-7825 1S1 68928.6 .2UA 81<u>464291</u>98

Liy 23, 3500

Nr. Chad Bulley Comerci Motors Executive Offices 400 Reministration Covier

MedCodetH82D05C78 Detroit, M. 48205-4020 Fee No. 813-635-4276

Reference: Pile No. C00915111

Dear Mr. Balley,

I are writing to express my endower dissettlention with Gild's decision not to take action regarding the problems it have had with my 1990 Characlet Corrects. It purplesses me to understand how Gild's position could be to observe the our to see if the problem senten again. Counting the text holdest which took place but night this make two occurrences alrest the first of May.

COPY TO: Harry J. Plerce

313-558-5108

What GM is projecting to residue in that I am the consumer, have been patient in getting this problem required. It have been abunded by this car (5) tive littles in the last 2 % manths, have much reconstructional de I have to eather in order for GM to recognize this problem. Your entries in to repair the our water sporting, the verbide has been in the designable (4) that time and the problem has taked to be reached.

I am writing again to make excellent office) requiest that GM buy back the vecificie, or make excels other constraints. It agrees me that General Motors distant data about the constitues, and especially when this is one of GL/1 most expensive and most honograph vectors.

As I gold you before I was extremely proved to own this our, however now that I have resident it fested the a rollinick (4) commotive times, I can't even feel tript in the sar.

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COMDVAX: CPBALOJBE NOFOL DIATRION



Simpsonville Chevrolet, Inc.

6481 N. INDUSTRIAL BLVD. P.O. Box 1418 - SMPSONVILLE, BC 20681



GREENVELLE (884) 271-7771 884-WCMVLLE (884) 943-8711

HOURS: Morday - Pitialy 7;50 AM - 6:00 PM INCHENDED HOURS: Tuesday & Toursday 7;60 AM - 8:00 PM

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Simpsonville Charrolet, Inc.

3431 N. MOUSTRIAL BLVD.

P.O. Box 1419 . SIMPSONVILLE, 80 89661



GRESNVILLE (884) \$21-3771 SUMPSONVILLE (884) \$69-8711

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GREENVILLE (884) 271-7771 BIMPSONVILLE (884) 983-8711

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P.O. Sox 1418 . SMPRONVILLE, 50 29681

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Simpsonville Chevrolet, Inc.

GFEERVILLE (954) 271-7771 AMPSONVILLE (854) 968-8711

JAN IN HUXLETPHAL BLVD. P.O. Box 1418 . BINFEONVILLE, BO 29681

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7:50 AM - 8:00 PM EXTENDED HOURS: Tuesday & Thusway 7:30 AM - 0:00 PM

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GRAINVILLE (864) 271-7771 SMPBONVILLE (864) 969-4711

OHM N. NOUSTRAL BLVD.

F.O. Box 1412 + BIND CHVILLE, SC 29801

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GREENVILLE (884) 271-7771 BURPECHWILLE (884) 963-8711

8481 N. MEDUSTRIAL BLVD. P.C. Box 1418 - SIMPSONVILLE, BC 88861

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Simpeonville Chevrolet, Inc.

3401 N. MEXISTRIAL BLVD. P.O. Box 1419 - MMPSONVILLE, 80 99891



GREENVILLE (354) 271-7771 SEMPSCHWILLE (884) 988-8711

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COMDANY: Chevrolet Motor Division

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Blue Book Trede-in Report

Bouth Caroline • August 7, 2000

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Tracky-in Value

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South Catoline - July 25, 2000

1989 Chevrolet Corvette Coupe 2D

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MARSIS: BOOKS, R. W.H.

COMPANY: Chevrolet Motor Division

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GENERAL MOTORS BUSINESS DESCRIBED CENTER

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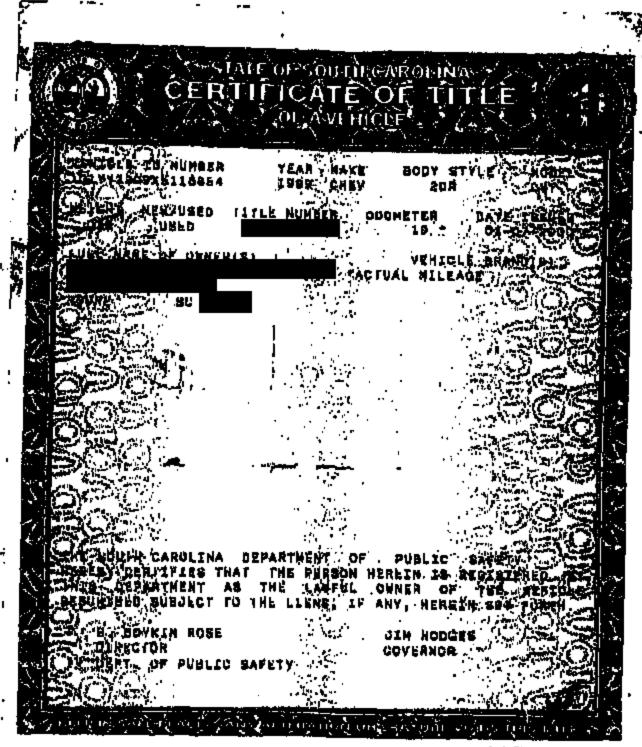
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10-20-00 RESEND

Date: 14-11-00

To: RECHNA Nelson

Fax: 8/3-635-405/

Pages: 2 (Including cover)

Fax

From:

Fax; Phone: E-mail:

Subject:

Please find attached documents per your mequest. There let me thour it you would my additional information. I could not beaute the registration, hower I have enclosed a copy of the Hotel.

Thank Jan-

P.81/83











CENERAL MOTORS BUSINESS RESOURCE CENTER

F	ax
-	

To: 115 X Facili: 313-381-0022 From: Regina Nelson

CC:_____

Virgini)

For Review

Plants Comment

Please Lasty

Phone Respek

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Please image to file# C01070419 18-11-999 13-2854

FROM FOUNDERS FOU PLEDMON SAS SEES

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P.02/83

P. 1

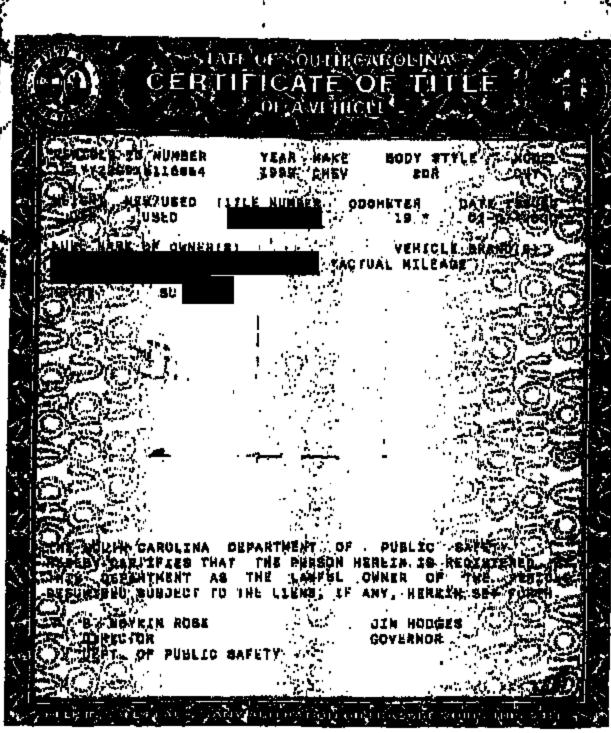
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North American Operations General Motors Corporation Disbursements (2013) PO Box 02030 Phoenix, AZ 83082-2530



DATE 11/18/05

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				TOTAL	979.66	.44	529

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3359680

400000

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:

TΧ

Doaler Phone:

SYMPTOM ABSTRACT— LOCK STEERING STEERING LOCKED NO CODES TOWED

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC COPE 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.... (YAN) 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) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- N__ (Y/N) BULLETIN OR P! 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

DLA 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.

EA02-031 / GM22C

Page I of I

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1

CASE NUMBER: 03088640 VIN: 191YY22G9X5120337

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

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

SOURCE: YES MILEAGE: 30000

CUSTOMER:

ADDRESS:

HOME PHONE: STATE: NJ

BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

GM RESTRICTED

CUSTOMER:
ADDRESS: MOORESTOWN

HOME PHONE:

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:

T22 CSI Reply Customer Satisfaction CSI REC'D 2/3/01

MO1 Steering General Other I REPAIR ATTEMPT(8) 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

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 BOME. 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 BATISFY. LAURIE GERTNER/CARS/PDX; 0; 351222353

BUSINESS REASONS ARE AS FOLLOWS: CUST FRELS 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 SWOULD 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 MOORESTOWN

SUMMER HAY/GL/PDX; 0; 369190509

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

HODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0 MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

: SDAMAGE

OTHER:

BRANCH:

NAMB:

PAGE:

OM 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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: . PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: * BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF FURCHASE/LEASE: MILEAGR AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS:

SAN DIEGO

CA

HOME PHONE:

CASE NUMBER:

05761382

VIN:

1G1YY22G9X5121147

MODEL YEAR:

1999 UNKNOWN

DATE OPENED: 2001-10-26

DATE CLOSED: 2001-10-26

SERIES: MILEAGE:

SOURCE: BRC TYPE: BRC PARENT: Phone No

DELIVERY DATE:

DEALER NAME: DEALER ADDRESS:

J16 Valve/Spring/Seal

0 REPAIR ATTEMPT(S)

REPLACED ON DIFF (1994) VEH

M01 Steering General 0 REPAIR ATTEMPT(S)

Other

CAMPAIGN CORRECTION/ STILL HAVING CONCERNS

T19 Campaign Correction Required

0 REPAIR ATTEMPT(S)

Other 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)
- ([SPECIFIC SOLUTIONS RUN * Review Specific Solutions
- C:\Progra-1\Plus:\Micros-1\Iexplore.exe

http://carswab/wabknowledge/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://careweb/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
 - Contact appropriate Service dealership to discuss
 - 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 KUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe

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

Vebicle repair request - Repair not done

Cust states that he had a campaign performed on his convette 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPER: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE

TRANSACTION:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

PAX NUMBER: BODY TYPE:

TRIM:

RNGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

MADA: 0

MSRP:

BRC WARRANTY DATE:

SALES TAX:

	DEPRECIATION
	UPGRADE:
Ì	APTERMARKET :
	Lease Tern:
	DAMBOR.

DAMAGE: OTHER: BRANCH:

NAME:

ACCOUNT NUMBER: INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LENCH LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

1

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

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

5695199

VIN Number:

1G1YY22G9X5121763

Date Opened:

6/25/2002

Model Year:

1999

Date Closed: Dealer Code:

B30021

Series:

Convette

Address:

Mileage:

42084

71100 C44.

CAPITOL CHEVROLET, IAUSTIN

T State:

TΧ

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 ADVIDLE THE 01044 WAS NOT CORRECTLY PERFORMED BECAUSE IT SHOULD HAVE HAD THE COLUMN LOCK REMOVED FOR A AUTO TRANS VEHICLE, ADVITO REPERFORM THE CAMP 01044A.

06/25/2002 17:31:10 HISTORY - HALLER

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

HAGUE

NY

HOME PHONE:

04679607

VIN:

1G1YY22G9X5121939

MODEL YEAR:

1999

DATE OPENED:

CASE NUMBER:

2001-06-25

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-06-25

MILEAGE:

29000

BRC TYPE:

SOURCE:

Phone

No

DELIVERY DATE: DEALER NAME:

CHRISTOPHER CHEV-BUICK-GEO-PONT INC

BRC PARENT:

DEALER ADDRESS: UPPER WICKER ST., TICONDEROGA, NY, 12863, USA

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
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoi nt.htm]]
- * Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ROAD SURFACE:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

IMPURIES:

ROAD CONDITION:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

RECURST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

MSRP:

BODY TYPE: TRIM:

FAX NUMBER:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

HANKH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME 2

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:	LIEN PAYOFF: TITLE BRAND:
REPLACEMENT VIN:	· · · · · · · · · · · · · · · · · · ·
******************	**************************************
NUMBER OF INJURIES: 0 COMMENTS:	
NAME:	LOCATION:
ADDRESS: ,	200121411
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:
DBSCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF FURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	FURCHASE/LEASE AS:
Does owner have posession	OF VEHICLE:
RESOLUTION SOUGHT:	
_	•
*************************	****BRC CONTACT INFORMATION************************************
	ARC COMPACT INFORMATION
NAME:	CONTACT NUMBER: 1
COMPANY:	CONTACT TYPE:
	CONTACT PHONE:
ADDRESS:	

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

CLEVELAND

OR

HOME PHONE:

CASE NUMBER: 05024077

VIN:

1G1YY22G9X5122654

DATE OPENED: 2001-07-23

SERIES:

1999 CORVETTS COUPE

DATE CLOSED: 2001-08-17

MILEAGE:

38500

SOURCE:

Phone

No

DELIVERY DATE:

MODEL YEAR:

BRC TYPE:

DEALER NAME: GANLEY CHEVROLET, INC.

BRC PARENT: DEALER ADDRESS:15315 LORAIN AVE, CLEVELAND, OH, 44111, USA

SO9 Discourteous Treatment 0 REPAIR ATTEMPT(S)

GO TO

Customer Satisfaction

CUST STATES HE WOULD LIKE ANOTHER DLRSHP TO

C28 Seat Belt System

O REPAIR ATTRMPT(S)

Other

CAMPAIGN 2000034

M01 Steering General

0 REPAIR ATTEMPT(S)

Other

BLETRONIC COLUMN LOCK CAMPAIGN 2001044

A01 Open Campaign

O REPAIR ATTEMPT(8)

Customer Satisfaction

2 OPEN CAMPAIGN 2001044, 2000034

A07 Referred to Dealer O 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

CUST STATES HIS HOME DIREMP 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 DURSHP. CRM ADVISED COST OF OTHER CAMPAIGN ON VEH. CRM OFFERED COST LOF WITH OVER THE SHOULDER TH 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

3**64**938368 2001-07-30

CRM REC'D SVC SATISFACTION SURVEY, MSK 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:

Cleveland, OH

~-mikehamilton/cars/pdx; 0; 366957844

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: CWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

INJURIES:

POLICE REPORT:

NUMBER OF PEOPLE: 0

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: 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: VERICLE DESTINATION: DEALER ADMINISTRATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DATE:

& BUSINESS: 0 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:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

July 23, 2001

Cleveland, OH

Request: C05024077

Dear

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 27410, failure code 98 and insert the amount in the net item column.
- · Retain this original letter in the customer's file.

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	•		- 1	

Service Satisfaction Survey Please make any corrections to your name, address skalaar telephane number here: Dissatisfied Customer Home telephone: Lection OH Administrational and dispersion belongs to be selected. Change to: { Please provide - with your preferred Email address: Dear Paul Aiton: Our records indicate that you had your 1899 Convette nerviced at Spitzer Auto World Amherat Inc on June 18, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnairs about our designable's personnel and services. Your timely response is very important to us and will be used to direct our continued offerts toward meeting the highest expectations of our customers. Thank you for having your vehicle serviced at Spitzer Auto World Amherst Inc. Sincerely. Director - Customer & Relationship Services Instructions Pieces use a dark pen or penali (preferably black) when filling out this servey. [7] Please check this box if you no longer own/lesse this 1895 Corvette, and return the quoestonesite. PLEARE HAVE THE PERBON WHO TOOK THE VIBRICLE IN POP SERVICE (IN JULIE 15, 2001, COMPLETE THIS EURYSY. ** About Your Chavrolet Desigrahip's Service Department How satisfied were you with the convenience of the 爪 п 2. Wars services gratistic to you on both on appointment П When entiring for pervise, ware you greated promptly?....... Ü How setterled were you that all destarting personnel treated you. in a courteous, fair, and professional manner?..... About Your Service Consultant/Advisor Now satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... \Box O Ø Ц

& Warn you offered transportation options?...,.... α Ľ 邴 Exculted. 7. How satisfied were you that you were kept informed stout the status of your service request?..... No New

Was your vehicle ready by the original time premised?......

:54780

051

	\			_		
	How artisfied were you with the auptametton you were	Core plot sty Solidated	Vary Setteffed	Granhad	An participa Bulkefied	Got ACA Talleton
•	iven of all services performed?		Ц	1.1	D	×
	Overall, how satisfied were year with your Service Consultent?	Ö	0	t.:	9X	
_	About Service De	ilitory				
	<u> </u>		Vay		-	Rec M A
	When you picked your vehicle up, how satisfied were you with:	Completely Sectoded	المقطاعة	Estimad	الد العقدة	
	The time it took to complete the transaction?			LI	逑	Ò
_	The sam of gatting your valuela?	_	Ë	11		5 8-
-	The condition in which it was returned?	ō	<u>.</u>		Ş.	5
		Y=	Tie.		•	
2 \	Were ALL of your service concerns corrected on this service visit	₽ ₽ 1 .				
	IF NO. why not? (check all that apply)					
	☐ Consittion explained - repeir not necessary ☐ F	arte not es	rali ebila			
	☐ Work performed did not correct the problem ☐ 1	declined n	albeir			
		•	te specifyl			
	Service Department was too busy	Pon't know	'			
		Completely Sections	Very Serbiled	Betteffed	Bernering Selected	Hot At Al
	How satisfied are you that your vehicle was flood right					
•	on this service visit?	IJ	П	11		涔
		Yes	No			•
4.	Ware you given a copy of the completed repair order/invoice?					
ı.	Were you contacted shortly after this service visit to	Tes.	Ha	Elipa's Krappy Mat Sylva	•	
	determine your settefaction with the designation services	D	Ď	1:		
-	Summing Up Your E	sperion	••			
_		Completely Settebad	Very Referen	So tis light	المنتسمية مراسمية	Net MA
MO.	Based on this service visit, everall, how entiefied are you		п	17		Ė
	with Spitzer Auto World Arnherst Inc?	L.i	Probably	Politica (inape into	اري المرازيات
17.	Would you recommend this declarable	للسيناة	Weshi	May a Med	Ret	Not
	for service?	⊔	LI	1.1	_	/
						Ø
		رانشاوشن مرادوست	Vary Basedine (Personalist	HM At 4
IB.	Overell, how satisfied are you	Completily Coffyliad	Very Butterfied	in Printed	Durantehan Soliefied	Her At All
IB.	Overall, how satisfied are you with your 1996 Converte?	Completely Codyletel	Very Balled and		Personalisat Solitation	Her At All Sandari
		Campidaly Carlyfold	Way E	in Printed	Personalisat SoliteRed	Ne At 4
	with your 1999 Corrette?	_	100 mg	######################################	Ourservites Solitefant	Her At All
	writin your 1998 Converte? Do you have any opminists/recommendations about your:	502.	went:	######################################	Oursender Soliefun D Conyc	Her At Al
	with your 1999 Converte? Do you have any opminants/recommendations about your: Destarrable: 1 7 CETS Subdiver /S	بغ <u>.</u> دم ج	went:	formula (1)	Deraviolati delicitati Conta	Her At Al
	with your 1988 Cornette? Do you have any agreemental recommendations about your: Destartist: 1 7 (67) Substitut /5 C (64) W 1 - W 1	بغ <u>.</u> دم ج	~ 1006:	formula (1)	Oursender Soliefun D Conyc	Her At Al
9.	with your 1988 Cornette? Do you have any agreemental recommendations about your: Destartist: 1 7 (67) Substitut /5 C (64) W 1 - W 1	بغ <u>.</u> دم ج	~ 1006:	formula (1)	Oursender Soliefun D Conyc	Her At Al
9. 20.	with your 1900 Converte? Do you have any commental recommendations about your: Destarable: 1 7 (813 Substitute 15 C (883 W) = W) Vehicle: \$\int \int \int \int \int \int \int \int	بغ <u>.</u> دم ج	a to the	formula (1)	Pursualist Solidad Contact Contact Contact	Her At Al
19. 20.	with your 1988 Converte? Do you have any agreemental recommendations about your: Destartist:	S 62.	64 D	formula (1)	Pursualist Solidad Contact Contact Contact	Hm At All Sandar
19. 20. 21.	with your 1966 Cornette? Do you have any agreements/recommendations about your: Destartist:	5 62. Su A 1	64 D	50-84	Duranted ablanted	Hm At 4
19. 20. 21.	With your 1988 Converte? Do you have any commental recommendations about your: Destarting: 7/673 Subdiver /5 C/6/6/3 W W W W W W W W.	S 62.	64 D hp? E	55-84 Se you to violet Mi	Pursunted ablatical and a second and a secon	Hen Act All Sandar
9. 20.	With your 1988 Corvette? Do you have any commental recommendations about your: Destroying	S 62.	64 D hp? Effectives teet Che br: 1-80	50-84 90-84 90-90 to vrolet Mi 0-222-18	Demonstration abstraction of the second of t	Hen Act All Sandar
9. 20.	With your 1988 Corvette? Do you have any commental recommendations about your: Destarting: 7/673 Substant /5 Coffe 3 William Value Vehicle: Fire 6 Value Limitary Are you Male Female Your age Under 28 28-24 28-44 May we include your name when providing this information to your design. If further seeds to not is required, your	S 6-2. Gardeniero on, we deniero one Cont	64 D encourse teet Che er: 1-80	55-84 Se you to vrolet Michael Michae	Demonster Section of Conference of Conferenc	Hen At All Sales Services

101YY22G\$05122654 26419 21123369286 9967876440 154780

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS:

ANN ARBOR

MI

HOME PHONE:

CASE NUMBER: 00114565

VIN:

1G1YY22G9X5122735

DATE OPENED: 2000-04-19

MODEL YEAR: 1999 Series: CORVETTE COUPS

DATE CLOSED: 2000-04-19

MILEAGE:

SOURCE: BRC TYPE: BRC PARENT: Phone No

DELIVERY DATE:

DRALER NAME:

JACK CAULBY CHEVROLET INC DEALER ADDRESS:7020 ORCHARD LAKE RD,, WEST

71000

BLOOMFIELD, MI, 48322, USA

G29 Differential Housing/Gears (Front/Rear)

1 REPAIR ATTEMPT(S)

Other grinding

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Inoperative

locks

J34 Fan/Belt/Pulley 0 REPAIR ATTEMPT(S)

Squeak noisy

differential grinding

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 o that serv bulletin is coming on serpentine belt and to check fluids concerning differential noise., 0; 99999

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPIE: 0 ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PRONE NUMBER:

PRODUCT CODE:

TRIN:

ENGINE TYPE:

: MOIERIMENATT

FAX NUMBER:

BODY TYPE:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

NAME:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID: DRALER SUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VERICLE DESTINATION:

RRLRASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME: LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: ACCIDENT: % BUSINESS: 0

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:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

-

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4105420

93429

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 CEALERSHIP FOR SAME CONDITION
- _Y_ (YAN) 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_ (YAN) SAM 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 BOM 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 GOMY 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

CHRVROLET MOTOR DIVISION * * * GH RESTRICTED * * *

0267694 **M41-013**

PAGE #1 1

CASE NO: DATE OFFICED: 08/27/1999

99-0482736

DATE CLOSED: 09/03/1999 PHONE

SOURCE: CUSTOMER: MORRES:

HOME PHONE:

VIX

1G1YY22G9X5123526

MODEL YRE

SERIES:

AR COMMETTE

HILEAGE:

005300

STATE: CARLEBAD CZ.

BUS. PROME:

CIA

CUSTOMER STATES SHE IS VERY UNHAPPY OVERALL WITH HER VEHICLE AND HER S KEVICE SEE HAS RECRIVED. 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 DIFFECULTY SHE HAS FACED LEFT HER WITHOUT TRANSFORTATION ON THE ED DIFFEIT OCCASIONS. THE BOST UPSETTING PROBLEM SHE'S FACED IS THE L STEEDELING WHEEL COLUMN LOCKS UP AND CAR IS INDRIVEABLE. CUSTOMER HAS H KARD THAT THIS IS A VERY COMMON PROBLEM WITH THE 199 CORVETTS. CUSTOMER SEEKS REINDURGENEUT FOR BHITTLES TO AIRPORT, RENTAL CARS, BIC CRE ADVISED TO TIER II./WEBECCA THOMAS MARGO NEAL/ AUSTIN

DB/27/99****

ric'ed call, from austin/marc...criginal, owner requst rein for rental OWNER STATES THAT SHE BENTED THE VERLICIE FOR 5 & A MALF DATS...OWNER STATES DEALER WOULD NOT PAY HER FOR RESTAL...DWNER STATES VEHICLE WAS TOWER TO DEALER ON 08/20/99...OWER STATES FIGHED VEHICLE UP DE 08/26 CWHER STATES TOTAL COST FOR RESTAL WAS \$469.47...CHR ACKNOWLEDGE & DEALER & SPOKE WITH SVC ADVISOR FOR ECOGESS...DEALER STATES DIAG VERTICLE OF 08/23/99...DWALER STATES VEHICLE WAS REPAIRED ON 08/25/99 DEALER STATES HE OFFERED TO PAY 2 DAYS OF RESTAL... DEALER STATES \$469. CED WAS NOT GOING TO COVER...DEALER ADVISE CHOICE TO CALL FOR REIK... CRM THANKED DEALER FOR X...CRM ADVISE OWNER CAD PAY UP TO 3 DAYS ONLY CRM ADVISE OWNER CAN PAY UP TO \$30 A DAY ... OWNER WAS VERY UPSET .. OWNER VENTS AT CRM...OWNER ASKED FOR ADDRESS...CRM ADVISED OF ADDRESS.OWNER THANKED CRE...CHE THANKED OWNER...RESECCA THOMAS TROY/SITE

SERVICE CODE AND COMMENTS COMMENTS

CDE # DESC

CDE COMMETS

\$13 0

RELEGIRSEMENT FOR TOWING AND RENTAL CAR, 3 TIMES CASE CLOSED BY SYSTEE

OI M RESTRICTED

CASE NUMBER: 1-38674808

VIN:

1G1YY22G9X5123769

DATE

10/07/02

MODEL

1999

DATE SOURCE: 10/11/02

N/AYES

SERIES MILEAGE CORVETTE 45000.

CUSTOMBR:

ADDRESS:

HOME PHONE:

STATE:

М8

BUS. PHONE:

CORPORATION GENERAL MOTORS CHBVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS: HOME PHONE:

Columbus .

CASE NUMBER:

1-38674808

VIN:

1G1YY22G9X5123769

MODEL YEAR:

1999

DATE OPENED:

2002-10-07

SERIES:

Corvette 45000.0000000

DATE CLOSED:

2002-10-11

MILEAGE:

DELIVERY DATE:

SOURCE: Phone BRC TYPE: N/AYes DEALER NAME:

Carl Hogan Automotive, Inc.

BRC PARENT:

DEALER ADDRESS: 2333 Hwy 45 N, Columbus, MS, 39701-1701, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(8)

Inoperative

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:

; 2002-10-07

2002-10-07

concern not diagnosed; weh 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

2

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

DEALER HAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PRONE NUMBER: PRODUCT CODE: FAX NUMBER: BODY TYPE:

TRIM:

3

VEHICLE DRIVEABLE:

NAMB:

TRANSMISSION:

MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MBRP1 MADA: 0 SALES TAX:

DEPRECIATION:

ENGINE TYPE:

UPGRADE:

AFTERMARKET: LEASE TERM:

DAMAGE: OTHER: BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LECAL:

DEALER ADMINISTRATION:

RELEASE

VEHICLE DESTINATION: LIEN PAYOFF:

INTEREST PAID: DEALER BUYOUT:

TITLE BRAND:

LEGAL TYPE: LEMON LAW:

REPLACEMENT VIN

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: , CITY/STATE: .

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TRRATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS: ACCIDENT:

& BUSINESS: 0

DATE:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

LOCATION:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

PAGE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



COLUMBUS ,

MS

CASE NUMBER: 06183750

VIN:

1G1YY22G9X5123769

MODEL YEAR:

1999

39276

DATE OFENED:

2002-01-15

SERIES: MILEAGE: CORVETTE COUPE

DATE CLOSED: 2002-01-15

DELIVERY DATE:

SOURCE: BRC TYPE: BRC PARENT: Phone No

DEALER NAME:

CARL HOGAN CHEVROLET-OLDSMOBILE-CADI

DEALER ADDRESS: 2333 HWY 45 N., COLUMBUS, MS, 39701, USA

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Inoperative

STEERING COLUMN LOCK UP

STERING COLUMN ISSUE

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REAGON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

TRANSACTION:

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:

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

ADDRESS: , CITY/STATE: , PHONE NUMBER: LOCATION:

SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

LONG BEACH

NY

HOME PHONE:

CASE NUMBER: 04536345

VIN:

1G1YY22G9X5123884

MODEL YEAR:

DATE OPENED: 2001-06-13

SERTES:

CORVETTE COUPE

1999

DATE CLOSED: 2001-06-13

MILEAGE:

SOURCE: BRC TYPE: Phone Yes

DELIVERY DATE:

DEALER NAME: BAST CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 3660 SUNRISE HWY., SEAFORD, NY, 11783, USA

T1B Request for Miscellaneous Information

O REPAIR ATTEMPT(S)

Customer Satisfaction TO UNLOCK STEARING WHEEL

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Inoperative

STRARING WHEEL LOCKED

Roadside Assistance phone numbers:

1 (800) 252-1112

Çadillac:

1 (800) 882-1112

Chevrolet: GMC:

1 (800) 243-8872 1 (800) 223-7799

Oldsmobile:

1 (800) 535-6537

1 (800) 762-2737

Pontiac:

CUST REQUEST FOR ASSISTANCE ON LOCKED STEARING WHEEL

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

WAS ANOTHER VEHICLE INVOLVED:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0 INJURIES:

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: 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 0 BUY-BACK: D BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE r OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT:

RELEASE:

ACCOUNT BALANCE:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION: VEHICLE DESTINATION:

LIEN PAYOFF

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

LEGAL:

NAME: ADDRESS: , LOCATION:

CITY/STATE: ,
PHONE NUMBER:
SHATTING BOSITT

SEATING POSITION: TYPE OF INJURY: RESTRAINT:

TYPE OF INJURY: TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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:

ΤX

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 PLSEARCH 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

PLR SF DERRELL STS VEH STEERING COLUMN LOCK MESSAGE AND COLUMN LOCKED INTERMITTENTLY AND IS LOOKING FOR SUGG

TAC SUGG TO DERRELL

EA02-031 / GM22C

Page I of 2

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:

1G1YY22G8X5126798

Date Opened:

5/28/2003

Model Year:

1999

Date Clased:

Series:

Corvette

Dealer Code:

B20039

Mileage:

110195

Address:

MAURICE J SOPP & SONBELL

A State:

CA

Degler 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--

05/26/2003 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.

EA02-031 / GM22C Page 2 of 2

CASE NUMBER: 00853465

VIN:

1G1YY22G9X5128129

DATE OPENED: DATE CLOSED:

07/10/00 01/02/01 MODEL YEAR:

CORVETTE COUPE

SOURCE:

SERIES: MILEAGE:

12600

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

UK

BUS. PHONE:

MOTORS CORPORATION GENERAL CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE:

CASE NUMBER:

DATE OPENED:

00853465

2000-07-10

VIN

1G1YY22G9X512B129 1999

MODEL YEAR:

Serirs:

CORVETTE COUPE

DATE CLOSED:

2001-01-02 MILEAGE:

12600

SOURCE: BRC TYPE: Phone DELIVERY DATE:

BRC PARENT:

DEALER NAME: MAIN STREET CHEVROLET

DEALER ADDRESS: 2600 N MAIN ST, GAINESVILLE, FL, 32609, USA

TOS Emergency Repair Expense

1 REPAIR ATTEMPT(6)

Customer Satisfaction STEERING WHEEL LOCKED UP

S13 Reimbursement Requested

O REPAIR ATTEMPT(8)

Customer Satisfaction

UNEXPECTED MOTEL EXPENSE DUE TO REPAIR

M01 Steering General

1 REPAIR ATTEMPT(8)

Inoperative

STRERING COLUMN LOCKED UP

EMERGENCY REPAIR HAD TO BE DONE

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

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

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 TRERES 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

3

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:

SOURCE:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

NADA: 0 SALES TAX:

NAME:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME: DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

APTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

RRLEASE:

DEALER ADMINISTRATION:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

VRHICLE DESTINATION:

INTEREST PAID:

DEALER BUYOUT:

LIEN PAYOFF:

LEGAL TYPE:

LEMON LAW:

TITLE BRAND:

LOCATION:

GM RESTRICTED

361066

TYPE OF INJURY:

TREATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

* BUSINESS: 0

BUSINESS: ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

FURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

•

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



CASE NUMBER: 02727173

VIN:

1G1YY22G9X5128129

MODEL YEAR:

1999

DATE OPENED: 2001-01-02

SERIES:

CORVETTE COUPE MILEAGE: 12808

DATE CLOSED: 2001-01-22 SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: MAIN STREET CHEVROLET

BRC PARENT: DEALER ADDRESS: 2600 N MAIN ST, GAINESVILLE, FL, 32609, USA

S13 Reimbursement Requested O REPAIR ATTEMPT(8)

Customer Satisfaction TRIP INTERRUPTION

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Inoperative

FIXED DURING TRIP

REPLACEMENT FOR FILE C00853465 REIMBURSEMENT REQUEST

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 WHET 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; D; 347334416 2001-01-02

CUS STS VEH BROKE DOWN UNEXPECTEDLY OUT OF TOWN, STEERING WHEEL LOCKED UP. CUS SEEKS REINBURSEMENT 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# 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 TRARKS 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/ATK: 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

*** FORMARDING 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 zachariasgoodwill 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 JADA MEAD/APPROVER TL/CAC/PDX.; 0; 349894995

, newark,

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPIE: 0

IMJURIES:

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

RESTRAINT:

IF SO, WHERE:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

external case number:

DATE:

TITLE NAMES:

Business:

@ BUSINESS: 0

ACCIDENT: DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DATE OF ACCIDENT:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

B:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

January 3, 2001

Newark, DE

Request: C02727173

Den

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

NEW PORT RICHEY FL

CHEVROLET PO BOX 33170

DETROIT MI 48232-5170

41282+8170 հեռևակակակականիակիակիակիակիակի

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CHEVROLETT
POBOX 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 39,99500 ON JULY 4TH, 2000.

JULY CTH DROVE TO GAINESVILLE FL, FOR JOB INTERVIEW AT 1030 AM ON JULY 77

AT 10:00AM JULY TIM LEFT FOR INTERNEW BUT STEERING WHEEL WOULDN'T UNLOCK.

MUSED INTERVIEW

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



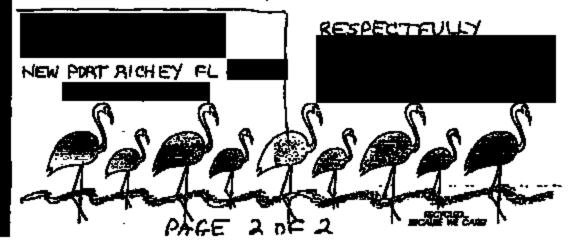
CAR WAS NOT REPAIRED UNTIL THE FOLLOWING DAY, SATURDAY JULY 874,

HAD TO COMMIT TO A JAD 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.

REIMBURSEMENT FOR EXPENSES EXPECTED





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

Toll Free Reservations (800) 321-2211

THANK YOU FOR SILECTING 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 PUTURE TRIPS, FOR ADDITIONAL RESERVATIONS, CALL OUR TOLL-FREE RESERVATION NUMBER, (800) 321-2211.

> 131 REGA GENIR **POOM ROOM TYPE** NO. OF QUESTS RATE CLERK

ARRIVE 06Jul00

12:35p DEPART 0930100

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BALANCE

TIME U5:35A FOLIO # Z7-25001

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

BIGNATURE	 	

STATE OF FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES DIVISION OF MOTOR VEHICLES

Nell Kirkman Bullding - 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	MakeCHEVROLET	Туре	:P	Weight or Ler	ıgth
Identification Number	1617731863510	8427		Color	SILVER
As the registered owner		•		Decal No	
which expires on	* \ Pak \ \ Q1 \	I authoria	e the following	desier:	
	CAST	RIOTA CHE	ROLET, INC	· <u> </u>	
12930 115	S HWY 19	HUDSON.		34667	
	- 1.01 25	(Doder Add		34003	
to properly transfer my	ficense plate to the re-			below.	
Your 1999	Make CHEVROL		CP	Weight or Le	nath
Identification Number	101YY2209X61		`	Calor	
Print	Owner(@Name		_ •	Signature of Owners	· · · · · · · · · · · · · · · · · · ·
	MEN P	ORT RICHE	f FL		
		(Owener Add	ress)	-	,
	DEAL	ER'S CER	TIFICATE		
As a motor vehicle de		-		he above Notifi	cation of Transfer
of Registration Licens					
vehicle and this Licer					is been removed
from the original veh					
section 320.0609(2),	Florida Statutes. 1 a	iso certify th	at on behalf o	f my customer i	will process the
necessary documents	through a local cou	inty license	plate agency (o obtain the tra	nsfer registration
certificate, which wil	I be delivered to my	customer v	ilthin 30 days	as stated in sect	ion 320.0 6 05,
Florida Statutes.					
Under penalties of p stated in it are true.				_	and that the fact
Dealer CASTIMOS	XVIEWEDIETE INC	Author	ized Agent	Mari	8ost
Desier License No	VF11213		Date of Sale	7/4/9/6	2000
HSMV 83033 (ter. 8/97/5					







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

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NEWARK DE

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#900475160# 1:0213093794 601#2#62520#

Ored Osposia's North American Operations General Motors Corporation Otsbursoments (2613) PO Box 82530 Phoenix, AZ 85082-2630

CHICK NO, 900475148

MERCHIT

VENDOR NAME 01/24/01 % DISC. UNOICE AMOUNT DECHATER NO. MAYORE DATE DOG BEFERNINGS HUMBER DISC MICHINI RET AMOUNT PG0844455009793 101. 29 02727173 80.00es 181.36 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR SEMBLESHENTION QUESTIONS CALL REG-442-4707 Vs. TOTAL 161.50 . 66 18:

CORPORATION GENERAL MOTORS CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS:

SNELLVILLE

HOME PHONE:

CASE NUMBER: 04740223 VIN:

1G1YY22G9X512B46B

MODEL YEAR:

DATE OPENED: 2001-06-28 SERIES:

CORVETTE COUPE

DATE CLOSED:

2001-08-02

MILEAGE:

15218

1999

SOURCE: BRC TYPE: Mail No

DELIVERY DATE: DEALER NAME:

SUPERIOR CHEVROLET

BRC PARENT:

DEALER ADDRESS: 8300 SHAWNEE MISSION PKY, SHAWNEE

MISSION, KS, 66202, USA

T22 CSI Reply

O REPAIR ATTEMPT(S)

Customer Satisfaction

SERVICE

M01 Steering General

O REPAIR ATTEMPT(8)

Other

COLUMN LOCKS

A07 Referred to Dealer

O REPAIR ATTEMPT(S)

Customer Satisfaction

FUTURE CONCERNS

Vahicle 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
- Review specific solutions [(SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus:\Micros~1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoi nt.htm]]
- * Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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. CRISTIMA BARNES/ATI/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/D1 TO SEE IF CUSTOMER HAS RETURNED CALL, CRN WILL SEND INITIAL SURVEY- UNABLE TO CONTACT LETTER TO CUSTOMER TO VERIFY THAT THE REQUEST AND 800 NUMBERS WERE RECRIVED. NEXT CRM PLEASE ABSIST 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 RECRIVED. 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

INCLUENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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 @ HUY-HACK: 0 BRC WARRANTY DATE: MSRP: MADA: 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: ****** NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: & BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF FURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER: 1 ·

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

COMPANY:

August 17, 2001

Snellville, GA

Request: C04740223

Dear

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 have: SNEL VILLE 610

Joseph Josephine Senital John Je on Je Spiro Joseph 1 John of Spiro			<u>, , , , , , , , , , , , , , , , , , , </u>	deb were		Frank a	telement)		
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Our repords indicate that you had your title Convette service for you to be completely satisfied. Please take a few microw dealership's personnel and services. Your timely respond continued afforts toward regards the highest expectations.	nution to c list is very all our cu	omplete hi Important	oth elder	of this qu	ng jiệc ngà	o sbost			
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Service Department's hours?	••••	Ø				D			
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 Were services available to you on both an appointment and non-appointment began? 				Ø	u				
3. When striving for service, ware you greated promptly?		Ø		ם					
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 How artisfied were you that all dealership personnel tre in a coortecut, fair, and professional number. 		M.				<u>.</u>			
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About Your Sorvi	OP CON	ultant/	TAARS OF						
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 How satisfied were you that your Service Consultant te- enough time to theroughly understand your service requ 		N							
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Were you <u>offered</u> transportation options?		ם	0	γØ					
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7. How satisfied were you that you were kept informed at	oout the	أبرائنكبي				********			
status of your service request?			ÞØ				C		
		Ves _	-	Ho Time Proprietal					
B. Was your vahide ready by the original time promised?.		Ø							
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_	About Your Service Consultan	VAdels or	- Contin	ned		
9.	How satisfied were you with the auptenation you were given of all services performed?	Occupation, Desirable	Yerr Striction		Ester parket Settlebed	54 Al Al 24 Al Al 21
10.	Overall, how satisfied were you with your Service Consultant?	τ .//	П	i.j	11	
-	About Service D					
					Served	
1 .	When you picked your valida up, how satisfied were you with	Chemistra Survivies	Very Consisted	Liddel	Secured	Heristad Resident
	- The time it look to complete the transaction?		Ц	<u>!]</u>		ក
	- The ease of getting your vehicle?		D T	1	L)	U.
	- The condition is which it was returned?	} ≥5*	He	•	u	Ŀ
12	. Were ALL of your service concerns corrected on this service vis		<u></u>			
	IF NO, why not? Ichack all that spoint					
	• • • • • • • • • • • • • • • • • • • •	Parte not a	ellabie			
		l declined r	atasa.			
	Li Service Department could not duplicate problem Li	Other iples	sa spacifyl			
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12	. How satisfied are you that your vehicle was fixed right	Completely Bridled	Very Stricked	الوالباسة	Consultati Collection	Ros As All
	on the service visiti	≱ Ø	П	: 1	니	
14	. Were you given a copy of the completed repair order/involce?	700 KD	**•			
15	Were you contacted shortly after this service visit to determine your satisfaction with the destarable's service?	Ď	<u></u>	Pon's Kasaw ring these 1	•	
-	Summing Up Your H	sperienc	•}—			
14	. Based on this pervice wint, overall, how spijefied are you	· Constanty Unitediate	Yery Februari	Salution	Genewhet Vertelled	Material pel
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76	. Overall, kow satisfied are you	Caracil 19114 State Smil	6-94844	Larles ggl	Catalled	
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19	Do you have any comments/recommendations about your		2000	مدمدر	ر دمسدم	و . بعد رجع
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20	VERNICH CHISEPPENON IS SLIPPING CO SECRICAL WALL CORE UP. NON THIS IF I EVEL LANG BURNING CHEVY THE YOU. WHEN I FORMAN	is He				
2	1. Your sgs ☐ Under 28 📙 25-34 🗎 35-44	W 45	54 Fi	65-84 ***		r older
Z	2. May we include your name when providing this information to y	our dealers	mies jeg			
	If you have a concern requiring immediate attem your dealer. If further assistance is required, you directly by calling the Chevrolet Customer Assista	tion, we d	encoura	ryrolet M	otor Divis	tact don

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return title questionistic in the suff-orderessed, postage-poid sevelege for CHEVROLET MOTOR BIVISION, R.O. BOX 10063, TOLEBO, DN 43089-0853

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

OH OREGON

CASE NUMBER: 01711332

VIN: 1G1YY22G9X5128583

MODEL YEAR: 1999

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-11-15

DATE OPENED: 2000-09-27

MILEAGE:

18664

SOURCE: BRC TYPE:

ADR

DELIVERY DATE:

BAUMANN CHEVROLET-OLDSMOBILE

BRC PARENT: 01711331

DEALER NAME:

DEALER ADDRESS: 2080 S STATE RTE 19, OAK HARBOR, OH, 43449, USA

M41 Steering Column/Lock/Attaching Parts

4 REPAIR ATTEMPT(S)

Other

INTER STEERING COL. UMN LOCKING UP

S13 Reimbursement Requested

1 REPAIR ATTEMPT(S)

Customer Satisfaction

reimb of 2 months car pymt

CASE FILED WITH THE BBB NICKY SPERANDEO/BRC/ADR/58550

MADE INITIAL CONTACT WITH CUST. SHE STATES THE VEH HAS BEEN IN FOUR TIMES. 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 56550; 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 PEPURCHASE/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 CLAIN. 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. MICKY SPERANDEO/BRC/ADR/58550; 0; 341262215 2000-10-24

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

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/ERC 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 ROVED SURVEY CRM ATTACHMENT SURVEY TO THIS DOCUMENT NAMCY QUADE/CAC/PDX; 0; 360723038

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPER: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED: INVESTIGATIVE SUMMARY:

PAR STATUS:

INSPECTORS NAME: INSPECTION DATE:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DRALER ADDRESS: , , CONTACT: .

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE: TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

NAME:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

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:

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:

name : Company :

ADDRESS:

CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE: November 9, 2000

Oregon, OH

Request: C01711332

Dear

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

CBBB 10/24/00 11:29 PAGE 1/2 RightFAX

TO: Nicole Sperando COMPANY: Chevrolet Motor Division

To: Nicole Sperando Fax#: 13133810022 From: Dave Wyatt

Oct 24, 2000

Re: Chevrolet Motor Division/CHV0041051

TotalPages: 2

CBBB

10/24/00 11:29 PAGE 2/2

RightFAX

TO: Nicole Sperando COMPANY: Chevrolet Motor Division

AUTO LINE

October 24, 2000 Oregon, Oh

Re: Service Research Research

Dear

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, the problems and Nicole Sperando of Chevrolet Motor Division have reached an agreement regarding the problems with \$1990 Chevrolet Corvette. The manufacturer has agreed to reimburse the customer an amount equal to two vehicle payments of \$665.87 each. The oustomer 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 accountely stated above.

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

North American Operations General Motors Corporation Disbursements (2613) PO Best 62538 Reports, AZ 66087-2536



DATE 11/13/00

PROCESSESSESSES 1,131 DOLLARS

****74 CENTS

AMOUNT 4x = x 4 x 4 x 4 x 4 1 , 1 3 L . 74

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HEROTELL .

Apr

#900492266# #021309379# 601#2=62520#

VENDOR 1 2.HE NO. RB 908080828	North A General Disbursen PO Best Phoenix,	Imerican Operation Motors Corporation Motors (2013) 82430 AZ 65012-2530	CHECK DETACH CHECK PO. PATRIET	POP472244
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RESPONDED OF THIS CHEEK CONSTITUTES PURE PROPERTY OF CALL SER-46	TOTAL	¥3 1,143.74		1,131

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Service Satisfaction Survey

Oi du CO	Oregon OH Initially in Millian Manager that it is a pay the Correspondence of your table Correspondence of your table Correspondence of your to be completely satisfied. Please take a few min observation personnel and services. Your timely responsitioned efforts toward meeting the highest expectations and you for having your vehicle serviced at Bob Sohmidter instructions. Instructions Please was a dark pen or penoli (prefit	nuture to design of our cut Onevrolet Sho Onevrolet Chevrolet	propiete los y important permits. carely. carely. carely. carely.	Chevrol Chevro	of this quid will be	mil 12, 30 persional used to d	FIL Clur o	o#:
	Please shock this box if you no longer own/lease	•	-	• .		_	ne.	
**	PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN 1	POH SERV	KZĖ OM AJĖ	AIL 12, 20	01, CC00F	LETE THE	SURVEY	
•		-						
	About Your Chevrolet De	a jerah l	p's Serr	ipa D o j	PAILTMA	nt)—		
			Completely Resident	Very	-	Dispersion:	The At All	
1.	How satisfied were you with the convenience of the Service Department's hours?		<u></u>					
	and the proper district a rate alone, a confirmation of the confir		_	_		_	_	
2	Were services available to you on both an appointment		Yes	Sig.	Apply/Het Page/and	Keert		
_	and non-appointment basis?	•••••	П	Ц	ij:			
3	When arriving for service, were you greated promptly?				Ц			
			Completely Salished	Way and all of	Reflective	Borggestek Sectobel	Net As All Bellefled	
4.	How satisfied were you that all dealership personnel from a courteous, fair, and professional manners			Ш	S			
	About Your Berrie	oe Gene	altent/A	dvker	<u> </u>	_		
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_			tristed	Code/feel	(California)	Salahat pi Salahad	Serioties	
٠.	How settlefied were you that your Service Consultant too enough time to thoroughly understand your service requ							
					Gent Nor Apply-Not	Don't		
			484	F	Copulated	Res		
6.	Were you <u>offered</u> transportation options?,			80		П		
			Completely Englished	Vary Telephone	Capitalosi	Sognavist Extribut	Not At All Colorina	Appropriate Appropriate Propriate
7.	How satisfied were you that you were kept informed ab-			_		_	_	_
	status of your service request?				EM. Me Tirae			•
			Yes	Ne	Promised			
B.	Was your vehicle ready by the original time promised?		OR.		ū			
15	1YY22GGX512G563 2H522				1 11 11 11	d Line	the e	\Rightarrow

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About Your Survice Consultan	t/Adviser	- Contin	<u> </u>		
	Gonzaletz iv	Viii			National
S. How settsfled were you with the explanation you were	Satisfied		#elisfied	أجاليات	
given of all continue performed?			60	D	C
16. Overall, how satisfied were you with your					
Service Consultant?			M		CI.
At and Borolog B					
About Service D	enianià -				
	Completely Carbinal	Yery		Comments	Mot At All
11. When you picked your vehicle up, how settinfied were you with:		Sections	Setterad	Suddine:	Balbilai
- The time it took to complete the transaction?	. [1]		iitl	Ľ	
- The saw of getting your vehicle?			7	ā	□
- The condition in which it was returned?			[]	60	Ü
•	Y##	Me			
12. Were ALL of your service concerns corrected on this service vis	HP 🛱	o			
IF NO, why not? (check all that apply)					
	Parts not in	reflebte			
☐ Work performed did not correct the problem	I declined r	BP4			
Service Department could not duplicate problem	Other (plans	e specify			
Service Department was too busy	Don't know	, ,			
	Conjunction	Yerr		-	Nu kA
13. How satisfied are you that your vahidle was fixed right	Sedelled		Satisfied	Per Seller	-
on this service was you gran your verice was recensurate			L!	10	В
	_				_
	Yes	Na h			
14. Ware you given a copy of the completed repair order/Involce).	12	П	Dev't Knowi		
16. Warn you contacted shartly after this service with to	Yes	-	Her Sharp		
determine your setisfaction with the declarables services	П		PC		
Camping Up Your B	xperienc	<u></u>			
	<u> </u>	_,			
## #	Completely Seriebed	Very Replyfiad	Brisirled	Semendari Servicioni	Renatal Establis
16. Based on this service visit, overall, how satisfied are you		_			_
with Bob Schmidt Chevrolet?	- Collisions		(E) Name (A)	r-each	
17. Would you recommend this dealership	Markey.	Maria	Market Mark	Net	Ne
for pervise?		100	m		
	Spanistry .	Upry		Bemeichit	Not At All
18. Overall, how satisfied are you	الطلطا	اعبار بارد	Swiffed	Sectional .	Self-Fred
with your 1998 Convette?		Ü	(1)	8	E
18. Do you have any commentatracoggregadations about your:					
Clastorehitz					
Vehicle CANNOT WEST TO TURN THE W	<u> Hick</u>	A 47	77/#		
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	N# SA		LOGLE	M I7	5 4
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21. Your age □ Under 25 □ 25-34 □ 36-44	48 -1	54 LI	65-64	☐ 65 or	older.
		T=	**		
22. May we include your name when providing this information to yo	our dealersh		IJ		
If you have a concern requiring immediate ettent	ton, we e	ucompo	e you to	firet cont	set
your dealer. If further sesistance is required, you	See Con	tect Cha	vroiet Mi N_222_10	otar Divie 28	ián
directly by calling the Chevrolet Customer Assista		H 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	V-EEE- 1V	-	
THANK YOU! YOUR OPINIONS WILL H	ELP US	SERVE	YOU BE	TH. 6.	

Please return this questionneise is the self-addressed, postage poid envelope for $(A\beta)$ CHEVEGLET MOTOR DEVISION, NO. BOX 19982, TOLIDO, OH 48805-0988

1G1YY22G9X5128683 28622 21115463210 8934428419 086888

CBBB 9/26/00 10:14 PAGE 1/4 RightFAX

TO: Nicole Sperando COMPANY: Chevrolet Motor Division

To: Nicole Sperando Fax#: 13133810022 From: Dave Wyatt

Sep 26, 2000

Re: Chevrolet Motor Division/CHV0041051

TotalPages: 4

CBBB 9/28/00 10:14 PAGE 2/4 RightFAX TO:Nicole Sperando COMPANY:Chevrolet Motor Division



September 26, 2000

Re: m01 1718 X 1670 CHV0041061 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 cent to you.

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

Sincerely,

Dave Wyatt at Extension 508

RightFAX

CBBB 9/26/00 10:14 PAGE 3/4
TO:Nicole Sperando COMPANY:Chevrolet Motor Division



Customer Claim Form

	Case Number: CHV0041051
	Contact Date : 09/26/00
	Start Date :
Customer Name Address	
·	
OREGON, OH	
Day Phone:	Evening Phone:
Fax Number:	R-mail address:
raa vuutotti	L-man sources.
Vahiala Information	
Yehicle Information	
Name(s) that appear on vehicle title:	
	f time vehicle used for business purposes:
	vehicles owned or lessed by the business : 0
Make: Chevrolet Model: Corvette	Model Year: 1999 Gurrent Mileage: 18664
Vehicle Identification Number:	
Servicing Dealer/City/State : Beumann Chevrolet,	
Selling Dealer/City/State : Beumann Chevrolet, Oal	k 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 Purchase Date: Mileage at purchase: Purchased As ; Is the vehicle in your passession? Lienholder's Name:	if pelicle was purchased/right side if pelicle was leased) Lease Date: 05/29/99 Mileage at lease: Leased As: New Is the vehicle in your possession? yes Leasing Company's Name:
Address:	Address:
City/St/Zip:	City/St/Zip;
Phone:	Phone: () -
	,
Resolution Sought The customer would like the manufacturer to replace the Ohio State Lemon Law.	the vehicle or repurchase the vehicle under
Signature of Owner(s): I am authorizing any lisabolder/lessor to disclose to the BBB	Data AUTO LINE program all information relating to the financing or
lease of the vehicle named on this Contomer Chim Form.	

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

CBBB 9/28/00 10:14 PAGE 4/4 RightFAX TO:Nicole Sperando COMPANY: Chevrolet Motor Division

Customer Claim Form

Customer Name:		Case Number:	CHV0041051
----------------	--	--------------	------------

							
Problems	Servicing Desion(s)	Current? You or	Repair	Ropus Date(s)	Milosgo ca	Days Out of	
<u> </u>	<u> </u>	No	Attempts	<u> </u>	Date(s)	Service	
steering column locking up-intermittent		yes	4				
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(Pictuo indicate whether each problem is current)

CBBB 10/23/00 4:07 PAGE 1/7 RightFAX TO:Nicole Sperando COMPANY: Chevrolet Motor Division

To: Nicole Sperando Fax#: 13133810022

From: Dave Wyatt

Oct 23, 2000

Re: Chevrolet Motor Division/CHV0041051

TotalPages: 7



October 23, 2000

Re: m03 1716 X 1670 CHV0041051 We Chevrolet Motor Division

Ms. Nicole Sperando Chevrolet Motor Division Temps, FL

Dear Me. Sperando:

Englosed 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 ourse it secountary 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 Agramos 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 test.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrater 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 \$00.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Dave Wyatt at Extension 508

CBBB

10/23/00 4:07 PAGE 3/7 RightFAX

TO: Nicole Sperando COMPANY: Chevrolet Motor Division



AGREEMENT TO ARBITRATE

10/20/00

Case Number:

CHV0041051

Costomer: Business:

Chevrolet Motor Division

Mfr-Info:

1718 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 erbitration the following:

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

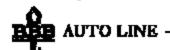
Manufacturer : Denial

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(e) to award the following: N/A

CBBB TO:Nicole Sperando 10/23/00 4:07 PAGE

RightFAX COMPANY: Chevrolet Motor Division



ARBITRATOR SELECTION LIST

Cuntomer:

Case Number: CHV0041051

This is some background information on the arbitrator maigned to your opcoming arbitration hearing. Please review the information for a conflict of interest. If you have any funncial, 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 benorarium. 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 as eath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitratur's Name:

Derreil

Stellenpohl

Arbitrator's Occupation: |gwyer

Arbitentor's Biography:

CBBB 10/23/00 4:07 PAGE 5/7 TO:Nicole Sperando COMPANY:Chevrolet Motor Division

	Location of Better Business Bureau
	Name of Building (if my)
3103	Rescutive Parkway, Buite 200, Tolado, OH Burese Address and City
	419,531,3116
	Butters Phone Number (Estergencies Only)



RightFAX

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 laft 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 beset to 3103 Executive Parkway, Suite 200. It is the 7 story white building on the right-hand side.

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.

CBBB 10/23/00 4:07 PAGE 8/7 RightFAX TO:Nicole Sperando COMPANY:Chevrolet Motor Division



NOTICE OF HEARING/INSPECTION

Date:	10/23/00	Case Nu	aber: CHV0041	051		
Customer:						
Bosiness:	Chevrolet Motor D	vision				
Mfr-Info:	1716 OH 1G1YY	22C9X5128583				
Arbitrator(s)	: Mr Darrell D Stellenp	ohi				
Hearing Dat	e, Time, Place:	11/08/00 3pm	•			
		BBB Serving NW Ohio & SE	Mich, Inc.			
		3103 Executive Pkwy., Suite	200			
		Toledo OH 43606				
Manner in W	hich Parties Will Part					
Customer is	being represented by	: yes Self <u>no</u> Attome	y			
Attorney Na	me:					
Attorney Pho	one Number:					
Attorney Far	t Number:					
Customer.	🖾 in person	🖸 by phone	🗆 in writing	1		
Manufacture	x: □ in penson	🛍 by phone	🛘 in writing			
		INSTRUCTIONS	ł			
***	-	(2 copies) and other evidence to d by BBB AUTO LINE Arbitratio	-	e can be submitted after		
vehicle n		nement for past repains, the vehi required for all test drives. If the				
conducto	 Notify your Case Specialist at once if you cannot be present at the bearing 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 informa-	ion on the arbitration p	ncess.		
Hearing Site	Phone Number: 41	25788CCC				
4204 VIII.	O DAS A.F The BRIDE	Thomas Bongali Strin		E 701 (47 200)		

CBBB 10/28/00 4:07 PAGE 7/7 RightFAX

TO: Nicole Sperando COMPANY: Chevrolet Motor Division



Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

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

Impection

- 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.

CBBB 10/10/00 5:10 PAGE 1/14 RightFAX

TO: Nicole Sperando COMPANY: Chevrolat Motor Division

To:

Nicole Sperando 13133810022

Fax#:

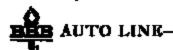
From:

Dave Wyatt

Oct 10, 2000

Chevrolet Motor Division/CHV0041051

TotalPages: 14



October 10, 2000

Re: m09 1716 X 1670 CHV0041051 Chevrolet Motor Division

Ms. Nicole Sperando Chevrolet Motor Division Tampa, FL

Dear Ma. Sperando:

The customer listed above has completed the Gustomer Chim 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 oustomer's chim 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 sasistance in the act thement 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

CBBB

10/10/00 5:10 PAGE 3/14 RightFAX

TO: Nicole Sperando COMPANY: Chevrolet Motor Division

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

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VEHICLE DATE:	Baumerut Chevrolet-Oldernobile 2000 S. 627 19 South P.O. Box 71 (03.03 Cata Hertur, Olde 49440 419-800-2571 419-832-3431						
SALISPERSON;	ADDRESS DESCRIPTION	to Leasing Trust	₀₄₈ 5-29-	- 99 . ,			
month 1999 Chevrolet	N 9852	Corvette Cps	1G1YN22G915128583	503/DRDS			
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10/10/00 5:10 PAGE 12/14 RightFAX CBBB O: Nicole Sperando COMPANY: Chevrolet Motor Division Samuel Chartings Oldparitile Million. SE DESCRIPTION OF VEHICLE Carnel Minage X How MONTH OF STREET 1999 Chaveslet يتغير و A SERVICE STREET D. Agent D. Agent Q Milk State 04**00** The second second The Williams 1390.47 A fermit had being flighig or flid org. g Captaland Cop Hodeston & Pot lively Payment (A) Principle Standy Depart M The face. 66 Registeller Press 68 Cities Toron pul Deleverations Part 9 Greek Charlested Start. The agreed upon value of the Vetado St. ر براد شاهد المواجع بين النواق بينا بالكان بينا يسبد اليهام الكانتيا. معمود بيناد شاهد بينان اليهام بينان بينان والمساول بين أنها • A second control of the second state is administrative back contribution of the second payment and the second of the Louis contribution of the second payment and the second payment is a second second payment and the second payment is a second second second second payment and the second se . Parantaging danker (ena beneg 1, Inches Controlled 40004. In

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CBBB

10/10/00 5:10 PAGE 13/14

RightFAX

TO: Nicole Sparando COMPANY: Chevrolet Motor Division



Customer Claim Form

Case Number:	CHV0041051
Contact Date :	09/26/00

Carrent Mileage: 18664

Start Date :

OREGON, OH	·	
Day Phone	Evening Phone	
Fas Namber	V-mail address	

<u>Vehicle 1</u>	<u>nformati</u>	OΪ
------------------	-----------------	----

Make: Chevrolet

Customer Name Address

Name(s) that appear on vehicle sitle: Carol Con-

Is Vehicle titled to a business: no Percentage of time vehicle used for business purposes: Transmission Type: Automatic Number of vehicles owned or lessed by the business: 0

Vehicle Identification Number: 1 G 1 T T 2 2 G 9 T 5 I 2 8 5 8 3

Servicing Dealer/City/State : Seamarm Chevrolet.

Solling Dealer/City/State : Beturnerin Chevrolet, Oak Heaber OH

Model: Corveite

Instrumes Carrier : <u>State Farm Insurance</u> Policy Number: <u>3 3511-E26-35</u>
Has vehicle been in an accident/had body damage? Yes No X Date of accident:

Model Year: 1999

Description of Damage

Purchase/Lease Information (complete left side if ordick was purchased/right side if weblick was leased)

Mileage at purchase: Leure Date: 05/2000 Mileage at leure: 260 Purchase Date:

Lexight'As: New Purchmed As :

La the vehicle in your possession? In the vehicle in your possession? yes

Limitholder's Name: Lessing Company's Name: Fifth Third Auto Lessing

101 M. Main St. Address: Address:

City/St/Zip: Cibsonborg, OH 43421 City/St/Zip:

Phone: Phone: () -

Resolution Squalt

The customer would like the manufacturer to replace the vehicle or repurchase the vehicle under the Ohio State Lamon Law.

Signature of Owner(s):	Date 10.03.00 ACTU LINE program of information relating to the floracing or
I am authorizing my feetholder/leasor to disclose to the BESS.	AUTU LINE program all information relating to the flauscing or
lease of the vehicle named on this Customer Claim Form.	
The state of the s	CLUB BOOK A IL A DE GARAGE ABAR

Return the Form for BBB AUTO LINE, 4200 Wilson Blvd., Suits 800, Arthytem Vs., 22203-1838

10/10/00 5:10 PAGE 14/14 RightFAX CBBB FO: Nicola Sperando COMPANY: Chevrolet Motor Division

Customer Claim Form

Costossor Name: Case Number: CHV0041051

Problems	Servicing Dealer(s)	Current? Yes or No	l of Repair Atmospts	Date(s)	Milatgo on Date(s)	Duy Ont o Servi
steering column locking up-intermittent	<u></u>	yee	4			
REPAIR BREAKDOWN OF ABOVE:						
Steering Column Lock Up	Bob Schmidt Chev; Maune, OH	Ann	1	07.28 1999	42 <u>54</u>	1
Steering Column Lack Up	Bob Schmidt Chev. Mannee, OH	Yes	<u>t</u>	08.20 1999	4910	•
Stearing Column Lock Up	Baumann Chavrolat Dak Harbor, OH	yes	1	08,30 2000	tot stated	2
Stearing Column Lock Up	Baumann: Chevrolat Oak Earbor, OH	yes	_1_	09.14 2006	18660	16
		_				
	···	-				—
FLEASE NOTE: CAR IS CURRENTLY AT 1	THE DEALERSHIP, THERE	FORE. I I	O NOT E	VE A B	ZPAIR	M OE
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FLEASE MOTE: CAR IS CURRENTLY AT 1	THE DEALERSHIP, THERE	FORE, I	O NOT E	WE A I	EPAIR	ROE

(Please indicate whether each problem is current)

CBBB 10/23/00 4:07 PAGE 1/7 RightFAX TO:Nicole Sperando COMPANY:Chevrolet Motor Division

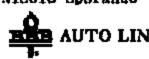
To: Nicole Sperando Fax#: 13133810022 From: Dave Wyatt

Oct 23, 2000

Chevrolet Motor Division/CHV0041051 Re:

TotalPages: 7

2/7



October 23, 2000

Re: m03 1716 X 1670 CHV0041051

vs Chevrolet Motor Division

Ms. Nicole Sperando Chevrolet Motor Division Tampa, FL

Deer 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 Arranges carefully to make sure it accumutely 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 Agresses 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 (a) and whether or not the problem (a) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is oligible. for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrates and one for the opposing party. Also, if this case involves a repurchase sequest, 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.

Deve Wyett at Extension 508

CBBB 10/23/00 4:07 PAGE 3/7 RightFAX TO: Nicole Sperando COMPANY: Chevrolet Motor Division



AGREEMENT TO ARBITRATE

10/20/00

Case Number:

CHV0041051

Customer:

Business:

Chevrolet Mater 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:

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

CBBB TO:Nicole Sperando 10/23/00 4:07 PAGE 4/7

COMPANY: Chevrolet Motor Division

AUTO LINE

ARBITRATOR SELECTION LIST

RightFAX

Costomer:

Case Number: CHV0D41051

This is some background information on the arbitrator assigned to your operating 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 staring that he or she has no financial, social, professional, or family relationship with either party.

Arbitrates Information

Arbitrator's Name:

Darrel

Steltenpohi

Arbitestor's Occupation: Igwyer

Arbitestor's Biography:

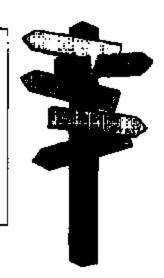
CBBB 10/23/00 4:07 PAGE 5/7
TO:Nicole Sperando COMPANY:Chevrolet Motor Division

Location of Better Business Bureau
Name of Building (of any)

3103 Executive Parkway, Suite 200, Toledo, OH
Buren Address and City

419.531.3116

Barrens Phone Number (Emergencies Daty)



RightFAX

DIRECTIONS

I. 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-Ant Bank on the corner and a right-turn only lane.)
Go around the band to 3103 Executive Parkway, Suite 200. It is the 7 story white building on the right-hand side.

Prom 23/475

Take 23/475 to the 475 Rast split. Stay on 475 E until you come to the Secor Rd. Exit.

Torn 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.

CBBB 10/23/00 4:07 PAGE 6/7 RightFAX TO:Nicole Sperando COMPANY: Chevrolet Motor Division



NOTICE OF HEARING/INSPECTION

	Date: 10/23/00 Costomer:		Case Number:	CHV0041051				
	Business: Chevrolet Mot	r Dhésion						
MG-Info: 1716 OH 1G1YY22C9X5128589								
	Arbitrator(s): Mr Darrell D Slei	enpohi						
		•						
	Heating Date, Tune, Place:	11/08/00	9a					
			3pm					
		PSP Selving M	BBB Serving NW Ohio & SE Mich, Inc.					
		3103 Executive	3103 Executive Pixvy., Suite 200					
		Toledo	OH 436061372					
	Manaer in Which Parties Will	Participates						
	Customer is being represented	by: <u>yes</u> Self	no Amoney					
	Attorney Name:							
}	Attorney Phone Number:							
	Attorney Fax Number:							
	Customer: 👸 in per	202 🚨	by phone	in writing				
	Manufacturer:	on 29	by phone	🗆 in writing				
		INE	TRUCTIONS					
	 Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted a the hearing except as permitted by BBB AUTO LINE Arbitration Rules. 							
	 Unless you are seeking reimbursement for past repairs, the vehicle must be present at the bearing. 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 case 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 strend 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.								
	Henring Site Phone Number: 4165786000							

CBBB 10/23/00 4:07 PAGE 7/7 RightFAX TO:Nicole Sperando COMPANY:Chevrolet Motor Division



Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- Presentation of consumer's testimony, evidence and witness(es)
- Presentation of business' testimony, evidence and witness(es)
- Questions, comments and rebuttals by consumer
- 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)
- 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 lest questions by arbitrator
- C. Closing statement by communer
- 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

	stomer: Dress:			c	OLVINGTON	TN	<u>'</u>
HC	ME PHONE:						
CA	SE NUMBER:	04048331	VIN: MODEL YEAR:	1G1YY22G9X5132469 1999			
DA SC BR	TE OPENED: TE CLOSED; NICE: C TYPE: C PARENT:	2001-05-02 2001-05-02 Phone Yes	SERIES: MILEAGE: DELIVERY DATE: DEALER NAME: DEALER ADDRESS:	CORVETTE COUPE 40000			
**	******	********	***GENERAL CASE	INFORMATION*****	******	*****	*****
	l Steering REPAIR ATTE			Other STEERING COLU	MN LOCKED.		
Ve	hicle repai	r request - Repo	air not done				
* C: ht	Determine C Using delive Listen care (If of Review Spect \Progra-1\P tp://carswell (Progra-1\P (Progra-1\P (Pred Coordinate of Be prepared N C:\Progra- tp://carswell hicle repair	ntify failed ite ustomers Expects ery date, establ fully to evaluat damage, consider ific Solutions lus!\Micros-1\Io b/webknowledge/l earlier repairs lus \Micros-1\Io b/webknowledge/l attempt - offer vious repairs) 1) Review warrs 2) Contact appr 3) Determine it 4) Establish & with dealership to answer "I do -1\Plus!\Micros- b/webknowledge/l r request - Reps	ation lish if vehicle te cause of fail r explaining the [[SPECIFIC SC explore.exe ProductCenter/Ge s have been atte explore.exe CARSCP/SBS/html/ r to coordinate anty history on ropriate Service document a diag to assist with on't want my car -1\Texplore.exe CARSCP/SBS/html/ air not done	is within any warr tyre - defect or da consumers respons ELUTIONS RUN meralInfo/content/ mpted? -[[Poss ChronicAlarts.htm] repair at a dealer "VIN Profile" tab dealership to dis dealership to dis musly contacted or mosis and repair p customer's repair: apymore / repurch CustomerRequestsVe	mage ibility) SolutionsByColor ible Chronic ship) cuss is now necess lan request ase*([Vehic:	empone Rep R sary le Rep	ourchase Link
				D, BUT THE CAR WILL OHNSON CAC/PDX.; 0		r. CRM	ADVISED
**	*******	*****	*******PAR INPOR	MATICN********	*******	•••••	****
	CIDENT DATE: CIDENT LOCA:		INCIDENT T	IME:			

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILRAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SQURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE: TRIM:

ENGINE TYPE: TRANSMISSION:

> VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE & BUY-BACK: 0

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

MSRP:

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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: % BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESCLUTION SOUGHT: NAME: CONTACT NUMBER: COMPANY: CONTACT TYPE: CONTACT PHONE: ADDRESS:

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS:

SOUTH PLAINFIELD

N.T

HOME PHONE:

CASE NUMBER: 04590934

VIN:

1G1YY22G9Y5100980

MODEL YEAR:

2000

DATE OPENED:

2001-06-18

SKRIRS:

CORVETTE COUPE

DATE CLOSED:

2001-06-18

MILRAGE:

12000

SOURCE: BRC TYPE: Phone No

DELIVERY DATE: DEALER NAME:

ROYAL CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 1548 RTE 22 E, BRIDGEWATER, NJ, 08807, USA

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!\Nicros~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\Texplore.exe

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

- (1st attempt offer to coordinate repair at a dealership)
- (Previous repairs)
 - Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 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.html]

Vehicle repair request - Repair not done

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 PIXED 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

2001-06-1B

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 THEFART...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....TERBSA 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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPER: 0

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

IMJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

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: MADA: 0 SALES TAX: DEFRECIATION: 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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF SO, WHERE: TREATED: 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: NAME: CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

COMPANY:

CASE NUMBER: 00293648

ATM:

1G1YY22G9Y5101031

DATE OPENED: 05/08/00

DATE CLOSED: 05/08/00

MODEL YEAR: SERIES:

CORVETTE COUPE

BOURCE:

YES

MITARAGE:

15000

2000

CUSTOMER:

ADDRUSS:

HOME PROME:

STATE:

M)

DELIVERY DATE:

DEALER MANE: DENNIS HAMES CHEV-OLDS INC

BRC PARENT:

BUE. PHONE:

. DEALER ANDRESS: 802 W JACKSON, , CEARK, MO, 65721, USA

X23 Brake Rotors

O REPAIR ATTEMPT(S)

Other rotors warped

M01 Steering General

O REPAIR ATTEMPT(8)

Other it looks up

N15 Readless Wiring/Switch O REPAIR ATTEMPT(S)

Brokun

yellow light does not come back on

customer has several problems

quatomer states that someone left a measage with the request number \$00110243. Customer

was calling to report that the front headless has malfunctioned with the blinker, the rotors have problem, and the steering wheel looks up/qustomer states that the vehicle is at the dealership being repaired customer wanted to have the concern documented.

ebony davis/gustingers; 0; 326674748

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER MAME:

DRIVER DISABILATY:

DRIVER AGE:

CHOIGHT DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT POLICE REPORT:

ROAD COMDITION:

ROAD SURFACE:

MOMBER 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 PROME NUMBER:

MOSE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: MOTIFY NAME:

WAS VERICLE INSPECTED: MILEAGE AT LESPECTION: WEEKE WAS INSPECTION DONE:

WAS VERICLE ROAD TESTED: MOAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUBMARY: PAR STATUS: IMSPECTORS NAME: INSPECTION DATE:

SCURCE: RECORST TYPE:

REPURCHASE REASON:

DEALER MAKE:
DEALER MAKE:
DEALER ADDRESS: , ,
CONTACT: ,
PECKS MUMBER:
PRODUCT COOE:

PAGINE TYPE:

HILENGE & BOY-BACK: 0 MSRP:

DEFRECIATION: UPGRADE: APTERMARKET: LEASE TERM: DAMAGE: OTHER: SRANCH: ACCOUNT NUMBER:

ACCOUNT BALANCE: LEGAL:

INTEREST RATE:

TRANSACTIONS

FAX MUMBER: BODY TYPE: TRIM: TRANSMISSION: VEHICLE DRIVEABLE: HRC WARRANTY DATE: MADA: O SALES TAX:

NAME:

DEFERRET PAID: DEALER BOYOUT:

LEGAL TYPE:

3 PAGE:

GM RESTRICTED

333439

LOCATION:

LEMON LAW:

· VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

DEALER AUMINISTRATION:

COMMENTS:

RELEASE

MAR:

ALDRESS: . CITY/STATE: . PHINE MINNER: SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

DATE

į

IF SO, WHERE:

* BUSINESS: 0

DATE OF ACCIDENT:

PURCHASE/LEASE AS:

DATE OF FURCHASE/LEASE:

HETERNAL CASE BUMBER:

TITLE NAMES:

BUSINESSI

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILMAGE AT PURCHASE: 0

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NO ME I

COMPANY:

ADDRESS:

CONTACT MUMBER:

CONTACT TYPE:

CONTACT PROKE:

GENERAL MOTORS CORPORATION DIVISION CHEVROLET RESTRICTED M D

CUSTOMER: ADDRESS: HOME PHONE:

RICHMOND .

CASE NUMBER: 05345875

VIN:

1G1YY22G9Y5101885

MODEL YEAR:

2000

DATE OPENED: 2001-08-16

SERIES:

CORVETTE COUPE

DATE CLOSED: 2001-09-04 SOURCE:

Phone

MILEAGE: DELIVERY DATE:

20000

BRC TYPE: BRC PARENT:

No

DEALER NAME: DEALER ADDRESS:

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)

O REPAIR ATTEMPT(S)

Customer Satisfaction

lof

Facility conditions at dealership

CRM TO ADVISE:

2001-08-17

"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

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 THEVEK THE VEH WAS NOT DOME UNABLE TO CONTACT SVC MGR CALL BACK CUST 08/16 130-230 PDT AT 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 ADVED 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 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

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 DOW; T KNOW WHAT IS WRONG CRM ADVED SVC MGR THAT THE CUST JUST WANTS TO UPDATE SO HE KNOWS WHATS GOING ON CRM ADVED CUST THAT THE SVC MGR WILL BE CALLING AND THAT THEY WILL REEP 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 RECRIVED OVER THE SHOULDER APPROVAL FROM TH RYON SLAUGHTER CINDI FRANK CAC/FDX; 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 Rehim/CORR/Tampa; 0; 368203377

2001-09-12

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 8/28/01 TO JADA MEAD/GL/TL/CAC/FDX.; 0: 369163815

RICHMOND, VA

Ά.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT NAME:

AGENT PHONE NUMBER: MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: NOTIFY NAME: WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: 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:

LOCATION:

NUMBER OF INJURIES: 0

COMMENTS:

ADDRESS: , CITY/STATE: ,

NAME:

PHONE NUMBER: SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

August 20, 2001

Richmond, VA

Request: C05345875

Dear

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.

Richmond, Virginia





OB-27-O IFO3:OO RCVO

General Motors, P.O. Box 33170 Detroit MI 48232

44232-5170

filedlisheddiskedddenskladderdeidlaunfl



20 August 2001

General Motors, P.O. Box 33170 Detroit MI 48232

RE:

VIN 1G1YY22G9Y5101885

Dear Siz/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.



GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

GLEN AVON

HOME PHONE:

CASE NUMBER: 00731113

VIN:

1G1YY22G9Y5103409

MODEL YEAR:

2000

DATE OPENED: 2000-05-25 DATE CLOSED: 2000-07-05

SERIES: MILEAGE:

CORVETTE COUPE 131B4

SOURCE:

Phone

DELIVERY DATE:

DEALER NAME: INLAND CHEVROLET OLDSMOBILE

BRC TYPE: BRC PARENT:

DEALER ADDRESS: 350 CARRIAGE CIR, HEMET, CA, 92545, USA

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Broken

Steering locks up

STEERING WHEEL LOCK AND MOTOR MALFUNCTION.

RECEIVED PRA FROM AVM AND ASSIGNED REFURCHASE CASE TO KEN GREEN X58036. NO RELATED CASES. LEONARD BETHEA/CARS/TAMPA: 0: 99999

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

ROAD COMPITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED: 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: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DRALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: HRC WARRANTY DATE: MILBAGE @ BUY-BACK: 0 NADA: 0 MSRP: SALES TAX: DEFRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: Damage : OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DRALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: VEHICLE DESTINATION: DEALER ADMUNISTRATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE:

DATE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINBSS:

€ BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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 PLSEARCH 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

Address:

Mileage:

28416

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?

EA02-031 / GM22C Page 2 of 2

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



Mador

CASE NUMBER: 1-132508436

VIN: 1G1YY22G9Y5109758

MODEL YEAR:

2000

DATE OPENED:

2003-08-20

SERTES:

Corvette

DATE CLOSED: 2003-09-11

MILEAGE:

30000.0000000

SOURCE:

Phone N/ANo

DELIVERY DATE:

DEALER NAME: Moore Chevrolet, Inc.

BRC TYPE: BRC PARENT:

DEALER ADDRESS: 1926 W. Third Avenue, Williamson, WV, 25661, USA

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

Sticks

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 Octon; ; 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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PEOPLE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE: TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: NAME: BRANCH: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: LIEN PAYOFF: RELEASE: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: A HUSINESS: 0 BUSINESS: DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: FURCHASE/LEASE: 0 MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

MOTORS CORPORATION GENERAL CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



CASE NUMBER: 05567624

WIN.

1G1YY22G9Y5110215

MODEL YEAR:

2000

DATE CLOSED: 2002-01-25

DATE OPENED: 2002-01-24

SERIES: MILEAGE: UNKNOWN 28300

SOURCE:

BBB Import

DELIVERY DATE:

BRC TYPE:

ADR No

DEALER NAME:

None provided

BRC PARENT:

DEALER ADDRESS:

R30 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)

WON'T HOLD MEMORY

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 JOON 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 EVC. LMPCB FROM AVM TO REQUEST TRADE OR REPURCH? BRYDER/BARTON; 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 --- VOLUMTARY REPURCHASE. JUSTIFICATION --- MEETS LEMON LAW, OVER 120 DAYS OUT OF SERVICE. DECISION MAKER --- AVM DON REEVES. FOLLOW UP --- FILE TO REPURCHASE DRPT.; 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 SUMTRUST BANK

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD CONDITION:

BODY INCURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

ACENT 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:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

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:

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:

NUMBER OF INJURIES: 0

COMMENTS:

NAME: LOCATION:

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

restraint:

TYPE OF INJURY:

TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER: CHV0178804 DATE: 2001-09-24

TITLE NAMES: WILLIAM SOKOL

BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

SUNTRUST BANK

RESOLUTION SOUGHT:

COMPANY:

NAME: SUNTRUST HANK

CONTACT NUMBER:

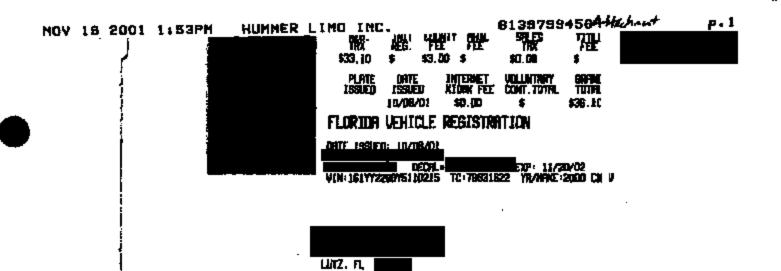
CONTACT TYPE: Lienholder

ADDRESS: P. O. BOX 911024

CONTACT PHONE:

8007868787

Orlando, FL 32891



L#: 532093 T#: 296706114 B#: 392327 F#: 296706114

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CASE MINISER: 99-0605991

VIN:

10177220975111087

DATE OFFICED: 12/14/99

MODEL YEAR:

OO

DATE CLOSED:

12/14/99

STEET TRUE .

YR CORVETTE

SOURCE:

PIKONE

MILEAGE:

300

CUSTOMER:

ADDRESS: HOME PHOME: Kissioos fl STATE:

ᅶ

BURG. PHONE:

CUST STATES HE WATCHED HIS 2000 CORVET BRING BUILT AND CLAIMS TO LOVE

cust states he only has 300 kiles on it and has had it in the shop 2x CUST STATES HE IS MERVOUS TO DRIVE CAUSE THE STEERING WHERE WILL LOCK CUST STATES HE WILL DEMAND A NEW CAR IF HE MUST BRIND IT IN FOR 3% CMR TOLD CUST TEAT A CASE WILL BE MADE AND HE WILL HAVE PROOF OF COMPLAINT

CHOR EXPLAIN WHERE TO FIND THE HEB 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 - cubtoner had vericl S CUSTOMS MADS AND SAYS NOW HE HAS A LENCY - CRY CALLED DEALERSHIP AND SPORE TO SERV MOR, LOUISE AND EXPLAINED CUPTOMERS PROBLEM AND SHE OFFER ed to bend technician over to scan to see what the problem is - crn go T BACK ON THE LINE TO LET CUSTOMER THAT SERV MOR WOULD SIND OVER TECH TO SCAN TO SEE MHAT PROBLEM IS BUT CUSTOMER SHUT CAR OFF SO HE DOES NO T KNOW IF STEERING COLUMN IS STILL LOCKED - CUSTOMER ASK THAT SERV MOR CALL HIM AT THE COLUMN IS STILL LOCKED - CUSTOMER ASK THAT SERV MOR AND ASKED HE r to call customer she was in agreement - crm gave serv mor phone made ER - RAMCNA GUMBAN/AUSTIN

CUST STATES HIS VEH IS IN SHOP FOR THE POURTH TIME WITH THE STEERING COLLBON 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 SWI HE WILL CONTACT ATT GEW. CRM ADVISES CUST TO LET DURSHE HAVE THE TIME IT NEEDS TO DUPLICATE AND REPAIR THE PROBLEM. CUST RECUESTS SER 4. CRN PROVIDES IT. CUST WANTS FACTS DOCUMENTED INTO CASE FOR UPCOMING LANSUIT. CRM ADVISED COMMENTS HAVE BEEN ADDED TO CASE. NO FURTHER ASST REQUESTED BY CUST.

LORI BATTON/AUSTIN

******** REQUEST CODE AND COMMINTS *********

CDE # DRSC

COR 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

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