

EA02-031

GM

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

ATTACHMENT

4F

BOOK 17 OF 22

PART 3 OF 3

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Montgomery

TX

HOME PHONE:

CASE NUMBER: 1-121009827

VIN:

1G1YY23G9Y5113664

MODEL YEAR:

2000

DATE OPENED: 2003-07-18

SERIES:

Corvette

DATE CLOSED: 2003-07-28

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Buckalew Chevrolet, L.P.

BRC PARENT:

DEALER ADDRESS: 1717 N Frazier, Conroe, TX, 77301-1342, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Recall; ; 2003-07-18

2003-07-18

Service Request Ownership has changed FROM: TEMPFULC TO: SPRUITES; ; 2003-07-18

2003-07-18

SR in Status of Pending Documentation has been Re-Opened by TEMPFULC; ; 2003-07-18

2003-07-18

Recall 01044A; ; 2003-07-18

2003-07-18

Svc Mgr Billy Tiller; ; 2003-07-18

2003-07-21

1-121009827 Call Dir; ; 2003-07-21

2003-07-21

1-121009827 Scheduled Callback; ; 2003-07-21

2003-07-21

Cust Called In; ; 2003-07-21

2003-07-21

Svc Mgr Billy Tiller; ; 2003-07-21

2003-07-21

1-121009827 Scheduled Callback; ; 2003-07-21

2003-07-28

1-121009827 Check for Call In; ; 2003-07-28

2003-07-28

Service Request has been Closed Satisfied.; ; 2003-07-28

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: . . .
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Palm Coast

FL

HOME PHONE:

CASE NUMBER: 1-122578233

VIN: 1G1YY22G9Y5114541

MODEL YEAR: 2000

DATE OPENED: 2003-07-23

SERIES: Corvette

DATE CLOSED: 2003-08-29

MILEAGE: 45000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: Jon Hall Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 551 N Nova Rd, Daytona Beach, FL, 32114-1761, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering lock; ; 2003-07-23

2003-07-23

svc mgr Dawn; ; 2003-07-23

2003-07-23

AVM Steve Giammalvo; ; 2003-07-23

2003-07-24

AVM return call...; ; 2003-07-24

2003-07-24

svc adv Charlene Nusbaum; ; 2003-07-24

2003-07-24

OTS for reim; ; 2003-07-24

2003-07-24

Cust; ; 2003-07-24

2003-07-24

are docs in?; ; 2003-08-04

2003-08-12

are docs in?; ; 2003-08-12

2003-08-12

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-08-12

2003-08-12

REQUEST FOR ASSISTANCE indexed 8/12/03 Scanned: 2003-08-01-07.09.30.000000, MSXDocNum:

0321300044; ; 2003-08-12

2003-08-12

SR in Status of Pending Documentation has been Re-Opened by MCCALLUK; ; 2003-08-12

2003-08-12

docs have been recieved.; ; 2003-08-12
2003-08-12

docs received and attached to the request.; ; 2003-08-12
2003-08-12

Svc adv Charlene Lister; ; 2003-08-12
2003-08-12

Cust; ; 2003-08-12
2003-08-12

Reim 75% 297.71 to be generated.; ; 2003-08-12
2003-08-12

Created: CAC_RS0005. SR#1-122578233; ; 2003-08-12
2003-08-12

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-08-12
2003-08-12

Reim 75% 297.71 to be approved.; ; 2003-08-19
2003-08-19

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2003-08-19
2003-08-19

Service Request has been Closed Satisfied.; ; 2003-08-19
2003-08-29

SR in Status of Closed has been Re-Opened by WISERK; ; 2003-08-29
2003-08-29

check sent; ; 2003-08-29
2003-08-29

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

October 22, 2003

[REDACTED]
Palm Coast, FL [REDACTED]

Service Request: S1-122578233

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$297.71. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Daniel Guibert
Customer Relationship Manager

RS0005-T/

North American Operations
General Motors Corporation
Detroit, Michigan 48103
PO Box 2000
Phoenix, AZ 85001-0000

CHECK NO. 910851991

DATE
06/21/73

AMOUNT
\$277.71

PAY
TO THE
ORDER OF

VOID

PALM COAST FL

[Signature]

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

900551991# 00213093795 601-2-62520#

VENDOR		VENDOR NAME		VENDOR ADDRESS		VENDOR CITY		VENDOR STATE		VENDOR ZIP		VENDOR PHONE		VENDOR FAX		VENDOR TELETYPE		VENDOR TELEFAX	
General Motors Corporation		Detroit, Michigan 48103		PO Box 2000		Phoenix, AZ		85001-0000											
DATE		06/21/73		VS 1-200000		15.0000		277.71		.00		277.71							
AMOUNT		277.71		.00		277.71													
TOTAL		277.71		.00		277.71													

RECEIVED OF THIS CHECK CONSTITUTE FULL PAYMENT FOR THE AMOUNT THEREON. CALL 800-402-8712



Apply Priority Mail
JUL 30 2003



U.S. POSTAGE
PALM BEACH, FL
\$4.30
06031815-87

Palm Coast FL

United States Postal Service®
DELIVERY CONFIRMATION™



0306 2940 0001 6339 3676

Chevrolet
P.O. Box 33170
Detroit, MI 48232

[REDACTED]
Palm Coast Fl. [REDACTED]

Chevrolet
P.O. Box 33170
Detroit, ME. 48232

JON HALE
AUTOMOTIVE GROUP

CHEVROLET, INC.

391 N. Nova Road • P.O. Box 721
Daytona Beach, Florida • 32119
386-247-6780 www.kidsplace.com

STATE OF FLORIDA REDEMPTION # MAY 07/13

~~1~~ 1-122578233 - Den -

[illegible]

JON HALL
AUTOMOTIVE GROUP

CHEVROLET, INC.

881 N. NOVA ROAD - P.O. BOX 754
DAYTONA BEACH, FLORIDA - 32115
386-247-8000 www.kntr.com

STATE OF FLORIDA REGISTRATION & REV. SEALS

*1-122578233 - Dan -

REPORTING 178056		CHARLENE LISTER 349		2849		07/25/03		CO#3317916	
PALM COAST, FL		43,386		00/CHEVROLET/CORVETTE/2DR		12/04/99		739678	
1 G 1 V Y 2 2 G 9 V 5 1 1 4 5 4 1		07/23/03		REPRINT# 1		23.036		00/00/00	
440-8337		257-8296		00/00/00		00/00/00		00/00/00	
TOTALS									
PAYMENT METHOD Cash () Check () Visa () MC () Amex () Charge () STATE REG. # 9W-8793					TOTAL LABOR 177.00 TOTAL PARTS 228.70 TOTAL SLABBY 8.00 TOTAL S.S.E. 8.00 TOTAL HISC CHG. 15.00 TOTAL HISC DISC. 8.00 TOTAL TAX 40.36				
THE STANDARD ONE PARTS WARRANTY IS 12 MONTH OR 12,000 MILES. WARRANTY TERMS MAY VARY DEPENDING ON THEIR ORIGIN OR USE. CONTACT YOUR SERVICE CONSULTANT FOR SPECIFIC INFORMATION.					TOTAL INVOICE \$ 681.06				
MATERIAL AND ENVIRONMENTAL CHARGES REPRESENT COST AND PROFIT ASSOCIATED WITH SHOP SUPPLIES AND THE PROPER DISPOSAL OF AUTOMOTIVE AND NON-AUTOMOTIVE WASTE. WE PROVIDE LIFETIME WARRANTY FOR CUSTOMER ONLY REPAIRS. The State of Florida requires a \$1.00 fee collected for each new tire sold in the State, and a \$1.00 fee to be collected for each new battery. (s.403.714) Tire (s.403.716) Battery					Any controversy or claim arising out of or relating to this transaction shall be resolved by arbitration and, if the parties are unable to reach a settlement of mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgment upon the award rendered may be entered in any court having jurisdiction thereof.				
CUSTOMER SIGNATURE					A standard charge for shop supplies, materials and expenses related to the handling and disposal of body and mechanical materials and waste generated and used in vehicle repair is added on every repair order. This charge represents costs and profits by the auto vehicle repair facility and will appear as a charge on the repair invoice.				
ORIGINAL					Special Advisory Order USE THIS APPROVED SIGNATURE				
DISCLAIMER OF WARRANTIES - The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither the seller nor its authorized sales agents is responsible for any liability in connection with the sale of such products.									

YOUR VEHICLE IS DUE FOR A:
45000 MILE SUGGESTED
MAINTENANCE SERVICE

**SEE YOUR ADVISOR FOR DETAILS.
RECOMMENDED SERVICES HELP
ENSURE MAXIMUM LIFE-SPAN DRIVING.**

***We appreciate
your business!***

**HAVE A
NICE
DAY**

**OTHER DEALER
COUPONS HONORED**

We treat our customers special, special periods at competitive prices. To demonstrate our commitment to you, we will honor any valid mass dealer's coupon.

WE WANT YOU AS A CUSTOMER
— YOU'LL LOVE US!

Productivity **Value**

Abstract

Advertisement

P.D. Johnson
Editor

▶ *Don't forget to check out the company's website, www.fox.com, for more on the show.*

*1-122578233

-Dan-

REG FEE	INTY REG.	COUNTY FEE	MOB FEE	SALES TAX	TITLE FEE
\$23.10	\$	\$3.00	\$3.60	\$0.00	\$
PLATE ISSUED	DATE ISSUED	INTERNET K108K FEE	VOLUNTARY COMT. TOTAL	GRAND TOTAL	
	07/16/03	\$0.00	\$	\$36.70	



FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/16/03

TAXP: [REDACTED] DECL: [REDACTED] EXP: 07/24/04
VIN: 1B11Y220975114541 TC [REDACTED] VR/MK: 2000 CHEV

[REDACTED]
PALM BEACH, FL [REDACTED]

74487 TF: 355482842 BF: 216426 RF: 355482842

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

INDIANAPOLIS

IN

HOME PHONE:

CASE NUMBER: 05702226

VIN: 1G1YY22G9Y5114569

MODEL YEAR: 2000

DATE OPENED: 2001-10-17

SERIES: UNKNOWN

DATE CLOSED: 2001-10-17

MILEAGE: 13200

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: HUBLER CHEV INC

BRC PARENT:

DEALER ADDRESS: 8220 S US 31, INDIANAPOLIS, IN, 46227, USA

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

S55 Warranty Clarification

Customer Satisfaction

0 REPAIR ATTEMPT(S)

WHAT IS THE CUST WARRANTY

K20 Manual Transmission

Shift - Harsh

0 REPAIR ATTEMPT(S)

SHIFTS HARD AND WILL NOT ALWAYS GO INTO

REVERSE.

A01 Open Campaign

Product Campaign Claim

0 REPAIR ATTEMPT(S)

NUMBER 01044

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

COLUMN MAY NOT UNLOCK WHEN KEY IS PUT IN

Basic warranty coverage questions.

INFORM THE CALLER OF WARRANTY COVERAGE:

* NOTE: Please reference the VIN Profile Tab to answer customer basic warranty questions.

GENERAL INFORMATION:

Base Warranty: Includes everything on the vehicle for manufacturer's defects in materials and workmanship.

Coverage: Most GM Vehicles: 3 years/36,000 miles, whichever comes first.

Oldsmobile Aurora and all Cadillac models: 4 years/50,000 miles, whichever comes first.

Sheet Metal Rust-Through: 6 years/100,000 miles, whichever comes first.

Catalytic Converter and Powertrain Control Module: Most years are 8 years/80,000 miles, whichever comes first. Please check warranty manual of specific year for exact warranty parameters.

California Emissions:

Defect and Performance: Most years it is 3 years/50,000 miles, whichever comes first. Please check warranty manual of specific year for exact warranty parameters.

Specified Components: Most years it is 7 years/70,000 miles, whichever comes first (see warranty booklet for listing for specific component coverage). Please check warranty manual of specific year for exact warranty parameters.

Common Exclusions: Damage due to any of the following:

ü Accident

ü Misuse

ü Alterations

ü Environment

ü Chemical Treatments

ü Aftermarket Products

ü Improper Maintenance

Normal maintenance items include tire damage or wear, and incidental expenses.

*For additional information, the CRM can go to the [[Policy and Procedure Manual RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe

<http://carsweb/common/Manuals/WarrantyOperationsCD/Main%20Menu.pdf>] that is located on the Webknowledge Center.

Basic warranty coverage questions.

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

CUST PURCHASED THIS VEH USE FROM AN INDEPENDANT DLRSHP[. FIRST AMERICAN LEASING.. CUST SEEKING TO KNOW THE WARRANTY ON THIS VEH. CUST STATED SHE DID NOT GET ANY[OF THE ORIGINAL PAPERWORK THAT CAME WITH THIS VEH. CRM ADVISED CUST TO SPEAK TO THE SALES DEPT AT THE DLRSHP WHERE SHE IS HAVING THE VEH REPAIRED. CRM ALSO ADVISED CUST OF THE HELM NUMBER CUST STATED SHE WILL CONTACT THEM. CUST STATED HE VEH IS SHIFTING HARD AND THE SVC DEPT AT HEUBLER DLTSHP IS DOING THE REPAIRS. CRM OFFERED TO CALL CUST BACK AFTER REPAIRS WERE MADE TO HER VEH. CUST STATED SHE WILL CALL BACK IF SHE HAS ANY FURTHER CONCERNS. NO FURTHER ASSISTANCE NEEDED FROM THIS CRM. CLOSING FILE SATISFIED DOLORES CURRY/CAC/PDX; 0;

372186216

2001-10-17

CUST STATED HER VEH HAS A CHIP BAG BETWEEN THE FLOOR AND THE SEAT OF HER VEH AND WANTS THE SVC DEPT TO REMOVE IT. CUST STATED SHE WAS ADVISED THIS IS NOT A MANUFACTURE DEFECT AND SHE WOULD NEED TO PAY TO HAVE THE SEAT REMOVED AND THEN PUT BACK. . CRM ADVISED CUST BECAUSE SHE IS THE SECOND OWNER WE DO NOT KNOW WHERE THIS CHIP BAG CAME FROM IT COULD HAVE BEEN THE PREVIOUS OWNER HAD THE SEAT OUT AT SOME POINT. CUST UNDERSTOOD. CRM ALSO MADE HER AWARE OF AN OPEN CAMPAIGN ON HER VEH. # 01044 STEERING COLUMN LOCK. CRM MADE SVC DEPT AWARE ALSO AND WAS ADVISED BY JOE THEY WOULD TAKE CAR OF THIS FOR THE CUST WHILE THE VEH IS IN THE SVC DEPT. CRM CLOSING FILE. DOLORES CURRY/CAC/PDX; 0; 372186409

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:

DATE:

% BUSINESS: 0

ACCIDENT: _____ DATE OF ACCIDENT: _____
 DESCRIPTION OF DAMAGE: _____
 PURCHASE/LEASE: 0 _____ DATE OF PURCHASE/LEASE: _____
 MILEAGE AT PURCHASE: 0 _____ PURCHASE/LEASE AS: _____
 DOES OWNER HAVE POSSESSION OF VEHICLE: _____
 RESOLUTION SOUGHT: _____

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Stuart, FL [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-20803411 VIN: 1G1YY22G9Y5114653
MODEL YEAR: 2000
DATE OPENED: 2002-07-31 SERIES: Corvette
DATE CLOSED: 2002-09-09 MILEAGE: 53000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Tropical Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 8880 Biscayne Blvd, Miami, FL, 33138-3398, USA

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

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

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

Steering wheel locked up; ; 2002-09-09
2002-07-31

1-20803411 Tropical Chev Svc Mgr Diane Woodruff 305-754-7551; ; 2002-09-09
2002-08-01

1-20803411 Tropical Chev Svc Mgr Diane Woodruff 305-754-7551; ; 2002-09-09
2002-08-02

1-20803411 [REDACTED] Cell: [REDACTED] Work: [REDACTED] Home: [REDACTED];
2002-09-09
2002-07-31

PLEASE GIVE THIS CUST A CALL; ; 2002-08-01
2002-08-01

Cust call in; ; 2002-08-01
2002-08-01

Cust call in; ; 2002-08-01
2002-08-01

See last inbound call cust and outbound dealer.; ; 2002-09-09
2002-08-01

No Answer; ; 2002-08-01
2002-08-22

1-20803411 [REDACTED], 2002-09-09
2002-08-13

1-20803411 Svc Mgr: Diane Woodruff 305-754-7551; ; 2002-08-13
2002-09-09

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

ARLINGTON

TX

HOME PHONE:

CASE NUMBER: 05674709

VIN: 1G1YY22G9Y5118377

MODEL YEAR: 2000

DATE OPENED: 2001-10-11

SERIES: CORVETTE COUPE

DATE CLOSED: 2002-03-14

MILEAGE: 15016

SOURCE: Mail

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: VANDERGRIFF CHEVROLET

BRC PARENT:

DEALER ADDRESS: 1200 Y-20 W, ARLINGTON, TX, 76017, USA

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

M40 Steering Wheel
1 REPAIR ATTEMPT(S)Other
LOCK NOT RELEASINGD01 A/C
1 REPAIR ATTEMPT(S)Other
FAN MOTOR REPLACEDN02 Battery
1 REPAIR ATTEMPT(S)Other
REPLACED DUE TO ACID LEAKJ75 Vacuum Pump
1 REPAIR ATTEMPT(S)Other
VACUUM TANK REPLACEDS01 Service General
0 REPAIR ATTEMPT(S)Customer Satisfaction
HELPFUL AND PROFESSIONAL

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THROUGH INCOMING CORR IS UNHAPPY WITH THE QUALITY OF VEH. CUST STATES HAD THE FOLLOWING REPAIRS DONE TO VEH: STEERING WHEEL LOCK NOT RELEASING, A/C FAN MOTOR REPLACED, BATTERY REPLACED, VACUUM TANK REPLACED, AND CHECK ENGINE LIGHT CAME ON. CUST STATES DLR IS VERY PROFESSIONAL AND HELPFUL; HOWEVER IS DISAPPOINTED WITH PURCHASE BECAUSE EXPECTED HIGHER LEVEL OF QUALITY FROM A CAR WITH ENGINEERING HISTORY OF CORVETTE. CRM DOCUMENTED CORR. STEPHANIE CASTILLO/CAC/CORR/TPA.; 0; 99999
2001-10-12

CRM ATTEMPTED TO CONTACT CUST. CUST WAS NOT AT HOME. CRM LEFT CAC AND REQUEST NUMBER WITH ADULT THAT ANSWERED PHONE. CRM WILL ATTEMPT SECOND CALLBACK.

STEPHANIE CASTILLO/CAC/CORR/TPA.; 0; 371782067
2001-10-12

CUST CALLED IN RESPONSE TO CALL CAC MSG. HE STATES THAT HE IS UPSET WITH THE WAY HIS VEH HAS HAD CONTINUAL CONCERNS. HE SEEKS TO KNOW WHY HIS VEH HAS HAD THESE CONCERNS. CRM ADVISED THAT I COULD CONTACT DLRSHP AND GO OVER VEH REPAIRS TO FURTHER ADVISE HIM. CUST ADVISED THAT HE ALREADY UNDERSTOOD WHY THE REPAIRS WERE DONE, HE WANTED TO KNOW WHY HIS SPECIFIC VEH WAS HAVING CONCERNS. CRM ADVISED THAT I COULD NOT PROVIDE HIM AN ANSWER TO WHY HIS VEH HAD CONCERNS, HOWEVER THAT IS WHY GM HAS WARRANTY ON THE VEH, BECAUSE GM DOES UNDERSTAND THAT THE VEH ARE MACHINES AND MACHINES SOMETIMES DO HAVE CONCERNS, AND WE WARRANTY THOSE FOR 3/36. CUST STATES THAT THIS IS NOT SATISFACTORY. CRM ADVISED THAT I WOULD NOTE. CRM/TRUDI BARACKMAN/PDX; 0; 371786722
2001-10-12

CRM FORWARDING TO TM LEAD FOR DISS CLOSING. CRM/TRUDI BARACKMAN/PDX; 0; 371786759
2001-10-12

Due to cust hanging up and having unreasonable demands for manufacturing explanation, cust veh repaired, per TM Mike Long over the shoulder approval to close dissatisfied, send BBB letter, greg founal/cars/pdx; 0; 371793449
2001-10-12

CRM CLOSING DISS. CRM/TRUDI BARACKMAN/PDX; 0; 371797195
2001-10-17

customer sent email, email address: [REDACTED], kana case #1506401, dated 10/13/01 as follows: Thank you for your prompt response.

I have several problems with my Corvette and I have spoken to one of your representatives named Trudy (seeC05674709). I think it is fair to say that I will not forget that conversation for a long time. I'm not sure which was more frustrating - the problems I have had with my car or talking with her.

I think my request is fairly simple. I just want to share my ownership experience with the people directly responsible for the product. I own my own business and I know I appreciate feedback when things don't work correctly. Is there some reason why GM doesn't want the people directly responsible to know about their products?; 0; 372219374
2001-10-17

crm advd as follows: Thank you for contacting the Chevrolet Internet Response Center. We apologize for the concerns you are experiencing with your Chevrolet Corvette, and with the Chevrolet Customer Assistance Center.

Chevrolet Motor Division appreciates any feedback from our customers regarding our products. Your comments, and concerns have been documented in file C05674709. Your file may be reviewed for improvements in our products.

Again, we appreciate your feedback, and thank you for contacting the Chevrolet Internet Response Center.; 0; 372220330
2001-10-17

crm reviewed file with TM Jason Shelton, and is closing satisfied. since cust states in email that he really just wanted to inform us of his concerns with the veh. request closed satisfied.

also cha/irc/pdx; 0; 372220704
2001-10-29

***** EXEC HANDLING***** Exec received corr from customer stating concerns with vehicle. Customer states that he is very dissatisfied that he ever purchased a Chevrolet. Customer states that to take a vehicle in for 3 repairs is absurd. Customer states that he also is

very dissatisfied with CAC as they told him machine may break and that is why he had warranty. Customer states these answers are unreasonable. Customer seeks contact from upper management. Exec will contact customer and further research to resolve.

Chad Bailey.Exec; 0; 373215335

2001-10-29

Exec attached duplicate docs

Chad Bailey.Exec; 0; 373215496

2001-11-09

Exec researching and will contact customer.

Chad Bailey.Exec; 0; 374193422

2001-11-16

Exec contacted customer and left voicemail and advised customer that corr has been received and documented. Exec apologized if customer is dissatisfied with having three repairs with the vehicle. Exec left name and number if customer had any further questions

Chad Bailey.Exec; 0; 374779945

2001-11-16

Exec closing file pending further customer contact

Chad Bailey.Exec; 0; 374779961

2002-03-14

NOTE: CUST HAS SEVERAL OTHER FILES AND IS STILL SEEKING MEETING WITH AVM IF GM CARES TO KEEP HIM AS A CUST. HE STS...CRM WORKING IN FILE 6527552 AS MAIN FILE, BUT CUST DOES HAVE OTHER FILES: 6416716 AND 2005617. THIS REQ CLOSED. CHARITY MAHLMAN/CAD ATX; 0; 385007532

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

Arlington, TX



Mr. John F. Smith Jr.
General Motors
300 Renaissance Center
PO Box 300
Detroit, MI 48265-3000

48265-3000 01



Attachment 05674709

Mr. John F. Smith Jr.
General Motors
300 Renaissance Center
PO Box 300
Detroit, MI 48265-3000

RECEIVED
OCT 22 2001
J. F. SMITH, JR.

duplicate

OK, I made a mistake. Come to think of it, I made two mistakes.

The first mistake I made was buying a 2000 Corvette. I'm 54 years old and I've waited my whole life to buy that car. But now, eighteen months later, I have had my car in the shop three different times for three different problems. Not big problems, but aggravating types of problems for an expensive automobile. Which leads me to the second mistake I made.

My second mistake was to assume that General Motors would want to hear from one of its customers. After retrieving my car from the dealership for the third time, I decided that I should let you know that was somewhat dissatisfied with the repair history. So I wrote a letter to express that concern. This past Friday, I received a message to call the Customer Support number and give them a case number. So I called and spoke to one of your agents named Trudy. I don't think I will ever forget that conversation. She told me, and I am quoting here, "Sir, cars are machines and machines break. That is why we have warranties." At no time did she say "Thanks for letting us know your concerns" or "We're sorry that you are having these types of problems". I told her that answer was not the one I was looking for and that I would like to speak to someone else. I was told in no uncertain terms that there "was no one else". If my car wasn't back in the repair shop, there was nothing Customer Support would do. The odd part of this whole episode is that the service center personnel at the dealer were wonderful. They obviously have a much better system for handling customers, because they explained what was wrong, made commitments to get them fixed, and then lived with those commitments.

So, I decided to write this letter. It was my desire to send this to the managers most directly involved with the Corvette line, but I guess that must violate some corporate policy. I went back to "Chevy FAQ" to ask for the names of the manager of Chevrolet and the product manager of the Corvette line. I received an initial response that directed to me call the Customer Support group. I sent a reply stating that I had tried that and it didn't work. So now I have received a response that finally says "sorry for the problem" and "thanks for telling us". If you read it closely, it sounds very much like a form letter, it ignores my original request, it tells me that my concerns have been documented in the infamous "Trudy" file, and if all that isn't enough, it says my feedback "MAY" be reviewed. I'm really glad now that I took the time to express my concerns.

Before you write this off as a letter from a "nut case", I have attached copies of both my original letter and the e-mail exchanges I mentioned. Please notice, nothing harsh or abusive. I just stated how I felt about my vehicle. They reference the VIN and the various case numbers customer support generated.

Now that I have made two mistakes, I have just one question for you. Is this really the type of customer support you want your customers to experience?

[REDACTED]
Arlington, TX [REDACTED]

cc: [REDACTED]

Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO Box 7047
Troy, MI 48007-7047

REF: VIN 1G1YY22G9Y5118377

Gentlemen:

I am writing to you regarding my 2000 Chevrolet Corvette. I purchased the car in March of 2000, and since that time I have become increasingly unhappy with the quality of the car.

In September of 2000, about six months after I purchased the car, I had a problem with the steering wheel lock not releasing. That problem resulted in having the car towed from my house to a dealership to replace something in the steering wheel locking mechanism.

In September of 2001, I had a problem with a squealing noise. Again, I returned the car to the dealership for two days to have them replace the fan motor on the air conditioner because it had gotten rusty from a back up of water from the AC drain. Two days later, when I started the car, the check engine light came on. Now, the dealership has had to replace the battery, vacuum tank, and various other parts because the battery was leaking acid. So, my car has been in the shop for a total of three days in the last two weeks for what are essentially design defects.

I have absolutely no complaints about the dealership. They have been very professional and helpful with the repairs.

I am, however, most disappointed with my purchase. My decision to buy a Corvette was based on its reputation for quality and performance. While the performance is there, I certainly expected a higher level of quality from a car with the engineering history of a Corvette.

Regards,

[REDACTED]
Arlington, TX [REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, October 18, 2001 7:05 AM
Subject: Fw: Talk to Chevy (Corporate Question)

----- Original Message -----
From: "Chevy FAQ" <faq@chevrolet.com>
To: [REDACTED]
Sent: Wednesday, October 17, 2001 7:41 PM
Subject: Re: Talk to Chevy (Corporate Question)

Dear [REDACTED]

Thank you for contacting the Chevrolet Internet Response Center. We apologize for the concerns you are experiencing with your Chevrolet Corvette, and with the Chevrolet Customer Assistance Center.

Chevrolet Motor Division appreciates any feedback from our customers regarding our products. Your comments and concerns have been documented in file C05674709. Your file may be reviewed for improvements in our products.

Again, we appreciate your feedback, and thank you for contacting the Chevrolet Internet Response Center.

Sincerely,

Alex Che
Customer Relationship Manager
GM Internet Response Center

Original message follows:

Dear Ms. Hassan:

Thank you for your prompt response.

I have several problems with my Corvette and I have spoken to one of your representatives named Trudy (see C05674709). I think it is fair to say that I will not forget that conversation for a long time. I'm not sure which was more frustrating - the problems I have had with my car or talking with her.

I think my request is fairly simple. I just want to share my ownership experience with the people directly responsible for the product. I own my own business and I know I appreciate feedback when things don't work correctly. Is there some reason why GM doesn't want the people directly responsible to know about their products?

10/19/01

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, October 18, 2001 7:08 AM
Subject: Fw: Talk to Chevy (Corporate Question)

----- Original Message -----

From: "Chevy FAQ" <faq@chevrolet.com>
To: [REDACTED]
Sent: Wednesday, October 17, 2001 7:41 PM
Subject: Re: Talk to Chevy (Corporate Question)

Dear [REDACTED]

Thank you for contacting the Chevrolet Internet Response Center. We apologize for the concerns you are experiencing with your Chevrolet Corvette, and with the Chevrolet Customer Assistance Center.

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Again, we appreciate your feedback, and thank you for contacting the Chevrolet Internet Response Center.

Sincerely,

Alex Cha
Customer Relationship Manager
GM Internet Response Center

Original message follows:

Dear Ms. Hansen:

Thank you for your prompt response.

I have several problems with my Corvette and I have spoken to one of your representatives named Trudy (see C05674709). I think it is fair to say that I will not forget that conversation for a long time. I'm not sure which was more frustrating - the problems I have had with my car or talking with her.

I think my request is fairly simple. I just want to share my ownership experience with the people directly responsible for the product. I own my own business and I know I appreciate feedback when things don't work correctly. Is there some reason why GM doesn't want the people directly responsible to know about their products?

10/19/01

[REDACTED]
Tequesta, FL [REDACTED]



70-05-0401-27 RCVD

Kurt Ritter, President and General Manager for
Chevrolet
Chevrolet Motor Company
P.O. Box 33170
Detroit, MI 48232

48232+5170 5i



[REDACTED]
Tequesta, FL
[REDACTED]

September 19, 2001

Kurt Ritter, President and General Manager for Chevrolet
Chevrolet Motor Company
P.O. Box 33170
Detroit, MI 48232

Dear Mr. Ritter,

This letter is in reference to my 1999 GMC Jimmy that I purchased March 13th, 1999 from Schumacher Automotive, Inc. in Lake Park, Florida. Since purchasing this vehicle, there has been one problem after another and to this day problems keep reoccurring.

In November 1999 I brought my vehicle in to be serviced due to a strong smell of exhaust fumes in the passenger compartment. Since then it has been brought back numerous times, with the employees of Schumacher Automotive giving me essentially the same response, that they can't find anything wrong. The service manager, Kevin, also acknowledged that the exhaust odor is strong but said other vehicles are the same way. The last time it was in for inspection for the exhaust fume problem, I was told the test falls within guidelines and if the odor was too bothersome not to use the air conditioning control setting that allows outside air into the vehicle, but to use the setting for recycled air only.

Todd Patrick, a GMC Customer Service Representative, has stepped in and has been trying to help me. He has been very courteous and professional, but he also cannot seem to get anywhere with Schumacher Automotive in trying to resolve the problem. (Reference case # C05127150.) A month and a half ago I was told that they would get an engineer to look at the vehicle. I am still currently waiting to have that done. No one seems to know when that will be because General Motors' engineer covers an extremely large area.

Early on when the problems first began, I mentioned several times to Schumacher Automotive personnel that we either swap this vehicle for another or initiate a buy-back so that I can purchase another vehicle, and I still feel that will be an appropriate resolution to these problems. Mr. Ritter, this vehicle is now two and half years old and the same exhaust problem exists, in addition to other problems. The vehicle only has 14,000 miles on it because I have no confidence in its reliability and therefore will not use it for any extensive traveling.

In addition to the numerous problems this vehicle has experienced, there is also a recurring rust problem on the rear quarter panels. The rust problem began in 1999 and the service personnel said it's only surface rust, which they removed by rubbing with polishing compound. This rust problem has reappeared and on 9/18/01 I stopped by the service department and the body shop manager removed this "surface rust" by scraping it off with his fingernail and couldn't offer any explanation for this problem other than this happens to some vehicles but not to worry because it has a six year rust warranty.

Mr. Ritter, I have been purchasing General Motors' vehicles for the past thirty-three years and have never encountered problems like I am with this GMC. So I hope you can understand why I have written to you with the hopes of finally getting a resolution to this continuing nightmare. What can we do to resolve this problem? I have tried to keep this letter as brief as possible in trying to get my point across. Your assistance in resolving this matter would be greatly appreciated. I can be contacted at [REDACTED] or at the above address to further discuss any questions that you may have.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]
Arlington, Texas [REDACTED]
[REDACTED]



10-05-01 15:30 48007

Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO Box 7047
Troy, MI 48007-7047

480077047



Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO Box 7047
Troy, MI 48007-7047

REF: VIN 1G1YY22G9Y5118377

Gentlemen:

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In September of 2000, about six months after I purchased the car, I had a problem with the steering wheel lock not releasing. That problem resulted in having the car towed from my house to a dealership to replace something in the steering wheel locking mechanism.

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Regards,


Arlington, TX 

Mr. John F. Smith Jr.
General Motors
300 Renaissance Center
PO Box 300
Detroit, MI 48265-3000



M. Kingston
RCY
10/22/01

OK, I made a mistake. Come to think of it, I made two mistakes.

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[REDACTED]
Arlington, TX [REDACTED]

cc: [REDACTED]

Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO Box 7047
Troy, MI 48007-7047

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Sincerely,

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Dear Ms. Hansen:

Thank you for your prompt response.

I have several problems with my Corvette and I have spoken to one of your representatives named Trudy (see C05674709). I think it is fair to say that I will not forget that conversation for a long time. I'm not sure which was more frustrating - the problems I have had with my car or talking with her.

I think my request is fairly simple. I just want to share my ownership experience with the people directly responsible for the product. I own my own business and I know I appreciate feedback when things don't work correctly. Is there some reason why GM doesn't want the people directly responsible to know about their products?

[REDACTED]
10/18/01

----- Original Message -----

From: "Chevy FAQ" <faq@chevrolet.com>

To: [REDACTED]

Sent: Friday, October 12, 2001 7:20 PM

Subject: Re: Talk to Chevy (Corporate Question) (KMM3538606C0KM)

Dear [REDACTED]

Thank you for contacting Chevrolet. I can assist you with any questions you may have or direct you to the proper department. If you could clarify what questions or problems you may have, I can help you.

Please write back or call the Chevrolet Information Center at 1-800-222-1020, prompt 2, 7:00AM - 10:00pm CST, 7 days a week.

Sincerely,

Amy Hansen
Customer Relationship Manager
GM Internet Response Center

Original message follows:

Type of Request : Corporate Question

Type of Response : EMAIL

Requester Name : [REDACTED]

Address : [REDACTED]

Arlington, TX [REDACTED]

Phone Number : [REDACTED] Ext.:

VIN : 1G1YY2209Y5118377

Inquired Vehicle : Corvette

Comments :

Could you provide me with the name of person who is in charge of the Chevrolet Division? I would also like to know the name of the person responsible for the Corvette product line.

[REDACTED]

Email Address: [REDACTED]

10/18/01

Mr. John F. Smith Jr.
General Motors
300 Renaissance Center
PO Box 300
Detroit, MI 48265-3000

10-24-01 P01:23 RCVD

OK, I made a mistake. Come to think of it, I made two mistakes.

The first mistake I made was buying a 2000 Corvette. I'm 54 years old and I've waited my whole life to buy that car. But now, eighteen months later, I have had my car in the shop three different times for three different problems. Not big problems, but aggravating types of problems for an expensive automobile. Which leads me to the second mistake I made.

My second mistake was to assume that General Motors would want to hear from one of its customers. After retrieving my car from the dealership for the third time, I decided that I should let you know that was somewhat dissatisfied with the repair history. So I wrote a letter to express that concern. This past Friday, I received a message to call the Customer Support number and give them a case number. So I called and spoke to one of your agents named Trudy. I don't think I will ever forget that conversation. She told me, and I am quoting here, "Sir, cars are machines and machines break. That is why we have warranties." At no time did she say "Thanks for letting us know your concerns" or "We're sorry that you are having these types of problems". I told her that answer was not the one I was looking for and that I would like to speak to someone else. I was told in no uncertain terms that there "was no one else". If my car wasn't back in the repair shop, there was nothing Customer Support would do. The odd part of this whole episode is that the service center personnel at the dealer were wonderful. They obviously have a much better system for handling customers, because they explained what was wrong, made commitments to get them fixed, and then lived with those commitments.

So, I decided to write this letter. It was my desire to send this to the managers most directly involved with the Corvette line, but I guess that must violate some corporate policy. I went back to "Chevy FAQ" to ask for the names of the manager of Chevrolet and the product manager of the Corvette line. I received an initial response that directed to me call the Customer Support group. I sent a reply stating that I had tried that and it didn't work. So now I have received a response that finally says "sorry for the problem" and "thanks for telling us". If you read it closely, it sounds very much like a form letter, it ignores my original request, it tells me that my concerns have been documented in the infamous "Trudy" file, and if all that isn't enough, it says my feedback "MAY" be reviewed. I'm really glad now that I took the time to express my concerns.

Before you write this off as a letter from a "nut case", I have attached copies of both my original letter and the e-mail exchanges I mentioned. Please notice, nothing harsh or abusive. I just stated how I felt about my vehicle. They reference the VIN and the various case numbers customer support generated.

Now that I have made two mistakes, I have just one question for you. Is this really the type of customer support you want your customers to experience?

[REDACTED]
Arlington, TX [REDACTED]

cc: [REDACTED]

Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO Box 7047
Troy, MI 48007-7047

REF: VIN 1G1YY22G9Y5118377

Gentlemen:

I am writing to you regarding my 2000 Chevrolet Corvette. I purchased the car in March of 2000, and since that time I have become increasingly unhappy with the quality of the car.

In September of 2000, about six months after I purchased the car, I had a problem with the steering wheel lock not releasing. That problem resulted in having the car towed from my house to a dealership to replace something in the steering wheel locking mechanism.

In September of 2001, I had a problem with a squealing noise. Again, I returned the car to the dealership for two days to have them replace the fan motor on the air conditioner because it had gotten rusty from a back up of water from the AC drain. Two days later, when I started the car, the check engine light came on. Now, the dealership has had to replace the battery, vacuum tank, and various other parts because the battery was leaking acid. So, my car has been in the shop for a total of three days in the last two weeks for what are essentially design defects.

I have absolutely no complaints about the dealership. They have been very professional and helpful with the repairs.

I am, however, most disappointed with my purchase. My decision to buy a Corvette was based on its reputation for quality and performance. While the performance is there, I certainly expected a higher level of quality from a car with the engineering history of a Corvette.

Regards,

[REDACTED]
Arlington, TX [REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, October 18, 2001 7:05 AM
Subject: Fw: Talk to Chevy (Corporate Question)

----- Original Message -----

From: "Chevy FAQ" <faq@chevrolet.com>
To: [REDACTED]
Sent: Wednesday, October 17, 2001 7:41 PM
Subject: Re: Talk to Chevy (Corporate Question)

Dear [REDACTED],

Thank you for contacting the Chevrolet Internet Response Center. We apologize for the concerns you are experiencing with your Chevrolet Corvette, and with the Chevrolet Customer Assistance Center.

Chevrolet Motor Division appreciates any feedback from our customers regarding our products. Your comments, and concerns have been documented in file C05674709. Your file may be reviewed for improvements in our products.

Again, we appreciate your feedback, and thank you for contacting the Chevrolet Internet Response Center.

Sincerely,

Alex Cha
Customer Relationship Manager
GM Internet Response Center

Original message follows:

Dear Ms. Hanson:

Thank you for your prompt response.

I have several problems with my Corvette and I have spoken to one of your representatives named Trudy (see C05674709). I think it is fair to say that I will not forget that conversation for a long time. I'm not sure which was more frustrating - the problems I have had with my car or talking with her.

I think my request is fairly simple. I just want to share my ownership experience with the people directly responsible for the product. I own my own business and I know I appreciate feedback when things don't work correctly. Is there some reason why GM doesn't want the people directly responsible to know about their products?

10/18/01

----- Original Message -----

From: "Chevy FAQ" <faq@chevrolet.com>

To: [REDACTED]

Sent: Friday, October 12, 2001 7:20 PM

Subject: Re: Talk to Chevy (Corporate Question) (KMM3538606C0KM)

Dear [REDACTED]

Thank you for contacting Chevrolet. I can assist you with any questions you may have or direct you to the proper department. If you could clarify what questions or problems you may have, I can help you.

Please write back or call the Chevrolet Information Center at 1-800-222-1020, prompt 2, 7:00AM - 10:00pm CST, 7 days a week.

Sincerely,

Amy Hansen
Customer Relationship Manager
GM Internet Response Center

Original message follows:

Type of Request : Corporate Question

Type of Response : EMAIL

Requester Name : [REDACTED]

Address : [REDACTED]

Arlington, TX

Phone Number : [REDACTED] Ext.:

VIN : 1G1YY22G9Y5118377

Inquired Vehicle : Corvette

Comments :

Could you provide me with the name of person who is in charge of the Chevrolet Division? I would also like to know the name of the person responsible for the Corvette product line.

Email Address: [REDACTED]

10/18/01

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6783394	VIN Number:	1G1YY22G9Y5118590
Date Opened:	9/16/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B19652	Mileage:	26706
Address:	PARKLAND CHEVROLET-GTACOMA	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

MIS PROMPT TRANSFER DEALER TO STEERING GROUP.

09/16/2003 16:39:13 HISTORY - SEALIE

09/16/2003 16:43:13 COLEMAN -CASE UPDATE

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

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STATES THAT THERE ARE NO CODES AND THEY ARE UNABLE TO DUPLICATE.

NEW RECOMMENDATIONS

TAC SUGGEST DOING A FPR, AND WEIGHT TO HEAR FROM ENGINEERING PER PI
PI01137.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Tamarac , FL

CASE NUMBER: 1-128075221 VIN: 1G1YY22G9Y5119626
MODEL YEAR: 2000
DATE OPENED: 2003-08-08 SERIES: Corvette
DATE CLOSED: 2003-08-09 MILEAGE: 40000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Lou Bachrodt Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1801 W Atlantic Blvd, Pompano Beach, FL, 33069-2799, USA

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

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

Sticks

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

Steering Lock; ; 2003-08-08
2003-08-08

Called Svc Mgr Mike Byrne; ; 2003-08-08
2003-08-13

Called Svc Mgr Mike Byrne; ; 2003-08-09
2003-08-09

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4849491	VIN Number:	1G1YY22G9Y5121991
Date Opened:	6/28/2001	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B39392	Mileage:	23805
Address:	SUNSET AUTO CENTER ILOMPOC	State:	CA
Dealer Phone:			

UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

06/28/2001 18:06:01 SBD TEMPLATE - STRETLIEN
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)
1 NUMBER OF TIMES IN FOR THE SAME CONDITION
2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP
N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
Y (Y/N) CAN COMPLAINT BE DUPLICATED
Y (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED
Y (Y/N) BULLETIN OR PI SEARCH PERFORMED
Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
N (Y/N) ARE THERE ANY DTC'S
N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

06/28/2001 18:06:01 HISTORY - STRETLIEN
GEORGE BEDFORD SM

CONCERN; STEERING WHEEL LOCKED UP

DEALER STATES; ASKING FOR PI A000265 INFORMATION

TAC DISCUSSED PI A000265
A000265A 5-22-01 SUPERSEDES A000265 9-7-99
CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR
INTERMITTENTLY STAYS LOCKED.

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW
EA02-031 / GM22C

THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (87 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT
ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

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

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING INTERMITTENTLY WILL NOT
RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Nashville

TN

HOME PHONE:

CASE NUMBER: 1-17797206

VIN: 1G1YY22G9Y5122445

MODEL YEAR: 2000

DATE OPENED: 2002-07-22

SERIES: Corvette

DATE CLOSED: 2002-09-06

MILEAGE: 11526.0000000

SOURCE: White Mail

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Bill Heard Chevrolet Corporation-Nashville

BRC PARENT:

DEALER ADDRESS: 5333 Hickory Hollow Pky, Antioch, TN, 37013-3109, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

E-mail from Connie Russell to Dave Peacy; ; 2002-07-22

2002-07-22

EXECUTIVE Scanned: 2002-07-22-15.09.03.000000, MSXDocNum: EXE3D3C102; ; 2002-07-22

2002-07-22

initial contact regarding towing reimbursement; ; 2002-07-23

2002-07-24

message to pat cane; ; 2002-07-24

2002-07-24

message to pat cane; ; 2002-08-02

2002-08-05

vme to cust requesting status1; ; 2002-08-05

2002-08-06

Cust husband provide status; ; 2002-08-06

2002-08-07

seeks to know if he HAS to pay for towing; ; 2002-08-07

2002-08-07

1-17797206 Cust call in, requests call back; ; 2002-08-07

2002-08-07

follow up with cust; ; 2002-08-07

2002-09-06

verify paperwork for reimbursement; ; 2002-09-06

2002-09-06

Service Request has been Closed Satisfied.; ; 2002-09-06

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

Attachment 1-17797206



on 07/19/2002 10:23:35 AM

To:
Cc:

Subject:

This is the customer that needs his towing bill paid. He was in Bowling Green at the NCM and his column failed to unlock. He lives in Nashville and had already called a towing service to tow his Corvette to his dealer in Nashville. I committed that we would pay for the towing. Would you have someone contact this owner and see that the towing bill is paid for.
Thankx

----- Forwarded by Dave Peacy/US/GM/GMC on
07/19/2002
10:18 AM -----

"Connie Russell" <connie@corvettemuseum.com> on 07/16/2002
05:38:42 PM

To: <dave.peacy@gm.com>
Cc:
Subject: Customer

Dave,

I received a call today from [REDACTED] He is the customer that had a car break down during the 50th Kick Off and had to have it towed. He asked for your phone number. Since I was not sure if it was acceptable to give out your number, I told him I would email you and ask you to give him a call. His home phone number is [REDACTED] and his cell number is [REDACTED]

Thank you,
Connie Russell
National Corvette Museum
connie@corvettemuseum.com

Dave,

I received a call today from [REDACTED]. He is the customer that had a car break down during the 60th Kick Off and had to have it towed. He asked for your phone number. Since I was not sure if it was acceptable to give out your number, I told him I would email you and ask you to give him a call. His home phone number is [REDACTED] and his cell number is [REDACTED].

Thank you,
Connie Russell
National Corvette Museum
connie@corvettemuseum.com
<http://www.corvettemuseum.com>

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4623660	VIN Number:	1G1YY22G8Y5122588
Date Opened:	3/26/2001	Model Year:	2000
Date Closed:	5/3/2001	Series:	Corvette
Dealer Code:	B30141	Mileage:	17747
Address:	CHAMPION CHEVROLET GHOUSTON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING STEERING COLUMN LOCK WILL NOT U

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--

03/26/2001 11:29:13 SBD TEMPLATE - ESCAMILLA

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

03/26/2001 11:29:13 HISTORY - ESCAMILLA

LENNY REPORTS THAT COLUMN LOCK WILL NOT UNLOCK. HAVE REPLACE THE LOCK MOTOR LAST TIME IN AND IF WE TAP ON THE MOTOR WITH A HAMMER THE LOCK MOTOR UNLOCKS.

ADVISE LENNY TO REPLACE ACTUATOR. NO UPDATED PART.

VAL ESCAMILLA

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

UPLAND , CA

CASE NUMBER: 06274745 VIN: 1G1YY22G9Y5123806
MODEL YEAR: 2000
DATE OPENED: 2002-01-30 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-01-30 MILEAGE: 49705
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CORONA CHEVROLET-OLDSMOBILE
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) LOCKS, CUST CANNOT UNLOCK TO DRIVE

R47 Theft Deterrent System Other
1 REPAIR ATTEMPT(S) LOCKS STEERING WHEEL, WILL NOT ALLOW CUST
TO DRIVE VEH

S85 Dealer Resolved With Goodwill Dealer Resolved With Good
0 REPAIR ATTEMPT(S) DLRSHP RESOLVED W/GOODWILL

2ND TIMETHEFT LOCK DETERRENT ACTIVATES, LOCKS STEERING WHEEL PREVENTING CUST ACCESS TO DRIVE
VEH. VEH AT CUST WORK ACROSS FROM CHEVY DLRSHP CORONA. SEEKS REPAIRS UNDER WARRANTY.
*****WORK HISTORY*****

ORIGINAL OWNER, LEASE, CLIPPINGER CHEVY, 3/00. CUST STATES 2ND TIME THEFT LOCK DETERRENT
ACTIVATES, LOCKS STEERING WHEEL, PREVENTING CUST ACCESS TO DRIVE VEH. CUST SEEKS CONCERN
ADDRESSED AND RESOLVED UNDER WARRANTY SINCE CONCERN HAS BEEN PRESENT AND REPAIRED BEFORE
WARRANTY EXPIRED. CRM ADVISED WOULD CALL DLRSHP, SPK W/ SVC MGR JAIME TRUJILLO WHO STATES
THAT HE WILL DO THE REPAIRS UNDER GOODWILL, CUST MAY CALL AND MAKE APPOINT AND ARRANGE FOR
TOW. CRM ADVISED CUST OF SAME AND CUST WILL CALL THIS AFTERNOON, CALIFORNIA TIME. CRM
WILL CLOSE FILE SATISFIED. MERCYWILCOX/CARS/TPA; 0; 381282700

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

CEDAR FALLS

IA

HOME PHONE:

CASE NUMBER: 06869837 VIN: 1G1YY22G9Y5126639
MODEL YEAR: 2000
DATE OPENED: 2002-05-17 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-05-17 MILEAGE: 19428
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) LOCKED WILL START

T19 Campaign Correction Required Customer Satisfaction
0 REPAIR ATTEMPT(S) Bulletin No.:01044A

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES: AFTER WORK WENT TO VEH, KEY IN IGNITION, VEH WILL START, STEERING COLUMN LOCKED. DLR IN HIS AREA CLOSED
CUST SEEKS:TECH ADVISE; 0; 390528163
2002-05-17

CRM ADVSD:VIN DOES FALL INTO CAMPAIGNbulletin No.:01044A AND ROADSIDE ASSISTANCE WAS CONTACTED AND THE TRANSFERRED TO JASON, NOTIFIED CUST THAT CAMPAIGN STATES APPROX 2 HOUR REPAIR MAY DIFFER TO WORKMANSHIP.
SATISFIED/BECKY HACKER/CAC/PDX; 0; 390528900

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

& BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6074223	VIN Number:	1G1YY22G9Y5127063
Date Opened:	12/2/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B24328	Mileage:	25993
Address:	LESON CHEVROLET COMPHARVEY	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN STEERING IS LOCKED, DOES NOT FALL WITH
RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/02/2002 15:37:43 SBD TEMPLATE - STRETLIEN

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) JOHN DIFULCO SF

CUSTOMER CONCERN - STEERING COLUMN IS LOCKED UP.

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

DEALER IS ASKING IF THERE IS A UPDATED BULLETIN THAT EXPANDS THE VIN
NUMBERS.

TAC RECOMMENDATION - TAC ADVISED TECH, NO NEW UPDATES.

12/02/2002 15:37:43 HISTORY - STRETLIEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5689510	VIN Number:	1G1YY22G8Y5128259
Date Opened:	6/24/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B05164	Mileage:	27091
Address:	JOHN HOLT AUTO GROUPCHICKASHA	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN WILL NO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/24/2002 10:37:58 SBD TEMPLATE - CIARKOWSKI

STRATEGY BASED DIAGNOSTICS

3-4 NUMBER OF TIMES IN FOR THE SAME CONDITION

? 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 MARTAN- TECHNICIAN

CUSTOMER CONCERN

- STEERING COLUMN WILL NOT UNLOCK

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

- VEHICLE HAS HISTORY DTC STORED, BUT THE TECHNICIAN DID NOT BRING THE INFORMATION TO THE PHONE

TAC RECOMMENDATION

- 01-02-35-008- ELECTRONIC STEERING COLUMN LOCK MAY REFUSE TO OPERATE

-DIC SERVICE MESSAGE

- ADVISED THE DEALER TO PERFORM THE PUBLISHED DIAGNOSTICS FOR THIS

EA02-031 / GM22C

CONCERN

06/24/2002 10:37:59 HISTORY - CIARKOWSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5898996	VIN Number:	1G1YY22G8Y5129427
Date Opened:	9/18/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B17408	Mileage:	14000
Address:	FISHER CHEVROLET INC DRESDEN	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING STEERING COLUMN MAY NOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/18/2002 16:39:53 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

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

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

JAMES- TECH

CUSTOMER CONCERN -

TECH STS STEERING COLUMN WON'T UNLOCK;

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

TECH STS VEH IS STILL IN LOT, HAS NOT BEEN INSPECTED YET; TECH STS A RO HAS BEEN OPENED, BUT DOESN'T KNOW CORRECT MILAGE, COULD ONLY GIVE AN ESTIMATE;

TAC RECOMMENDATION -

TAC DISCUSSED TSB 01-02-35-008 CAMPAIGN 01044 WHICH STS IN PART
"CONDITION

GENERAL MOTORS HAS DECIDED THAT CERTAIN 1998-2000 CORVETTE MODEL VEHICLES MAY EXHIBIT A CONDITION IN WHICH THE ELECTRONIC COLUMN LOCK MAY NOT FUNCTION AS INTENDED. THE CONDITION COULD RESULT IN THE FAILURE OF THE STEERING COLUMN TO UNLOCK DURING INITIAL KEY-IN AND START-UP. SHOULD THE COLUMN FAIL TO UNLOCK, THE ENGINE WILL STOP RUNNING IF THE VEHICLE STARTS TO MOVE.

CORRECTION

DEALERS ARE TO INSTALL REPAIR KIT PN 88952427 FOR AUTOMATIC TRANSMISSION CORVETTES IN THE US & CANADA OR REPAIR KIT PN 88952428 FOR ALL MANUAL TRANSMISSION CORVETTES IN THE US & CANADA. FOR CORVETTES SOLD IN ALL OTHER COUNTRIES, BOTH MANUAL AND AUTOMATIC, DEALERS ARE TO INSTALL REPAIR KIT PN 88952428."

TECH TO COMPLY.

09/18/2002 16:39:53 HISTORY - THOMPSON

09/26/2002 08:41:12 MEYERS -DEALER SURVEY WAS PERFORMED

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Strongsville

OH

HOME PHONE:

CASE NUMBER: 1-114482220 VIN: 1G1YY22G9Y5130299
DATE OPENED: 2003-06-30 MODEL YEAR: 2000
DATE CLOSED: SERIES: Corvette
SOURCE: Phone MILEAGE: 28000.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME: Tim Lally Chevrolet, Inc.
DEALER ADDRESS: PO Box 463400, Bedford, OH, 44146-0400,

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

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

Inoperative

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

Steering column lock status; ; 2003-06-30
2003-06-30

contact drl about repeat repairs; ; 2003-06-30
2003-06-30

follow up w/ sm 1-114482220; ; 2003-07-01
2003-06-30

reviewing cust concerns; ; 2003-07-01
2003-07-01

contact sm; ; 2003-07-01
2003-07-01

contact cust; ; 2003-07-01
2003-07-01

2nd attempt to contact dlr sm 1-114482220; ; 2003-07-02
2003-07-02

cust left vm 6/30 @ 4:48pm; ; 2003-07-02
2003-07-02

2nd attempt to contact dlr sm 1-114482220; ; 2003-07-02
2003-07-03

follow up w/ cust 1-114482220; ; 2003-07-07
2003-07-07

follow up w/ cust; ; 2003-07-07
2003-07-09

2nd attempt to contact the cust 1-114482220; ; 2003-07-09
2003-07-08

xfrd the call to crm; ; 2003-07-08
2003-07-08

Concerns; ; 2003-07-08
2003-07-08

Crm needs ots to contact avm re cust concern; ; 2003-07-08
2003-07-08

AVM CONTACT; ; 2003-07-09
2003-07-09

left msg for avm Paul Aardal, node 630092, mhx 8200; ; 2003-07-09
2003-07-09

get TAC case # from dlr 1-114482220; ; 2003-07-09
2003-07-09

get TAC case # from dlr; ; 2003-07-09
2003-07-10

check for avm response 1-114482220; ; 2003-07-10
2003-07-10

AVM response 7/9 @ 4:47pm; ; 2003-07-10
2003-07-10

contact cust w/ update; ; 2003-07-10
2003-07-16

contact dlr re avm visit 1-114482220; ; 2003-07-16
2003-07-12

contact sm re avm comments; ; 2003-07-12
2003-07-16

Update cust on status 1-114482220; ; 2003-07-16
2003-07-16

recvd vm from avm 7/15 @ 2:29pm; ; 2003-07-16
2003-07-16

contact cust; ; 2003-07-16
2003-07-18

contact Ken Logar 1-114482220; ; 2003-08-06
2003-08-06

contact Ken Logar; ; 2003-08-06
2003-08-06

contact cust; ; 2003-08-06
2003-08-11

2nd attempt to contact cust 1-114482220; ; 2003-08-11
2003-08-09

2nd attempt to contact cust; ; 2003-08-09
2003-08-09

creating unable to contact ltr; ; 2003-08-09
2003-08-09

Created: CAC_RS0006. SR#1-114482220; ; 2003-08-09
2003-08-09

letter submitted for approv; ; 2003-08-12
2003-08-12

approved; ; 2003-08-12
2003-08-12

Service Request has been Closed Satisfied.; ; 2003-08-12
2003-08-27

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

Steering Locked; ; 2003-08-27
2003-08-27

to Roadside, ext 52844; ; 2003-08-27
2003-08-27

Tow cancell; ; 2003-08-27
2003-08-27

call to Collins; ; 2003-08-27
2003-08-27

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

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

SEE PRIOR 2 ACTIVITIES; ; 2003-08-27
2003-08-27

cust called...; ; 2003-08-30
2003-08-27

rec'd 7:49 pm; ; 2003-08-27
2003-08-27

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

see activities after SR was opened; ; 2003-08-30
2003-08-27

call to Hillary at ext 129; ; 2003-08-27
2003-08-27

call to Lawrence at ext 129; ; 2003-08-27
2003-08-30

Outbound Call Customer; ; 2003-08-30
2003-09-03

2nd attempt - follow up - 114482220; ; 2003-09-03
2003-09-03

2nd attempt to contact cust; ; 2003-09-03
2003-09-03

contact Ken Logar; ; 2003-09-03
2003-09-03

contact avm Paul Aardal, node 630092, mbr 8200; ; 2003-09-03
2003-09-03

avm response 9/5 @ 6:08am; ; 2003-09-06
2003-09-10

f/u w/ repair status, findings 1-114482220; ; 2003-09-12
2003-09-10

f/u with cust 1-114482220; ; 2003-09-12
2003-09-12

contact dlr for status of repair; ; 2003-09-12
2003-09-12

contact cust; ; 2003-09-12
2003-09-16

2nd attempt to contact cust 1-114482220; ; 2003-09-16

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

October 22, 2003

[REDACTED]
Strongsville, OH [REDACTED]

Service Request: S1-114482220

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2000 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Carlos Hajar
Customer Relationship Manager
(866) 952-4368, ext. 58166

RS0006-T/lag

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Clearwater

FL

HOME PHONE:

CASE NUMBER: 1-36904107

VIN: 1G1YYZ2G9Y5130979

MODEL YEAR: 2000

DATE OPENED: 2002-09-30

SERIES: Corvette

DATE CLOSED: 2002-10-08

MILEAGE: 69000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering wheel lock concern; ; 2002-09-30

2002-10-08

Service Request has been Closed Satisfied.; ; 2002-10-08

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

EARLY QUALITY FEEDBACK REPORT

CASE ID:

EQF-13

VIN NUMBER:

1G1YY22GX15100671

BUILD DATE:

SOLD DATE:

INTERVIEW DATE:

VERBATIM:

The steering column locked up. C-5 website communicate on a daily basis. If I would insert my key in the car and then remove it and then reinsert it within 10 seconds the steering column will lock. I am very aware of the key so it hasn't happened to me yet. It has kept with the manual transmission. Not serviced.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5358746	VIN Number:	1G1YY22GX15113310
Date Opened:	4/24/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B26343	Mileage:	16131
Address:	MAROONE CHEVROLET OF GREENACRES	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INTERMITTENT LOCK STEERING INTERMITTENT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/24/2002 09:05:10 SBD TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE STEERING COLUMN WAS LOCKED

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

SAM SAID HE CAN NOT DUPLICATE THIS CONCERN. SAM WAS JUST CALLING TO SEE IF HE COULD DO CAMPAIGN 01044 ON THIS CAR.

TAC RECOMMENDATION -

ADVISED NO DO NOT DO THE CAMPAIGN ON THIS CAR. START BY CHECKING FOR CODES AND CHECK ALL YOUR PIN CONNECTIONS.

04/24/2002 09:05:10 HISTORY - ERMAN

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] LAWRENCEVILLE GA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 04883565 VIN: 1G1YY22GX15115056
MODEL YEAR: 2001
DATE OPENED: 2001-07-11 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-11 MILEAGE: 6000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: NASH CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 630 SCENIC HWY, LAWRENCEVILLE, GA, 30045, USA

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

M01 Steering General Inoperative
0 REPAIR ATTEMPT(S) LOCKED UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES STEERING COLUMN LOCKS UP. CUST SEEKS TO KNOW IF HE NEEDS TO BRING INTO DLR. CRM SPOKE W/SRV DEPT. SRV CAN DIAG VEH ON 7/12/01. CYNTHIA LUKENS/CAC/PDX; 0; 363744536

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE:

TREATED:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5740035	VIN Number:	1G1YY22GX15119856
Date Opened:	7/16/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B02502	Mileage:	18704
Address:	CLINTON CHEVROLET-CACLINTON	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN PERFORMANCE STEERING ALLEDGED STEERING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/16/2002 13:58:48 SBD TEMPLATE - ELDORADO

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)

TOM DESHAZO TECH

CUSTOMER CONCERN -

ALLEDGED STEERING COLUMN LOCK INTERMITTENTLY.

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

DLR STS THERE ARE NO DTC'S AND THEY HAVE NOT DUPLICATED THE CONCERN.

DLR IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADVISED DLR TO DUPLICATE THE CONCERN BEFORE ATTEMPTING ANY REPAIRS.

DLR TO ADVISE.....FE

07/16/2002 13:59:48 HISTORY - ELDORADO

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Albuquerque NM [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-116934007 VIN: 1G1YY22GX25103054
DATE OPENED: 2003-07-07 MODEL YEAR: 2002
DATE CLOSED: 2003-07-07 SERIES: Corvette
SOURCE: Phone MILEAGE: 40000.00000000
SRC TYPE: N/ANO DELIVERY DATE:
SRC PARENT: DEALER NAME: Galles Chevrolet Company
DEALER ADDRESS: 1601 Lomas Blvd NE, Albuquerque, NM, 87102-2710, USA

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

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

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

Steering Wheel Locked; ; 2003-07-07
2003-07-07

RFI; ; 2003-07-07
2003-07-07

Transfer to roadside; ; 2003-07-07
2003-07-07

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5585964	VIN Number:	1G1YY22GX25105791
Date Opened:	5/7/2002	Model Year:	2002
Date Closed:	5/8/2002	Series:	Corvette
Dealer Code:	B26428	Mileage:	11481
Address:	BILL HEARD CHEVROLETSANFORD	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN INTERMITTENT LOCK STEERING STEERING CO

RESOLUTION ABSTRACT- STEERING/SUSPENSION/RIDE CONTROL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/07/2002 08:21:22 SBD TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE STEERING COLUMN WILL NOT UNLOCK

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

GARY SAID THE COLUMN WOULD NOT UNLOCK LAST NIGHT. GARY SAID THIS MORNING HE WENT OUT TO THE CAR AND THE COLUMN WAS UNLOCKED. GARY SAID THERE ARE NO CODES IN ANY MODULE. GARY SAID HE FOUND AT THE RELAY FOR THE COLUMN LOCK THE PINS ON THE RELAY ARE DISCOLORED.

TAC RECOMMENDATION -

1 ADVISED TO CHECK ALL THE WIRES AND PIN CONNECTIONS.

2 REPLACE THE RELAY IF THE TERMINALS ARE DISCOLORED.

05/07/2002 08:21:22 HISTORY - ERMAN

EA02-031 / GM22C

Page 1 of 1

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6764432	VIN Number:	1G1YY22GX25110019
Date Opened:	9/9/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B28346	Mileage:	8361
Address:	MEL GRATA CHEVROLET, HERMITAGE	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING U1160 INTERMITTENT STEER

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/09/2003 14:04:41 SBD TEMPLATE - DORLAND

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)

REID SHEPPARD SM

CUSTOMER CONCERN -STEERING COLUMN LOCKED

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

TECH STATES THAT HE HAS A U1160. TECH STATES THAT HE HAS NOT DUPLICATED CONCERN, REPLACED ANY PARTS, OR MADE ANY REPAIRS. TECH IS LOOKING FOR LIKE CASE INFORMATION.

TAC RECOMMENDATION -ADVISED TECH OF LIKE CASES WITH G202 AND G201.

ADVISED TECH OF FLOW CHART FOR U1160 ON DOCUMENT ID# 686678.

09/09/2003 14:04:41 HISTORY - DORLAND

09/16/2003 13:36:13 JACOB -

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

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS THEY CHECKED G200 AND G201 COULD NOT DUPLICATE THE CONCERN
VEHICLE LEFT AND WAS FINE

CUSTOMER CALLED THIS MORNING AND STS THAT THE STEERING COLUMN LOCKED UP
WHEN HE STARTED IT AGAIN AND THE DIC READ PULL KEY AND WAIT TEN SECONDS

NEW RECOMMENDATIONS

TAC ADVSIES TECH TO GET THE VEHICLE IN THE SHOP AND MONITOR THE FEEDBACK
STATUS FROM THE STEERING COLUMN LOCK ACTUATOR

EARLY QUALITY FEEDBACK REPORT

CASE ID: EQF-17

VIN NUMBER: 1G1YY22GX25110926

BUILD DATE:

SOLD DATE:

INTERVIEW DATE:

VERBATIM:

There is a problem with the steering feel and effort. It felt weird because it felt like it locked. I only had 120 miles on the vehicle too. This has only occurred once. I took it to get serviced and they replaced a part in the steering column. It just locked. It started but the wheel wouldn't turn. It doesn't occur anymore. This occurred two days after delivery.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5661002	VIN Number:	1G1YY22GX25128701
Date Opened:	6/11/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B02012	Mileage:	1144
Address:	POTAMKIN CADILLAC-BUNEW YORK	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK 02 YB COLUMN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/11/2002 09:23:00 SBD TEMPLATE - HOFFMAN

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) ANDREW GRAS TECH

CUSTOMER CONCERN - COLUMN LOCK MESSAGE LOCKED COLUMN

DEALER COMMENTS/DIAGNOSIS - NO CODES REPLACED THE COLUMN LOCK RELAY, BCM, AND THE ACTUATOR.

(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TAC RECOMMENDATION - ADVISE TO DISCONNECT THE BATTERY AND HOLD THE CABLES TOGETHER. ADVISE POSSIBLE LOW BATTERY CONDITION COULD CAUSE THE CONDITION. ADVISE TO TEST THE BATTERY AND CONNECTIONS.

06/11/2002 09:23:00 HISTORY - HOFFMAN

06/28/2002 16:36:39 WENGER - CALLER'S NAME (FIRST, LAST, AND POSITION)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

EA02-031 / GM23C

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

VEHICLE WAS AT DEALER 02189. NOW AT DEALER LISTED ON FRONT PAGE. TECH CALLED STATES THAT COLUMN WAS LOCK WITH MESSAGE AND WOULD NOT UNLOCK. TECH STATE WHEN CONDITION WAS ACTING UP HE HAD 12VOLTS ON CKT 1804 AND ON CKT 2830. TECH FEEL HE MAY HAVE A BAD BCM. TECH LOOKING FOR INFO.

NEW RECOMMENDATIONS

ADVISED TECH THAT OTHER CASES SHOW RELAY CONCERN. HAVE NO CLOSING FOR BCM'S. ADVISED TECH THAT THE BCM MAY BE GROUNDING CKT CKT 1803 BUT IF THE RELAY IS STICKING YOU STILL WILL NOT HAVE A GROUND.

TECH WAS VERY UNRECEPTIVE TO THE ABOVE POWER AND GROUNDING THAT IS TO BE DONE TO UN LOCK THE COLUMN. TECH NEEDS PRODUCT TRAINING.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Pembroke Pines
FL

HOME PHONE:

CASE NUMBER: 1-27870765

VIN: 1G1YY22GXV5101051

MODEL YEAR: 1997

DATE OPENED: 2002-08-26

SERIES: Corvette

DATE CLOSED: 2002-08-27

MILEAGE: 49900.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: Marcone Chevrolet, LLC

BRC PARENT:

DEALER ADDRESS: 8600 Pines Blvd, Pembroke Pines, FL, 33024-6534, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Request for Out of Warranty Repair- Steering Column; ; 2002-08-26

2002-08-27

1-27870765 Scheduled Callback; ; 2002-08-27

2002-08-27

Veh Diagnosed; ; 2002-08-27

2002-08-27

Svc Dir David Benjamin; ; 2002-08-27

2002-08-27

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2002-08-27

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

CAPE CORAL

FL

HOME PHONE:

CASE NUMBER: 04219291 VIN: 1G1YY22GXV5101194
MODEL YEAR: 1997
DATE OPENED: 2001-05-16 SERIES: UNKNOWN
DATE CLOSED: 2001-06-30 MILEAGE: 44000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ROGER DEAN CHEVROLET
BRC PARENT: DEALER ADDRESS: 1000 US HWY 1, VERO BEACH, FL, 32960, USA

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

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

S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) CUST SATISFACTION

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES A 1 1/2 AGO HIS STEERING COLUMN LOCKED UP & THE VEH TURNED ON BUT IT SHUT OFF.
CUST STATES THE DLR REPAIRED UNDER WRNTY. CUST STATES THEY PUT A METAL PIECE IN THE COLUMN.
CUST STATES TODAY THE VEH DID THE SAME THING. CUST STATES THE STEERING COLUMN LOCKED UP &
THE VEH WOULDN'T START. CUST STATES HE WAS TOLD BY THE DLR THAT THE PART IS WARRANTED.
CUST SEEKS FOR VEH TO BE REPAIRED W/ COST ASST OR UNDER WRNTY. CRM ADVISED OF RECALL 00034.
CRM ADVISED CONTACT W/ DLR. IRYTA EDWARDS/TAMPA/TIER 1; 0; 358904494
2001-05-17

cust states that this is the second time that his steering wheel has locked on his veh within a year. cust states that he was informed by the dealership that this is a know problem. cust states that the dealership is charging him \$40 for the repair that they did a year and a half ago. cust states that this is unfair and that he feels that he should not have to pay for it. cust states that the dealership informed him since the repair was done under warranty it was only warranted for 1 mile. cust seeking assistance. nicole day/cars/tampa/tier1; 0; 358978494
2001-05-17

CUSTOMER STATES THAT HIS STEERING COLUMN HAS LOCKED UP FOR THE SECOND TIME SINCE 11/15/99. CUSTOMER IS NOW OUT OF WARRANTY WITH 43500 MILES ON THE VEHICLE. CUSTOMER IS SEEKING COST ASSISTANCE ON THE VEHICLE OR POSSIBLY FIX UNDER WARRANTY. CRM ADVISED THE CUSTOMER THAT SHE WOULD NEED TO DO RESEARCH AND GET BACK MONDAY BETWEEN 1:30 AND 3:00. CRM CALLING THE DEALERSHIP. VIRGINIA BEATY/TAMPA; 0; 358983905
2001-05-21

CRM CALLED THE DEALERSHIP AND SPOKE TO THE SERVICE MANAGER CHARLES. HE GAVE A HISTORY OF THE VEHICLE SINCE THE CUSTOMER PURCHASED THE VEHICLE AND HE HAS DONE ONE OIL CHANGE AND BRAKEWORK. S/N FEELS THAT THE CUSTOMER SHOULD NOT GET ANY COST ASSISTANCE. CRM WILL DISCUSS WITH T/L OR T/M VIRGINIA BEATY/TAMPA/CARS; 0; 359330876
2001-05-22

CRM CALLED THE DEALER TO GET COMPLETE HISTORY CUST DIDN'T SHOW ANY REASON WHY THE PART WENT OUT SO EARLY. PART COST FOR THE LOCK WAS 195.32 LABOR 3 HOURS @ \$69.00 = 207.00 TAX 24.14 TOTAL 426.46, CRM FEELS THAT THE CUST. PART SHOULD NOT HAVE GONE OUT SO FAST STEERING LOCKED OUT AT 33000 AND AGAIN AT 43,000. CUST. HAS PAID FOR BRAKEWORK AND OIL. OUT OF POCKET. CR WOULD LIKE TO OFFER THE CUSTOMER REIMBURSEMENT FOR PARTS 195.32 PLUS TAX 11.72 = 207.04 CRM CALLED CUSTOMER TO ADVISE LEFT MESSAGE WITH HIS DAUGHTER. VIRGINIA BEATY/TAMPA/CARS; 0; 359413123
2001-05-23

CRM CALLED CUSTOMER TO ADVISED OF GETTING A REIMBURSEMENT FOR THE PARTS AND TAX. CRM DISCUSSED THE CASE WITH T/L AND WE ARE REIMBURSING FOR PARTS. CUSTOMER AFTER ADVISING ACCEPTED THE REIMBURSE, BUT WOULD HAVE AND FELT HE SHOULD HAVE GOTTEN 100% VIRGINIA/BEATY/TAMPA/CARS; 0; 359494716
2001-06-04

CUSTOMER CALLED IN STATING HE HAD LOST HIS ORIGINAL P/W BUT FOUND AND HE IS VERIFYING THE ADDRESS. HE IS GOING A 3 MONTH VACATION (TRIP). VIRGINIA BEATY/TAMPA; 0; 360536209
2001-06-09

Requested doc, recieved, and CRM has attached.... CRM will send notification to previous Rep, for follow up on file..... Andi Rarg-PDX-corr; 0; 360955556
2001-06-11

CRM REIMBURSING CUSTOMER FOR PARTS AND TAX. CUSTOMER JUST HAD PART REPAIRED IN NOV/99 SAME PROBLEM OCCURRED 1 1/2 YRS LATER AND 11,000 MILES; WOULD LIKE TO KEEP A GM CUST. OIL CHANGE AND BRAKE JOB DONE AT DEALERSHIP. INVOICE 78441 PART LOCK 195.32 AND TAX AT 6% 11.72 TOTAL \$207.04 REIMBURSEMENT LABOR WAS 3 HRS AT 69.00 = 207.00. OKAYED BY T/L SHANNON GILFORD SENDING TO T/M FOR FINAL APPROVAL. VIRGINIA BEATY/TAMPA; 0; 361116110
2001-06-13

TM APPROVES FOR REIMBURSEMENT OF \$207.04 FOR PARTS AND TAXES ONLY. JENNIFER JARRETT/TM/TAMPA; 0; 361304358
2001-06-15

PRE-APPROVE REQUEST FOR REIM OF \$207.04 (PARTS ONLY - LOCK PLUS TAX) SECOND REPAIR FOR SAME CONCERN
ALL DOCS ARE PRESENT

PAMELA MOREAU/ TPA GOODWILL LIAISON; 0; 361495230
2001-06-18

1ST APPROVING \$207.04 REIMBURSEMENT. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 361728194
2001-06-18

FINAL APPROVAL LARA DUBOSE/TPA APPROVING \$207.04 REIMBURSEMENT; 0; 361754266
2001-06-30

CHECK#900481664 FOR \$207.04 MAILED ON 06/20/01 CHANTREL NEGRON/ TPA/
GOODWILL; 0; 362766143

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

June 15, 2001

[REDACTED]
Cape Coral, FL [REDACTED]

Request: C04219291

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$207.04. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Virginia Beaty
Customer Relationship Manager

RS0005-T/pjm



Cape Coral FL



06-08-01PCT:36 RCVD



Chevrolet

P.O. Box 33170

Detroit MI 48232

004219291
ATT Virginia

48232-6170

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
NELL KIRKMAN BUILDING
Tallahassee, Florida 32399-0020

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 85 Make OLDS Type 2 DR Weight or Length _____

Identification Number 1G3E257Y6EE313625 Color _____

As the registered owner of Florida License Plate No. _____ Decal No. 0897631

which expires on 10 / 26 / 01 I authorize the following dealer:
Mo. Day Yr.

TAMIAMI MOTORS, INC.

(Dealer)

4678 TAMIAMI TRAIL, CHARLOTTE HARBOR, FL 33908

(Dealer Address)

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

Year 97 Make CHEVY Type 2 DR Weight or Length _____

Identification Number 1GYY226XV51Q1194

Print Owner(s) Name

Signature of Owner(s)

CAPE CORAL, FL

(Owner Address)



Roger Dean CHEVROLET

101 E.W. PINE ISLAND ROAD • PHONE 641-674-DEAN • CAPE CORAL, FLORIDA 33901-0004

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA
33901-0004CAPE CORAL, FLORIDA
33901-0004**ORIGINAL**

CONFIRMATION NO. 116050	ADVISOR KEITH	TECH(S) 7326	DATE 05/17/01	REVISION NO. CYCS78441
CAPE CORAL, FL	LABOR RATE 69.00	LICENSING NO. 62, 71, 742	COLOR SILVER/BLAC	STOCK NO.
	YEAR / MAKE / MODEL 97/CHEVROLET/CORVETTE/COUPE	DELIVERY DATE 03/19/97	DELIVERY MILE 41	
	VIN 1G1YY22GXV5101194	ILLUSTRATION NO.	PRODUCTION DATE	
	R.T.E. NO.	P.C. NO.	A.L. DATE 05/17/01	
COMMENTS				

LABOR & PARTS
 JOB # 1 86CVZ STEERING/SUSPENSION HOURS: 3.00 TECH(S): 7326 207.00
 CUSTOMER STATES: STEERING COLUMN LOCKED
 ADVISE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	26050950	LOCK 2.195	195.32	195.32	195.32
				JOB # 1 TOTAL PARTS		195.32
				JOB # 1 TOTAL LABOR & PARTS		402.32

JOB # 2 11CVZ CAMPAIGNS HOURS: TECH(S): 7326 WARRANTY
 RECALL 00034

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	10306414	GUIDE KIT 14.875			0.00
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

COMMENTS
DROPTECHNICIAN CERTIFICATION
7326 GARY C HERRMANN 0773

TOTALS

☐ CASH ☐ CHECK ☒ CREDIT CARD ☐ CHARGE

 * THANK YOU *

TOTAL LABOR	207.00
TOTAL PARTS	195.32
TOTAL SHELLEY	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	24.14

TOTAL INVOICE \$ 426.46

THANK YOU FOR YOUR PATRONAGE. IN THE NEXT FEW DAYS, GENERAL MOTORS WILL BE SENDING OUT A (CUSTOMER SATISFACTION SURVEY) IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" PLEASE CONTACT ROGER DEAN CHEVROLET SERVICE DEPT. MANAGEMENT TEAM. 674-6301

CUSTOMER SIGNATURE

Campana 00034

North American Operations
General Motors Corporation
Instruments (2613)
P.O. Box 82630
Phoenix, AZ 85062-2630



CHECK No. 900481664

14

DATE
06/20/01

*****207 DOLLARS

04 CDTB

AMOUNT
總營運成本與開支共計207.06

**PAY
TO THE
ORDER OF**

CAPE CORAL FL

North American Operations
General Motors Corporation
Disbursement Account

15331F1.

100 Grove Street, New York, N.Y.
10003, New York

2011

06-25-01P04:26 RCVD

#900481664# #021309379# 601-2-62520#

日期 2019年11月11日

ZIPOR NAME

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 82530
Phoenix, AZ 85082-2530

DETACH REPORT DEPOSITING CHECK
 CRCH NO. 900481464

PAYMENT
DATE 04/28/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YY226XVS101204	06/18/81	VH 00000000017814	00.0000	207.04	.00	207.04
	06/21/81	00000000017814				
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8702				US		
TOTAL				207.04	.00	207.04

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8702

TOTAL

207.00

.40

207.

North American Operations
 General Motors Corporation
 Reimbursements (2813)
 PO Box 62530
 Phoenix, AZ 85062-2530



CHECK No. 900481664

85-27
310

DATE
06/20/01

*****207 DOLLARS

*****04 CENTS

AMOUNT
*****207.04

PAY
TO THE
ORDER
OF

CAPE CORAL FL

North American Operations
 General Motors Corporation
 Disbursement Account

[Signature]

ENDORSE

06-25-01:14:31 RCLVD

In Case Mailing Bank, N.A.
 Phoenix, New York

AUTH

900481664 1021309379: 60102062520*

North American Operations

General Motors Corporation
 Disbursements (2813)
 PO Box 62530
 Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900481664

PAYMENT
DATE 06/20/01

ENDOR NO. KU 000000000

ENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161VY32GXV5101	06/16/01	VN 00000000017914	90.0000	207.04	.00	207.04
	06/20/01	00000000017914				
TOTAL				207.04	.00	207.04

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT. FOR QUESTIONS CALL 800-468-8782

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

190364
CT88393 PAGE #: 1
M41-015 M42-056

CASE NO: 99-0476060
DATE OPENED: 08/24/1999
DATE CLOSED: 08/24/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1YY229KV5101325
MODEL YR: 97
SERIES: YB CORVETTE
MILEAGE: 026000
STATE: NC
WILMINGTON NC [REDACTED]
BUS. PHONE: [REDACTED] EXT: [REDACTED]

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

CUSTOMER HUSBAND STATES PURCHASED 97 CORVETTE 5 MO AGO, PAST THREE MOS HAS BEEN TO DEALER ABOUT TEN TIMES. CUSTOMER VERY UNHAPPY. HAS HAD STEERING PROBLEMS-LOCKEDUP, LOST POWER STEERING, CR-ENGINE COMES ON PERIODICALLY, KEYLESS ENTRY DOES'NT WORK. TRACTION CONTROL AND LUMBAR BAGS-MESSED UP. SEEKS ASSISTANCE W/GETTING OUT OF CAR, STATES ALSO HAD SAME PROBLEMS W/CANARO, WOULD NOT KIND GETTING ANOTHER CHEVY. CRM WILL HAVE TIME2-RETURN CALL-LAUREN MEL-PRADO,AUSTINTX

8/24/99*****

CALL, CONFERENCE FROM AUSTIN...OWNER STATES VEH GOING TO DEALER TODAY FOR STEERING COLUMN LOCKING UP...OWNER STATES THE TRACTION MESSING UP IS A SAFETY HAZARD...OWNER STATES BECAUSE TRACTION IS ACTING UP THIS IS WHY THE ENGINE LIGHT KEEPS COMING ON...CRM ACKNOWLEDGED CONCERN...CRM CALLED DEALER(16 449) SPOKE W/SVC MGR DAVE...DAVE ADVISED NOT FAMILAR W/VEH BUT WILL LOOK AT IT WHEN IT GETS THERE....CRM ADVISED TELLING OWNER KEEP IN TOUCH WITH DEALER FOR ANY UPDATES ON VEH...CRM THANKED DAVE...DAVE THANKED CRM...CRM CALLED OWNER BACK & ADVISED HIM TO KEEP IN TOUCH W/DEALER...OWNER THANKED CRM...CRM THANKED OWNER...LAUREN NYX M4106/TROY SITE

CUST CALLED IN WANTING TO SPEAK TO A MANAGER...CRM ADVISED THAT WOULD LEAVE A MESSAGE...CUST STATES TO PLEASE CALL THE BUSINESS NUMBER...CUST THANKED AND CRM THANKED...SHANNON EVERETT TROY SITE...

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

CDE #	DESC	CDE COMMENTS
B73	0	TRACTION CONTROL MESSED UP CONTACT DEALER FOR UPDATES
J58	0	CK-ENGINE LIGHT COMES ON CONTACT DEALER FOR UPDATES
N41	0	STEERING COLUMN LOCKING UP CONTACT DEALER FOR UPDATES
B47	0	KEYLESS ENTRY DOESN'T WORK CONTACT DEALER FOR UPDATES

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

GARLAND , TX

CASE NUMBER: 04966380 VIN: 1G1YY22GXV5101762
MODEL YEAR: 1997
DATE OPENED: 2001-07-18 SERIES: UNKNOWN
DATE CLOSED: 2001-08-30 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: RELIABLE CHEVROLET
BRC PARENT: DEALER ADDRESS: 800 N CENTRAL EXPY, RICHARDSON, TX, 75080, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HIS VEH IS HAVING STEERING COLUMN LOCK PROBLEMS. STATES HE BOUGHT VEH USED AND PURCHASED AN EXTENDED SERVICE CONTRACT BUT DLR SAYS THE STEERING COLUMN LOCK IS NOT COVERED. STATES HE IS WORRIED THAT THE STEERING MAY LOCK WHILE DRIVING....
CUST SEEKS COST ASSIST WITH REPAIR OF VEH...CRM CONTACTED DLR AND SPOKE TO ROBERT (SVC MGR) WHO STATES HE CAN'T GOODWILL THE CUST DUE TO TIME/MILEAGE AND THE FACT THE CUST HAS A SERVICE CONTRACT....CRM DISCUSSED CASE WITH TM ANNETTE JOHNSON AND DECIDED TO CALL AVM....CRM INFORMED CUST THAT WE WOULD NOT BE ABLE TO ASSIST BUT WOULD CALL THE AVM TO GET A FINAL DECISION....CRM SENDING AVM MSG AND SCHEDULED C/B WITH CUST FOR 7/20/01 BETWEEN 9-11AM PST...JOHNATHAN ELKINTON CAC/PDX; 0; 364331014
2001-08-30

CRM ATTEMPTED TO CONTACT CUST BUT THERE WAS NO ANSWER...JOHNATHAN ELKINTON CAC/PDX; 0;
368066044

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CASE NUMBER: . 05353881 VIN: 1G1YY22GXV5102250
MODEL YEAR: 1997
DATE OPENED: 2001-08-17 SERIES: UNKNOWN
DATE CLOSED: 2001-08-17 MILEAGE: 25500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: STEVE AUSTIN S AUTO GROUP, INC.
BRC PARENT: DEALER ADDRESS: 1515 S MAIN ST., BELLEFONTAINE, OH, 43311, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES STERRING COLUMN WOULD NOT UNLOCK, HAD TO TOW TO DLR, NO DIAGNOSTIC CODES, NO RECREATION, NO DIAGNOSIS. CUST SEEKS REPAIR. CRM CALLED SRV ADV, ADVISED CUST THAT DLR HAS TO DIAGNOSE CONCERN BEFORE GM WILL ALLOW REPAIR, TAKE VEH BACK, IF ACTSUP, MAY BE ABLE TO DO SOMETHING THEN. JASON RICE\PIX; 0; 366930049

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

Huntersville

NC

HOME PHONE:

CASE NUMBER: 1-109576918

VIN: 1G1YY22GXV5102748

MODEL YEAR: 1997

DATE OPENED: 2003-06-16

SERIES: Corvette

DATE CLOSED: 2003-06-24

MILEAGE: 65000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Parks at The Lake, LLC

BRC PARENT:

DEALER ADDRESS: 104 S Old Statesville Rd, Huntersville, NC, 28078-9658, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering wheel locked up; ; 2003-06-16
2003-06-16Info Only; ; 2003-06-16
2003-06-16Calling to dealer; ; 2003-06-16
2003-06-16Service Request has been Closed Satisfied.; ; 2003-06-16
2003-06-16SR in Status of Closed has been Re-Opened by DELGADOS; ; 2003-06-16
2003-06-17Steering wheel column lock up; ; 2003-06-19
2003-06-16calling dealer for update; ; 2003-06-16
2003-06-19calling for update on appt; ; 2003-06-19
2003-06-19cust called and left message; ; 2003-06-19
2003-06-19called cust bz; ; 2003-06-19
2003-06-24calling cust for update; ; 2003-06-24
2003-06-24

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] NASHVILLE TN [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 04883420 VIN: 1G1VY22GKV5103205
MODEL YEAR: 1997
DATE OPENED: 2001-07-11 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-09-09 MILEAGE:
SOURCE: E-Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: WALKER CHEVROLET-OLDSMOBILE INC
BRC PARENT: DEALER ADDRESS: 4210 S CAROTHERS RD., FRANKLIN, TN, 37067, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
1 REPAIR ATTEMPT(S)	steering wheel locks up
A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	campaign # 2000034/lap belt

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CRM received e-mail on 7-11-01, Kana case#1274911. Case scan performed. Found closed case#02073551. Open campaign found in vin profile, #2000034, lap belt webbing twisted. Cust states as follows: As you know, C5 Corvettes have a problem with the steering column lock malfunctioning and leaving owners stranded. I know of several owners affected, and they have had to have their cars towed. GM has known about this problem yet refuses to issue a recall and fix the potential problem; they are handling each one individually since it may be more cost-effective than issuing a general recall. I have personally been stuck 4 times in the last 2 months. Today, last night and this is extremely upsetting to hear from the Dealer, we cannot install a bypass because it's not a GM part!! Next time I get stuck this may be far from home or in a bad section of town when this happens some which would then leave me stranded, as a female, this a fairly scary thought. Questions: 1. If you have known about; 0; 363744677
2001-07-11

(continued) this since 1997, why haven't you addressed the issue? 2. The aftermarket has responded with a steering column lock bypass - will you authorize a dealer to install it without voiding the warranty on the vehicle? 3. Why have you eliminated the steering column lock on 2001 automatics but not on the manual transmission models? I hope you address this

very real issue. Since GM has not addressed the issue, I have decided not to buy any more GM products until you do so. I think that in view of what is happening to Ford/Firestone at present, and the destruction of public trust in the automotive industry that is resulting from this debacle, and the consequent large number of spillover lawsuits that will surely result from failure to deal with known gross product defects, you are making a sizable error in refusing to provide an upgraded part, FOR WHICH I WOULD GLADLY PAY! At this point, I am going to install the bypass mentioned below. I will find someone to put it in (Not a Dealer) as I am left with no other viable so; 0; 363744895
2001-07-11

CRM advised: We have processed your Vehicle Identification Number through our computer file, and found your vehicle does not appear to be currently involved in any open recall campaigns regarding your steering column. Recalls are Vehicle Identification Number specific, meaning if other vehicles of the same year and model are involved in a recall, your vehicle may not necessarily be involved. If your vehicle is involved in a future campaign, you will be notified.

Based on our information, your vehicle is currently involved in Open Recall Campaign number 2000034 relating to the lap belt webbing. Please contact your local Chevrolet Dealership to have this recall taken care of as soon as possible.

If you have any future questions or concerns, please feel free to write us back or contact us at the Chevrolet Customer Assistance Center at 1-800-222-1020 between the hours of 8 am and 11 pm Eastern/Standard time and reference your file#04883420./Jonathan
Rendon/CARS/ATX/IRC; 0; 363745416
2002-09-09

THIS IS BRC CASE. DO NOT DISCUSS WITH CUST. CONTACT CRM MARY LOWE-MURPHY/ADR/EXT 57527; 0;
400451420

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:

DATE:

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Lewisville

TX

HOME PHONE:

CASE NUMBER: 1-16063219

VIN: 1G1YY22GXV5103821

MODEL YEAR:

DATE OPENED: 2002-07-15

SERIES: Corvette

DATE CLOSED: 2002-07-26

MILEAGE: 52000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Huffines Chevrolet Company, Inc.

BRC PARENT:

DEALER ADDRESS: 1400 S. I-35E, Lewisville, TX, 75067, USA

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

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

Inoperative

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

Steering Column Locked; ; 2002-07-16
2002-07-15

Svc Mgr Assistance; ; 2002-07-15
2002-07-16

Buzz Kelley S1-16063219; ; 2002-07-16
2002-07-18

S1-16063219; ; 2002-07-18
2002-07-18

SVC MGR Buzz Kelley; ; 2002-07-18
2002-07-18

Update on file; ; 2002-07-18
2002-07-18

Cust seeks call back; ; 2002-07-18
2002-07-19

S1-16063219; ; 2002-07-25
2002-07-19

SR# 1-16063219; ; 2002-07-19
2002-07-25

Cust seeks speak to working CRM; ; 2002-07-25
2002-07-25

Cust seeks callback to daytime phn # ASAP from working CRM. See Prev notes for more details.;
; 2002-07-26
2002-07-26

Escalate To AVM; ; 2002-07-26

2002-07-26

Service Request has been Closed Satisfied.; ; 2002-07-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Birmingham

AL

HOME PHONE:

CASE NUMBER: 1-41712852

VIN: 1G1YY22GXV5103995

MODEL YEAR: 1997

DATE OPENED: 2002-10-17

SERIES: Corvette

DATE CLOSED: 2002-11-14

MILEAGE: 39000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

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

Sticks

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

Cust seeks notify GM that his; ; 2002-11-14
2002-10-23

Call cust w/ update on file.; ; 2002-11-14
2002-10-28

call to have cust send in docs; ; 2002-11-14
2002-11-05

Call to have cust send in docs...l/m; ; 2002-11-14
2002-11-11

L/M Call #3; ; 2002-11-11
2002-11-11

Created:CAC_RSD006. SR#1-41712852; ; 2002-11-11
2002-11-13

Submit unable to contact for approval; ; 2002-11-14
2002-11-14

approved letter; ; 2002-11-14
2002-11-14

Service Request has been Closed Satisfied.; ; 2002-11-14

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

October 22, 2003

[REDACTED]
Birmingham, AL [REDACTED]

Service Request: S1-41712852

Dear [REDACTED]

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

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

Sincerely,

Dwayne Smith
Customer Relationship Manager

RS0006-A/crs

CASE NO: 3262447 VIN: 1G1YY22GKV5L04726
DATE OPENED: 06/07/1999 MODEL YR: 97
DATE CLOSED: 06/07/1999 SERIES: YB
SOURCE: CHEVROLET MILEAGE: 020457
DEALER CODE: B26343 STATE: FL
ADDRESS: STEVE MOORE CHEVROLET GREENACRES FL
HOME PHONE: [REDACTED] BUS. PHONE: EXT:
SYMPTOM ABSTRACT--- STEERING STEERING COLUMN LOCKED
RESOLUTION ABSTRACT--- COMPUTER (CONTROL), BODY * MODULE - REPLACE
UCC CODE 1-----
UCC-1 DESCRIPTION--- BODY AND ACCESSORIES
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

06/07/1999 12:39:03 SBD TEMPLATE - LEBARON

STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/N SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/07/1999 12:39:03 HISTORY - LEBARON

MARK STATES CUSTOMER COMPLAINT WAS STEERING WHEEL LOCKED. WAS UNABLE TO DUPLICATE CONCERN. WAS TOLD TO REPLACE BCM. HE IS CLOSING CASE WITH BCM REPLACEMENT..WJL..

CASE NO: 3262447 VIN: 1G1YY22GKV5104726
DATE OPENED: 06/07/1999 MODEL YR: 97
DATE CLOSED: 06/07/1999 SERIES: YB
SOURCE: CHEVROLET MILEAGE: 020457
DEALER CODE: B26343
ADDRESS: STEVE MOORE CHEVROLEGREENACRES FL
HOME PHONE: [REDACTED] BUS. PHONE: EXT:

SYMPTOM ABSTRACT--- STEERING STEERING COLUMN LOCKED
RESOLUTION ABSTRACT--- COMPUTER (CONTROL), BODY * MODULE - REPLACE
UCC CODE 1-----
UCC-1 DESCRIPTION--- BODY AND ACCESSORIES
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

06/07/1999 12:39:03 SBD TEMPLATE - LEBARON

STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/WH-PRODUCTION ACCESSORIES (IF YES LIST)
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/N SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _Y_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/07/1999 12:39:03 HISTORY - LEBARON

MARK STATES CUSTOMER COMPLAINT WAS STEERING WHEEL LOCKED. WAS UNABLE TO DUPLICATE CONCERN. WAS TOLD TO REPLACE BCM. HE IS CLOSING CASE WITH BCM REPLACEMENT..WJL..

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

BIRMINGHAM

AL

HOME PHONE:

CASE NUMBER: 04019180

VIN: 1G1YY22GXV5104886

MODEL YEAR: 1997

DATE OPENED: 2001-05-01

SERIES: UNKNOWN

DATE CLOSED: 2001-05-01

MILEAGE: 33000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JIM BURKE CHEVROLET

BRC PARENT:

DEALER ADDRESS: 2500 ENSLEY AVE., BIRMINGHAM, AL, 35218, USA

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

M01 Steering General

Inoperative

1 REPAIR ATTEMPT(S)

LOCKED UP

N03 Ignition System Wiring/Switches

Inoperative

1 REPAIR ATTEMPT(S)

LOCKED UP1

A07 Referred to Dealer

Other

1 REPAIR ATTEMPT(S)

TECH QUESTIONS

T49 Technical Question

Other

1 REPAIR ATTEMPT(S)

REFER TO DLRSH

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112

Cadillac: 1 (800) 882-1112

Chevrolet: 1 (800) 243-8872

GMC: 1 (800) 223-7799

Oldsmobile: 1 (800) 535-6537

Pontiac: 1 (800) 762-2737

Roadside Assistance phone numbers:

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

CUST STATES STEERING/IGNITION LOCKED UP; CUST SEEKS TECH HELP; CRM ADV CANNOT PROVIDED TECH
HELP AS NOT QUALIFIED; CRM REFERRED CUST TO DLRSH FOR HELP; CRM PROVIDED CHEVROLET ROADSIDE
IF TOW NEEDED

ROB ELLISON/CARS/PDX; 0; 357583680

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

WEST LOGAN

WV

HOME PHONE:

CASE NUMBER: 05488951 VIN: 1G1YY22GKV5104936
MODEL YEAR: 1997
DATE OPENED: 2001-09-10 SERIES: UNKNOWN
DATE CLOSED: 2001-09-10 MILEAGE: 31000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

Other
LOCKING UP

T19 Campaign Correction Required
1 REPAIR ATTEMPT(S)

Customer Satisfaction
POSSIBLE CAMPN FOR THIS VEH

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

"Recalls are vehicle identification (VIN) specific. If you provide me with a VIN, I can check and see if your specific vehicle is involved."
AGENT INSTRUCTIONS: CHECK VIN PROFILE TAB FOR OPEN CAMPAIGNS. IF THERE IS NOT AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:
"I have checked your vehicle identification number and at this time there are no open recalls on your vehicle. If there should ever be a recall, XXX division will attempt to notify you by first class mail.

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

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

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

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

My vehicle is not involved in a Recall Campaign

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

CUST JUST BOUGHT VEH. REQUESTS TO KNOW IF A RECALL ON THE STEERING LOCKING UP. CRM ADVISED CUST NO CURRENT RECALLS ON THIS VEH AND LOCKING CONCERN WOULD HAVE TO DO WITH THEFT SYSTEM. CUST THANKED CRM FOR INFO. BONNIE WEBBER/PDK/CAC; 0; 369007083

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

CASE NUMBER: 1-21394612 VIN: 1G1YY22GKV5105178
DATE 08/02/02 MODEL 1997
DATE 08/02/02 SERIES CORVETTE
SOURCE: N/YES MILEAGE 76000.
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: STATE: NY
BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] New York , NY [REDACTED]
HOME PHONE:

CASE NUMBER: 1-21394612 VIN: 1G1YY22GKV5105178
MODEL YEAR: 1997
DATE OPENED: 2002-08-02 SERIES: Corvette
DATE CLOSED: 2002-08-02 MILEAGE: 76000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

steering locked; ; 2002-08-02
2002-08-02

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

GM RESTRICTED

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

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

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Santa Monica CA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-135443818 VIN: 1G1YY22GKV5105651
DATE OPENED: 2003-08-28 MODEL YEAR: 1997
DATE CLOSED: 2003-09-10 SERIES: Corvette
SOURCE: Phone MILEAGE: 32000.0000000
BRC TYPE: N/ANO DELIVERY DATE:
BRC PARENT: DEALER NAME: Santa Monica Group, Inc.
2605,USA DEALER ADDRESS: 3223 Santa Monica Blvd, Santa Monica, CA, 90404-

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

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

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

Steering column locked; ; 2003-08-28
2003-08-28

Contacting svc mgr; ; 2003-08-28
2003-09-03

Contact cust with SR update; ; 2003-09-03
2003-08-28

Contacting svc mgr; ; 2003-08-28
2003-08-28

Contacting AVM about assistance; ; 2003-08-28
2003-08-29

Received voice mail from AVM; ; 2003-09-10
2003-08-29

Contacting cust with info from; ; 2003-09-10
2003-09-03

Call cust to follow up; ; 2003-09-03
2003-09-08

5 day check for contact; ; 2003-09-08
2003-09-08

Call CAC ltr for approval; ; 2003-09-10
2003-09-08

Created: CAC_RS0006. SR#1-135443818; ; 2003-09-08
2003-09-10

Service Request has been Closed Satisfied.; ; 2003-09-10

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 22, 2003

[REDACTED]
Santa Monica, CA [REDACTED]

Service Request: 1-135443818

Dear [REDACTED]

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

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

Sincerely,

Damian Oramas
Customer Relationship Manager

RS0006-P/amc

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

BROADVIEW

OH

HOME PHONE:

CASE NUMBER: 04596976 VIN: 1G1YY22GXV5106492
MODEL YEAR: 1997
DATE OPENED: 2001-06-18 SERIES: UNKNOWN
DATE CLOSED: 2001-06-19 MILEAGE: 24000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT VEH STEERING HAS LOCKED UP AND RSA IS ON THE WAY. STATES THAT SHE IS SEEKING CRM TO CALL DLR ON 6-19-01 TO EXPRESS CUST CONCERN TO RUN COMPLETE COMPUTER DIAGNOSTIC ON VEH. CRM ADVISED THAT I WOULD DO SO AND SET C/B W/ CUST ON 6-19-01 AT 3 TO 5 PM PAC TIME/ JACK MOTCH/PDX/CAC; 0; 361762225
2001-06-19

CRM CONTACTED SRV DEPT / INTEGRITY CHEV AND SRV ADVISOR /BOB/ STATED THAT THEY HAD CUST VEH AND WERE IN THE PROCESS OF DIAGNOSING VEH AND STATED THAT CUST WAS A GREAT CUST AND THEY WOULD TAKE GOOD CARE OF HER. CRM THANKED BOB AND WILL RELAY INFO TO CUST.JACK MOTCH/PDX/CAC; 0; 361836219
2001-06-19

CRM CONTACTED CUST WHO WANTED IT DOCUMENTED THAT RSA WAS GOING TO LEAVE HER AT A CLOSED DLR SHIP W/ THE VEH. STATES THAT SHE HAD VEH BROUGHT HOME AND DLR PICKED IT UP IN THE MORNING. STATES SHE IS VERY DISSAPPOINTED W/RSA AND ALSO WANTS IT DOCUMENTED THAT INTEGRITY CHEV IS A TOP NOTCH DLRSHIP. CUST THANKED CRM. JACK MOTCH/PDX/CAC; 0; 361848502

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Muncie , IN

CASE NUMBER: 1-136733211 VIN: 1G1YY22GXV5107223
MODEL YEAR: 1997
DATE OPENED: 2003-09-02 SERIES: Corvette
DATE CLOSED: MILEAGE: 19000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Muncie Chevrolet Cadillac, Inc.
BRC PARENT: DEALER ADDRESS: 4101 W Clara Ln, Muncie, IN, 47304-5466, USA

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

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

Inoperative

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

Steering wheel lockup problem; ; 2003-09-02
2003-09-02

Steering wheel lockup problem; ; 2003-09-02
2003-09-09

1-136733211 Shaw; ; 2003-09-15
2003-09-16

1-136733211 Shaw Steering wheel lockup problem; ; 2003-09-16
2003-09-16

Steering wheel lockup problem; ; 2003-09-16
2003-09-23

1-136733211 Shaw Steering wheel lockup problem; ; 2003-09-16

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Morris , MN

CASE NUMBER: 1-137515730 VIN: 1G1YY22GXV5107576
MODEL YEAR: 1997
DATE OPENED: 2003-09-04 SERIES: Corvette
DATE CLOSED: 2003-09-04 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A Yes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

RPI Recall-Steering column locking; ; 2003-09-04
2003-09-04

Service Request has been Closed Satisfied.; ; 2003-09-04

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

DATE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

9 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*BRC CONTACT INFORMATION

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS :

CONTACT PHONE:

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

CASE NUMBER: 1-30878794 VIN: 1G1YY22GXV5107898
DATE 09/06/02 MODEL 1997
DATE 09/11/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 55000.
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: TX
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
G M R E S T R I C T E D

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

CASE NUMBER: 1-30878794 VIN: 1G1YY22GXV5107898
MODEL YEAR: 1997
DATE OPENED: 2002-09-06 SERIES: Corvette
DATE CLOSED: 2002-09-11 MILEAGE: 55000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Friendly Chevrolet CO.
BRC PARENT: DEALER ADDRESS: 2754 N Stemmons Pwy, Dallas, TX, 75207, USA

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

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

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

Steering locked up; ; 2002-09-06
2002-09-06

Crm called dlr for diag; ; 2002-09-06
2002-09-06

Service Request has been Closed Dissatisfied.; ; 2002-09-06
2002-09-09

Seeks Darlene Vega; ; 2002-09-09
2002-09-09

Crm called dlr; ; 2002-09-09
2002-09-09

Crm cb cust w/update/decision; ; 2002-09-09
2002-09-09

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

Seeks Update; ; 2002-09-09
2002-09-09

Please see prev note, cust called back in.; ; 2002-09-09
2002-09-09

Crm cb cust; ; 2002-09-09
2002-09-09

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

Cust would like to speak to Darlene Vega; ; 2002-09-09
2002-09-09

Call cust ASAP 1-30878794; ; 2002-09-10
2002-09-09

C; ; 2002-09-10
2002-09-10

cust has complaint concerning dlrship; ; 2002-09-10
2002-09-10

Addr info; ; 2002-09-10
2002-09-10

Service Request has been Closed Dissatisfied.; ; 2002-09-10
2002-09-11

steering column; ; 2002-09-11
2002-09-11

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

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

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

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:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Grand Prairie TX [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-136120663 VIN: 1G1YY22GXV5109053
DATE OPENED: 2003-08-30 MODEL YEAR: 1997
DATE CLOSED: SERIES: Corvette
SOURCE: Phone MILEAGE: 91973.0000000
BRC TYPE: N/ANO DELIVERY DATE:
BRC PARENT: DEALER NAME: Strickland Auto Group, Inc.
DEALER ADDRESS: 720 East Memorial Drive, Ahoskie, NC, 27910-3912,

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

Steering wheel won't turn; ; 2003-08-30
2003-09-03
{252} 209-9037 Check on satisfaction of veh repair.; ; 2003-09-03
2003-09-02
Steering wheel won't turn Veh. is 3 yrs / 55,000 miles out of warranty.; ; 2003-09-02
2003-09-03
Called cust 2nd time, at scheduled call back to check satisfaction.; ; 2003-09-03
2003-09-03
CRM sending unable to contact letter to cust's father.; ; 2003-09-03
2003-09-03
Created: CAC_RS0006. SR#1-136120663; ; 2003-09-03
2003-09-03
Unable to Contact; ; 2003-09-05
2003-09-04
Owner of vehicle called in.; ; 2003-09-04
2003-09-04
Cust Seeks Warranty Coverage; ; 2003-09-04
2003-09-04
Normal Svc Dealer Input on Last Steering Repair; ; 2003-09-04
2003-09-04
Cust Seeks Estimate of Repair; ; 2003-09-04
2003-09-05
Call Dealer First, then call cust, with parts/repair cost.; ; 2003-09-05
2003-09-04

Cust father requests call back; ; 2003-09-04
2003-09-05

Correspondence Rejected; ; 2003-09-05
2003-09-05

Cust Seeks Estimate of Repair; ; 2003-09-05
2003-09-05

Recap of cust bill.; ; 2003-09-05
2003-09-05

Svc Adv Jennifer Jackson; ; 2003-09-05
2003-09-05

Call back in return of cust fathers call; ; 2003-09-05
2003-09-05

Call back in return of cust fathers call.; ; 2003-09-05
2003-09-05

Per Secretary.; ; 2003-09-05
2003-09-05

Call back to cust; ; 2003-09-05
2003-09-05

Call back to cust; ; 2003-09-05
2003-09-05

Declination of assistance; ; 2003-09-05
2003-09-05

Cust was unavailable at scheduled call back time; ; 2003-09-05
2003-09-06

Deny assistance.; ; 2003-09-06
2003-09-12

Send unable to contact letter; ; 2003-09-12
2003-09-06

Left Message at cell and work number.; ; 2003-09-06
2003-09-09

Left Message at work number.; ; 2003-09-09
2003-09-12

Unable to Contact Letter.; ; 2003-09-12
2003-09-12

Created: CAC_RS0006. SR#1-136120663; ; 2003-09-12
2003-09-12

Case Review; ; 2003-09-12
2003-09-12

Unable to Contact; ; 2003-09-15
2003-09-15

APPROVED; ; 2003-09-15
2003-09-15

Service Request has been Closed Satisfied.; ; 2003-09-15
2003-09-16

SR in Status of Closed has been Re-Opened by BAILEYJ; ; 2003-09-16
2003-09-16

Cust called back in and requested call back.; ; 2003-09-16
2003-09-17

Call Back; ; 2003-09-17
2003-09-17

CRM Called to Deny Assistance.; ; 2003-09-17
2003-09-19

Call Back, Deny all assistance; ; 2003-09-17
2003-09-17

CRM Called cust at her cell phone.; ; 2003-09-17

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:NAME:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 22, 2003

[REDACTED]
Grand Prairie, TX [REDACTED]

Service Request: S1-136120663

Dear [REDACTED]

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

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

Sincerely,

Jeffrey Bailey
Customer Relationship Manager
1-866-952-4368 ext. 58387
RS0006-T/ah