

**EA02-031**

**GM**

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

**ATTACHMENT 4F  
BOOK 18 OF 22  
PART 1 OF 3**

**GM622C**  
**EA02-031**

**ATTACHMENT "4F" Cont**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 1-104877709 VIN: 1G1YY22GXV5109067  
MODEL YEAR: 1997  
DATE OPENED: 2003-06-02 SERIES: Corvette  
DATE CLOSED: 2003-06-02 MILEAGE: 60000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/A No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column locked; ; 2003-06-02  
2003-06-02

Service Request has been Closed Satisfied.; ; 2003-06-02

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
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:  
LIMON 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:

ROSEVILLE

CA

HOME PHONE:

CASE NUMBER: 05452467

VIN:

1G1YY22GXV5109148

DATE OPENED: 2001-09-04

MODEL YEAR:

1997

DATE CLOSED: 2001-09-04

SERIES:

UNKNOWN

SOURCE: Phone

MILEAGE:

60000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: JOHN L SULLIVAN CHEVROLET

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

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

WILL NOT UNLOCK

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

## AGENT INSTRUCTIONS:

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

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HEARD OF RECALL ON STEERING COLUMN ON THE '99 VETTE. CUST SEEKS ANY RECALLS ON  
HIS MODEL. CRM ADVISED THERE ARE NO OPEN CAMPAIGNS OR SPECIAL POLICIES.  
JEFF BIRD/PDX/CAC; 0; 368498023

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER:  
PRODUCT CODE:

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

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:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 1-120121031 VIN: 1G1YY22GKV5109215  
MODEL YEAR: 1997  
DATE OPENED: 2003-07-16 SERIES: Corvette  
DATE CLOSED: 2003-07-21 MILEAGE: 112000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/A Yes DEALER NAME: Marion Chevrolet-Oldsmobile-Pontiac-Buick, Inc.  
BRC PARENT: DEALER ADDRESS: 1025 N Main St, Marion, VA, 24354-4119, USA

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust concern regarding column lock; ; 2003-07-16  
2003-07-17

Update; ; 2003-07-21  
2003-07-17

Inquiry regarding diagnosis; ; 2003-07-21  
2003-07-16

Attempted to call svc dept; ; 2003-07-16  
2003-07-17

Inquiry regarding diagnosis; ; 2003-07-17  
2003-07-17

Cust called back; ; 2003-07-17  
2003-07-17

See notes; ; 2003-07-21  
2003-07-17

Cust update; ; 2003-07-17  
2003-07-21

Service Request has been Closed Satisfied.; ; 2003-07-21

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

## ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

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:

FAR STATUS:

\*\*\*\*\*FAR 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:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

HOUSTON , TX

CASE NUMBER: 02541929 VIN: 1G1YY22GKV5109554  
MODEL YEAR: 1997  
DATE OPENED: 2000-12-13 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-12-19 MILEAGE: 40000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: KNAPP CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 815 HOUSTON AVE, HOUSTON, TX, 77007, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M40 Steering Wheel Other  
0 REPAIR ATTEMPT(S) LOCKED,

DLR #713-228-4311  
STEERING WHEEL IS LOCKED

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES SHE HAS JUST GOTTEN HER CORVETTE BACK FROM THE DLR. SHE WENT OUT TO DRIVE IT, PUT THE KEY IN BUT THE STEERING WHEEL IS LOCKED. HER OWNER'S MANUAL TOLD HER TO WAIT 10 SEC & TRY AGAIN, SHE DID BUT IT IS STILL LOCKED. SHE CALLED ROAD SIDE FOR ASST BUT THEY TOLD HER TO HAVE VEH TOWED TO DLR. THIS IS UNACCEPTABLE, SHE JUST GOT IT BACK FROM THE DLR & THERE SEEMS TO BE A PROBLEM W/THE GMFF THAT WAS ON THE VEH. CUST SEEKS TO HAVE HER STEERING WHEEL UNLOCKED. CRM CALLED THE DLR BUT SERVICE IS CLOSED FOR THE DAY. CRM ADVISED CUST OF THIS. CUST THEN SAID SHE WANTED TO SEE WHY THE WARRANTY WAS NOT TRANSFERRED W//VEH. CRM GAVE HER GMFF'S NUMBER. CRM WILL CALL DLR TOMMORROW ABOUT THE LOCKED STEERING WHEEL. CRM ALSO SET UP A CB FOR 12-14, BETWEEN 5:30 & 6:30 CST. MARY VARGA/CRM/PDX; 0; 345602209  
2000-12-18

CRM CALLED DLR & TRIED TO SPEAK TO SCV MGR STEVE WHO WAS NOT IN BUT CRM DID LEAVE A MESSAGE FOR HIM CONCERNING THIS LOCKED STEERING WHEEL. CRM THEN CALLED CUST TO SEE IF THE ISSUE HAD BEEN RESOLVED. IT HAS NOT SO CRM WILL CALL DLR AGAIN TOMMORROW TO SEE WHAT CAN BE DONE & THEN CALL CUST W/INFO. CRM WILL CB 12-19-00 BETWEEN; 0; 346033042  
2000-12-18

CB VBETWEEN 3 - 5 CST MARY VARGA/CRM/PDX; 0; 346033091  
2000-12-18

CRM HAD NO SOONER ENTERED PREVIOUS NOTES WHEN SHE ACCESSED WEBKNOWLEDGE A7 FOUND THE INFORMATION THERE. CRM THEN CALLED CUST TO ADVISE HER OF THIS INFORMATION. THE CB STANDS BECAUSE CRM WILL BE CALLING DLR TO PUT HIM ON ALERT THAT THIS CUST NEEDS THIS REPAIR. CUST SAID THANK YOU FOR THE INFORMATION. MARY VARGA/CRM/PDX; 0; 346034260  
2000-12-19

CUST CALLED IN FOR UPDATE ON THE MODILE IN THE STEERING COLUMN. IS IT COVERED UNDER CHEVY? WHAT IS COVERED. CRM CALLED ROGER AT KNAPP CHEVY AND HE IS FAMILIAR WITH THE CAR AND WITH THE IGNITION ISSUE REFERRED TO IN HOT NEWS. HIS DEALERSHIP HAS NOT REPLACED ONE ON A CAR OUT OF WARRANTY AND IS NOT SURE WHAT WOULD BE COVERED. HE DID SAY TO HAVE THE CUST CALL HIM AND HE WOULD DO WHAT HE COULD TO HELP THEM. STEVE KOYEN, CAC, PDX; 0; 346098260

## \*\*\*\*\*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  
MRP:

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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

The Villages

FL

HOME PHONE:

CASE NUMBER: 1-16856951

VIN: 1G1YY22GKV5109585

MODEL YEAR: 1997

DATE OPENED: 2002-07-17

SERIES: Corvette

DATE CLOSED: 2002-07-17

MILEAGE: 20000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Palm Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 2300 SW College Rd, Ocala, FL, 34474-3014, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering Column Lock; ; 2002-07-17

2002-07-17

Service Request has been Closed Satisfied.; ; 2002-07-17

## \*\*\*\*\*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:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*



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

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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

**CUSTOMER:**  
**ADDRESS:**  
**HOME PHONE:**

Plymouth , ME

CASE NUMBER:	1-139060438	VIN:	1G1YY22GZW5100550
DATE OPENED:	2003-09-09	MODEL YEAR:	1998
DATE CLOSED:	2003-09-11	SERIES:	Corvette
SOURCE:	Phone	MILEAGE:	23000.00000000
BRC TYPE:	N/A#o	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	J. K. Wright, Inc.
		DEALER ADDRESS:	66 Somerset Ave. Pittsfield, ME, 04967-1314, USA

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

**sticka**

rfi recall misinformation, ; 2003-09-09  
2003-09-10

update cust sr 1-139060438; ; 2003-09-10  
2003-09-11

nr 1-139060438, ; 2003-09-11  
2003-09-11

give updtc frm dlr, ; 2003-09-11  
2003-09-10

approval to call avm; ; 2003-09-10  
2003-09-10

lm avv, ; 2003-09-10  
2003-09-10

cust called, ; 2003-09-10  
2003-09-10

cust called in, ; 2003-09-11  
2003-09-11

Cust called., , 2003-09-11  
2003-09-11

tell Srv Mgr about AVM decision; ; 2003-09-11  
2003-09-11

decision on 50/50 split from avm; , 2003-09-11  
2003-09-11

inbound vm from John Silva AVM; ; 2003-09-11  
2003-09-11

SPEAK TO CRM OWNER; ; 2003-09-11  
2003-09-11

please contact cust asap; ; 2003-09-11  
2003-09-11

Cust acceptance of 50/50 split; ; 2003-09-11  
2003-09-11

Service Request has been Closed Satisfied.; ; 2003-09-11

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,

CONTACT: ,  
 PHONE NUMBER:  
 PRODUCT CODE:

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

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

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

BRANCH:  
 ACCOUNT NUMBER:  
 INTEREST RATE:

NAME:  
 INTEREST PAID:  
 DEALER BUYOUT:

ACCOUNT BALANCE:  
 LEGAL:

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

DEALER ADMINISTRATION:  
 RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
 COMMENTS:

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

LOCATION:

RESTRAINT:  
 IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
 COMPANY:  
 ADDRESS:

CONTACT NUMBER: 1  
 CONTACT TYPE:  
 CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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Case No:	6669792	VIN Number:	1G1YY22GXW5100560
Date Opened:	8/1/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B32700	Mileage:	28244
Address:	J K WRIGHT INC	PITTSFIELD	ME
		State:	ME
Dealer Phone:			

---

SYMPTOM ABSTRACT— COLUMN STEERING STRG COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/01/2003 10:50:41 SBD TEMPLATE - JASKULA

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) GYSLIAN BEAUDOIN TECH

CUSTOMER CONCERN -STRG COLUM LOCKED

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

DEALER STATES THE VEHICLE STARTS AND RUNS BUT COLUMN IS LOCKED.

TAC RECOMMENDATION -REC DEALER TO ADDRESS SI2000 DOC 487073 CHECK THE FUSE #23 10AMP TO THE BCM.REC DEALER CHECK GROUNDS IN THE LEFT LOWER A PILLAR.

08/01/2003 10:50:41 HISTORY - JASKULA

08/01/2003 11:53:26 GEMUS

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

EA02-031 / GM22C

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

TECH SAYS HE HAS POWER TO THE BCM BUT THE BCM IS NOT SEEING THE KEY SIGNAL TO ACTIVATE THE ACTUATOR .....

NEW RECOMMENDATIONS SUGG DLR REPLACE THE BCM TO CORRECT THIS CONCERN...43584

08/04/2003 13:02:43 RATCLIFF

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

GYSLAIN BEAUDOIN

\_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-

REPLACEMENT OF THE BCM HAS NOT CORRECTED THE CONDITION, NO VOLTAGE ON CIRCUIT 1601 FROM THE BCM TO THE COLUMN LOCK MOTOR ASSEMBLY, CIRCUIT 1601 WAS CHECKED USING A TEST LIGHT.

NEW RECOMMENDATIONS-

CHECK CIRCUIT 1601 USING A DVOM, IF 12V IS PRESENT CLEAN AND TIGHTEN G201 AND G202, CHECK THE IGNITION KEY INPUT STATUS WHILE WIGGLING THE KEY, CHECK IGNITION SWITCH CONNECTIONS FOR PROPER PIN FIT, IF ALL ARE WITHIN SPEC REPLACE THE COLUMN LOCK MOTOR ASSEMBLY.

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

MEDIA , PA

CASE NUMBER: 05387935 VIN: 1G1YY22GKN5103691  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-23 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-24 MILEAGE: 16000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: ROTHROCK CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 780 BALTIMORE PIKE, , SPRINGFIELD, PA, 19064, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A01 Open Campaign Special Policy  
0 REPAIR ATTEMPT(S) 01044  
  
M41 Steering Column/Lock/Attaching Parts Vibration  
0 REPAIR ATTEMPT(S) CAMPAIGN 01004

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

- \* Probe to identify failed item/component
  - \* Determine Customer's Expectation
  - \* Using delivery date, establish if vehicle is within any warranty coverage
  - \* Listen carefully to evaluate cause of failure - defect or damage
    - ( If damage, consider explaining the 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/CARECP/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/CARECP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HER STEERING COL IS LOCKED. CRM FOUND CAMPAIGN 01044 ON THIS CONDITION AS WELL AS ANOTHER OPEN CAMPAIGN. CUST IS LOOKING FOR A DLSHIP OTHER THAN THE ONE IN HER HOME TOWN. CRM FOUND ROTHROCK AND CUST WAS VERY GOOD WITH THAT. CRM CONTACTED DLRSHIP AND THEY SAID TO HAVE THE VEH TOWED IN AND THEY WOULD DO THE WORK. CRM THANKED THEM AND RETURNED TO CUST WITH THE INFO. CUST HAS TOWING ON INSURANCE AND CRM ADVISED TO USE THAT SINCE ROADSIDE WOULD TOW TO THE NEAREST DLR. CUST IS GOOD WITH THAT AND WILL CALL FOR THE TOW. CRM PROVIDED THE REQUEST #. JIMHUGHES/CAC/PDX; 0; 367450597  
2001-08-30

Cust sts that for campaign#01044 she had to have the veh towed in. It cost \$100.00 which cust's insurance paid \$50.00 of the bill. Also, cust sts that the according to the campaign, the steering column will never lock again.

Cust seeks reim for the other half that she paid and what will GM do about the steering column.

CRM advised cust that the dealership will be called to see if reim can be given through them and any update for the steering column. CRM contacted Rothrock Chevrolet 610-544-7300. Bud McClusky, service manager, was not available. CRM left message for Bud to call back. CRM informed cust that a call back will be made. Cust request CRM call at work [REDACTED]

Maria Pizano/ Austin/ CAC; 0; 368032328

2001-08-30

CRM contacted Rothrock Chevrolet 610-544-7300 and spoke to Bud McClusky, service manager. Bud sts that tow is NOT included in the campaign, but he will make a call to the factory to see if they will go ahead and cover this. Bud will call CRM and give decision by 8/31/01. CRM contacted cust but got answering machine. CRM left message that a call back will made with decision.

CALL BACK SET; Friday 8/31/01 2:00-4:00pm CST

Maria Pizano/ Austin/ CAC; 0; 368053026

2001-09-04

CRM contacted Rothrock Chevrolet 610-544-7300 and spoke to Bud McClusky, service manager. Bud sts that he hadn't rec'd an answer as of yet, maybe due to the holiday. Bud sts to call 09/05/01 to see if an answer is given then. CRM contacted cust at number on file, but got answering machine. CRM left message that another call back will be made as soon as Bud gets an answer for reim.

Maria Pizano/ Austin/ CAC; 0; 368474415

2001-09-05

CRM contacted Rothrock Chevrolet 610-544-7300. Bud McClusky, service manager, was in a meeting. CRM will try calling 09/06/01; 0; 368578066

2001-09-13

CRM contacted Rothrock Chevrolet 610-544-7300 and spoke to Bud McClusky, service manager. Bud sts that if the cust brings in the ORIGINAL bill, he will reim what the insurance did not pay. (\$50.00 for the remainder of tow bill). As far as the steeringcolumn lock. The campaign was intended to eliminate the steering column to lock ever again. The newer model will not come with the locking of the column. CRM contacted cust and informed her of reim. Cust is happy.

REQUEST CLOSED SATISFIED

Maria Pizano/ Austin/ CAC; 0; 369244514

2001-09-19

SM BUD MCCLUSKY CALL FROM DLR. SM STS HE CAN NOT REIMB THE CUST FOR THE TOWING OF THE VEH FOR A CAMPAIGN REPAIR. CUST SEEKS TO UPDATE FILE. CRM ADV CUST WILL DOC. CRM WILL FORWARD FILE TO PREV CRM.

MICHELLE SPIVEY CAC/ATX; 0; 369768643

2001-09-24

CRM contacted Rothrock Chevrolet 610-544-7300 and spoke to Bud McClusky, service manager. Bud sts that the cust was in front of him when he called into CAC to update file that reim was NOT going to be given. Bud sts that 1. Cust veh did not show up inGMVSS 2. Towing would only cover up to \$60.00. Basically, he did the repair as a "goodwill". Cust is okay with that.

REQUEST CLOSED SATISFIED

Maria Pizano/ Austin/ CAC; 0; 370217888

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:



DRIVER NAME:  
DRIVER DISABILITY:  
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:  
  
ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

JASPER , TX

CASE NUMBER: 04979616 VIN: 1G1YY22GXW5105635  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-19 SERIES: UNKNOWN  
DATE CLOSED: 2001-07-26 MILEAGE: 30000  
SOURCE: Phone DELIVERY DATE:  
HRC TYPE: No DEALER NAME: PELTIER CHEVROLET OLDSMOBILE CADILLA  
HRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) PROBLEMS W/ STEERING LOCK

Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE BOUGHT THE VEH USED....CUST STATES THAT HE HAS HAD PROBLEMS WITH THE STEERING COLUM IN HIS VEH...CUST STATES THAT THIS IS THE SECOND TIME THAT THE STEERING HAS LOCKED UP....CUST STATES THAT HE HAS NOW OUT OF WARRANTY....CUST STATES THAT HE HAS NOT TAKEN THE VEH TO THE DLR FOR DIAGNOSIS....

CUST SEEKS TO KNOW WHAT CAN BE DONE FOR HIS VEH....

CRM ADVISED CUST THAT HE NEEDS TO TAKE THE VEH TO THE DLR AND GET A DIAGNOSIS ON THE VEH.....

NEXT CRM\*\*\*\*\*

LOOK AT RECALL #01044

WE SHOULD BE ABLE TO ASSIST CUST....

C CANNON ATK/CAC; 0; 364409730

2001-07-25

CUST STS IS CALLING TO GIVE INFO ON DIAG FROM DLR W/VEH. CUST STS THAT WAS INFORMED THAT STEERING WHL LOCK NEEDED RPL'N, 3 HRS LABOR, PART COST 162.68 FOR TOTAL OF 360.00. CUST STS IS SEEKING ASST W/REPAIR DUE TO THIS IS THE 3RD TIME HAS HAD PROBL W/THISAREA. CRM SEEKED FOR CUST TO HOLD FOR 4 TO 6 MINS WHILE RESEARCH INFO. CUST AGREED. CRM LOOKED UP CAMP 1044 BUT THE VIN DID NOT FALL W/IN BRK POINTS. CRM NOTICED CALL WAS DISCONNECTED. CRM CALLED CUST

BACK. CUST APPOL. FOR DISCONNECTING CALL .CRM ADV WILL CALL DLR TO SEEKS ASST W/REPAIR DUE TO HAS HAD PRIOR CONCERNS W/THIS COMP. CUST SEEKS TO KNOW WHAT WILL HAPPEN IF DLR NOT WILLING TO ASST W/REP. CRM ADV WILL CONTACT AREA REP TO SEEK ASST THROUGH HIM. CUST SATISFIED. CRM ADV WILL CALL CUST BACK WHEN INFO AVAIL. CUST STS THAT BOTH CRM HE HAS DEALT W/HAVE BEEN VERY NICE IN ASST HIM. CRM THANKED CUST FOR COMPLIMENT. NORMAGARZA/TCARS/ATX.; 0; 364938583  
2001-07-25

CRM CALLED DLR TO SPK W/SVR. MANG-TIM OLIVER BUT WAS ADV HE WAS ON VACATION. CRM SEEKED TO SPK W/SOMEONE IN SVR. TO ASST W/OFFERING CUST ASST ON COST OF REPAIR. CRM SPK W/ASST SVR. MANG-JEFF BARNES WHO ADV WOULD BE WILLING TO ASST CUST IN COVERING PARTSIF CUST COVERS LABOR. CRM THANKED JEFF FOR ASST. CRM CALLED CUST AND LEFT MESS FOR CUST INFORMING OF ASST TO BE OFFERED AND TO CONTACT DLR. CRM ALSO ADV CUST TO CALL CRM BACK. NORMAGARZA/TCARS/ATX.; 0; 364948964  
2001-07-26

CUST STATES THAT HE WOULD LIKE TO SPEAK W/PREV CRM. CUST SEEKS TO SPEAK W/PREV CRM. CRM ADV CUST THAT PREV CRM IS NOT AVAIL, BUT CRM CAN ASSIST. CRM ADV CUST THAT PREV CRM FOUND THAT DLR CAN PAY FOR PARTS, & CUST WILL ONLY NEED TO PAY LABOR. CUST STATESTHIS IS GREAT BUT LABOR IS \$200 & THE WRECKER IS \$100, SO HE'S STILL OUT \$300. CUST STATES THAT THIS IS ALL THAT CAN BE DONE. CRM ADV CUST YES. CUST STATES TO TELL PREV CRM THANK YOU. CUST THANKED CRM & VICE VERSA.  
MARCIE OCHOA/ATX; 0; 365021034

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
ENGINE TYPE: TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 SRC 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: DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE: 0 PURCHASE/LEASE AS:  
MILEAGE AT PURCHASE: 0  
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:

Saint Louis

MO

HOME PHONE:

CASE NUMBER: 1-34653246

VIN:

1G1YY22GQM5106459

MODEL YEAR:

1998

DATE OPENED: 2002-09-20

SERIES:

Corvette

DATE CLOSED: 2002-09-20

MILEAGE:

61000.0000000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

N/ANo

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Steering column locking; ; 2002-09-20

2002-09-20

Service Request has been Closed Dissatisfied.; ; 2002-09-20

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*



DATE:

2 BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

**PURCHASE/LEASE AS:**

**FILE:**

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

CONTACT NUMBER: 1

**CONTACT TYPE:**

**CONTACT PHONE:**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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Case No:	5913441	VIN Number:	1G1YY22GXW5108459
Date Opened:	9/25/2002	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B03185	Mileage:	61000
Address:	LEADER CHEVROLET SAINT LOUIS	State:	MO
Dealer Phone:			

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SYMPTOM ABSTRACT--- COLUMN LOCK STAYS LOCKED AFTER TSB 01-02-35-0

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/25/2002 09:23:54 SBD TEMPLATE - ARNOLD

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) LEE JANEY

CUSTOMER CONCERN - THE STEERING COLUMN IS LOCKED.

DEALER COMMENTS/DIAGNOSIS - DLR STS HE PERFORMED TSB 01-02-35-008 WITH NO HELP.

TAC RECOMMENDATION - ADVISED DLR TO DOUBLE CHECK FOR THE CORRECT PARTS AS THIS TSB SHOULD KEEP THE COLUMN FROM LOCKING. DLR TO ADVISE.

09/25/2002 09:23:54 HISTORY - ARNOLD

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

RIO VERDE

AZ

HOME PHONE:

CASE NUMBER: 01635085 VIN: 1G1YY22GKW5106817  
MODEL YEAR: 1998  
DATE OPENED: 2000-09-20 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-09-20 MILEAGE: 30000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: VAN CHEVROLET  
BRC PARENT: DEALER ADDRESS: 1700 SOUTH I-35E, CARROLLTON, TX, 75006, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T06 Goodwill Adjustment Pre-Authorized  
2 REPAIR ATTEMPT(S)Customer Satisfaction  
REPURCHASE REQUESTM01 Steering General  
0 REPAIR ATTEMPT(S)Inoperative  
LOCKED

## REQUEST BUYBACK

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES VEH STEERING WHEEL HAS LOCK UP AND VEH INOPERABLE. CUST HAVING VEH TOWED TO DLR. CUST STATES HE PREVIOUSLY ASKED FOR VEH TO BE REPURCHASED DUE TO REAR SUSPENSION PROBS. CUST HAS A LEGACY FILE 990627916 WITH PREVIOUS REPURCHASE REQUEST INFO NOTED. CUST NOW SEEKS REPURCHASE BECAUSE CUST STATES VEH IS UNRELIABLE. CRM ADVISED CUST TO GIVE CAC A CALL BACK WITH REQ # AFTER DLR HAS HAD A CHANCE TO DIAGNOSE VEH.

PAUL EASTUP/AUCARS; 0; 338316457

## \*\*\*\*\*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:

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

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

CASE NUMBER: 1-25685315 VIN: 1G1YY22GXM5106994  
 DATE 08/19/02 MODEL 1998  
 DATE 08/22/02 SERIES CORVETTE  
 SOURCE: N/AYES MILEAGE 50000.  
 CUSTOMER: [REDACTED]  
 ADDRESS:  
 HOME PHONE: [REDACTED] STATE: MD  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 G M R E S T R I C T E D

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] Port Tobacco MD [REDACTED]  
 HOME PHONE: [REDACTED]  
 CASE NUMBER: 1-25685315 VIN: 1G1YY22GXM5106994  
 MODEL YEAR: 1998  
 DATE OPENED: 2002-08-19 SERIES: Corvette  
 DATE CLOSED: 2002-08-22 MILEAGE: 50000.0000000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: N/AYES DEALER NAME: Jack Winegardner Chevrolet, Inc.  
 SRC PARTENT: DEALER ADDRESS: 11001 Indian Head Highway, Port  
 Washington, MD, 20744-4098,

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

STERRING LOCK; ; 2002-08-19  
 2002-08-19

Service Request has been Closed Dissatisfied.; ; 2002-08-19  
 2002-08-20

Service Request Ownership has changed FROM: DAVISONT TO: WITASEKC; ; 2002-08-20  
 2002-08-20

cust states concern with sterring column locking up cust seeks repair under campaign  
 bulletin 1044A; ; 2002-08-21  
 2002-08-20

asst svc mgr states that cust vehicle is exhibiting same symptoms as states in campaign  
 bull 1044A; ; 2002-08-21

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

2002-08-20

FAVM Campbell Bob 914055 8076; ; 2002-08-21  
2002-08-20

crm obtained additional info from cust; ; 2002-08-20  
2002-08-21

cust seeking call back; ; 2002-08-21  
2002-08-21

Avm Bob Campbell; ; 2002-08-21  
2002-08-21

Avm msg. Please see previous comments; ; 2002-08-22  
2002-08-21

Svc manager called in; ; 2002-08-21  
2002-08-21

Svc mgr update; ; 2002-08-22  
2002-08-22

crm advised cust that if cust vehicle was diagnosed as having same symptoms; ; 2002-08-22  
2002-08-22

Service Request has been Closed Satisfied.; ; 2002-08-22

\*\*\*\*\*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:

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

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

LOCATION:



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:

Chelsea, MA

CASE NUMBER: 1-67183607 VIN: 1G1YY22GKN5107692  
MODEL YEAR: 1998  
DATE OPENED: 2003-01-27 SERIES: Corvette  
DATE CLOSED: 2003-03-06 MILEAGE: 47524.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/Ayes DEALER NAME: Liberty Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 90 Bay State Rd, Wakefield, MA, 01880-1093, USA

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

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

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

campaign 1044A; ; 2003-01-27  
2003-02-04

crm checking for documents....none have arrived as of this time.; ; 2003-02-04  
2003-02-07

CHECK-IN; ; 2003-02-07  
2003-02-18

SR in Status of Pending Documentation has been Re-Opened by JMARTIN; ; 2003-02-18  
2003-02-18

REQUEST FOR ASSISTANCE Scanned: 2003-02-17-21.01.26.000000, MSXDocNum: 0304800092; ; 2003-02-19  
2003-02-18

Docs attached to SR #1-67183607; ; 2003-02-19  
2003-02-27

svc mgr; ; 2003-02-27  
2003-02-28

GL is reviewing documents for crm.; ; 2003-02-28  
2003-03-06

Crn called cust and delivered denial; ; 2003-03-06  
2003-03-06

Service Request has been Closed Dissatisfied.; ; 2003-03-06

\*\*\*\*\*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:  
HRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

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

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



Attachment 1-6783607



CHEVROLET  
P.O. Box 33170  
Detroit, Michigan 48232-5170

ATTN CASE # 1-6783607





[REDACTED]

EMPLOYEE	AMOUNT

1552

178

PAY  
AMOUNT

Four hundred Seventy-one dollars and 55/100

DOLLARS

DATE	TO THE ORDER OF	DESCRIPTION	AMOUNT
7/24	Liberty CHEV.		

CHECK AMOUNT

\$ 471.55

ENDORSE HERE

COMMON SENSE FOR EMPLOYEES

[REDACTED]

[REDACTED]

[REDACTED]



THE COMMONWEALTH OF MASSACHUSETTS  
REGISTRY OF MOTOR VEHICLES

1890323

Licensed Dealer Reassignment of Title

This form is not valid unless accompanied by the Certificate of Title

THIS FORM IS TO BE COMPLETED BY THE DEALER AND DELIVERED TO THE PURCHASER WITH THE TITLE AND VEHICLE

**WARNING:** Federal and Massachusetts laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

CERTIFICATION BY MASSACHUSETTS LICENSED DEALER

Vehicle Identification Number (VIN)	Make	Model	Year	Body Type
1B4YY226X4K516716A2	CHEVY	Silverado	98	Truck

The undersigned Massachusetts Licensed Dealer hereby certifies that title to the motor vehicle described above and on the face of Certificate of Title was transferred to:

NAME FROM TITLE AND ADDRESS: \_\_\_\_\_ PURCHASER'S SIGNATURE: \_\_\_\_\_ DATE: 4-26-01

44500 ODOMETER ENCLOSURE STATEMENT

I state that the odometer now reads \_\_\_\_\_ (DO NOTHING) and to the best of my knowledge that it reflects the actual mileage of the vehicle.

☐ I certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of 15,000 miles of the vehicle.

☐ I certify that the odometer reading is not the actual mileage.

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

CERTIFICATION BY MASSACHUSETTS LICENSED DEALER

Vehicle Identification Number (VIN)	Make	Model	Year	Body Type

The undersigned Massachusetts Licensed Dealer hereby certifies that title to the motor vehicle described above and on the face of Certificate of Title was transferred to:

NAME FROM TITLE AND ADDRESS: \_\_\_\_\_ PURCHASER'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ODOMETER ENCLOSURE STATEMENT

I state that the odometer now reads \_\_\_\_\_ (DO NOTHING) and to the best of my knowledge that it reflects the actual mileage of the vehicle.

☐ I certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of 15,000 miles of the vehicle.

☐ I certify that the odometer reading is not the actual mileage.

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

**IMPORTANT:** This Reassignment Document must be surrendered with the Certificate of Title, and can only be used when all other dealer reassignments on the corresponding Title are completed.

Any changes or omissions will void this form.

070000 Form CRT-1 0000-0000-0000-00



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
DIVISION OF MOTOR VEHICLES  
THIS FORM NOT VALID UNLESS ACCOMPANIED BY TITLE

741182

CONTROL NUMBER

IMPORTANT: ASSIGNMENTS ON RHODE ISLAND TITLE CERTIFICATE  
MUST BE COMPLETED BEFORE USING THIS FORM.

TRANSFER OF OWNERSHIP OR REASSIGNMENT BY LICENSED DEALER

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH  
A TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT  
MAY RESULT IN FINES AND/OR IMPRISONMENT.

Year	Make	Model	Body Type	Cyl.	VIN#
1998	Chrysler	Corvette	coupe		1G1Y4228XW5107692

I, the undersigned, hereby assign and warrant title of this vehicle, subject to the liens described on the face of the  
attached certificate of title or if not to those undisclosed liens hereby described below and none other to: (PRINT)

Buyer(s) \_\_\_\_\_

Address \_\_\_\_\_

City/Town Providence State RI Zip \_\_\_\_\_

Lienholder \_\_\_\_\_ Date of Lien \_\_\_\_\_

Address \_\_\_\_\_

City/Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

ODOMETER DISCLOSURE STATEMENT

I state that the odometer now reads 44,334 (NO TENTHS) miles and to the best of my knowledge that it reflects  
the ACTUAL MILEAGE of the vehicle described herein unless one of the following statements is checked:

☐ Mileage is in excess of its mechanical limits. (The odometer started at zero again)

☐ Odometer reading is NOT the actual mileage. WARNING-ODOMETER DISCREPANCY.

WE, THE BUYER AND SELLER, HEREBY CERTIFY THAT WE HAVE BOTH VIEWED THE ODOMETER OF THE  
MOTOR VEHICLE.

This information required if seller  
is a licensed dealer.

Name of Dealership ANCHOR SUBARU LLC

Address 949 EDDIE DOWLING HWY.

City/Town NO. SMITH

Signature of Seller(s) X \_\_\_\_\_ Date 3-21-01

Signature of Buyer(s) X \_\_\_\_\_ Date 3-21-01

Hand Print name of Seller(s) X \_\_\_\_\_ Date 3-21-01

Hand Print name of Buyer(s) X \_\_\_\_\_ Date 3-21-01

THIS FORM WILL NOT BE ACCEPTED UNLESS ALL INFORMATION IS COMPLETE  
PHOTOCOPIES/FAX COPIES OF THIS FORM ARE NOT ACCEPTABLE

# CERTIFICATE OF TITLE

## THE COMMONWEALTH OF MASSACHUSETTS

TITLE NUMBER [REDACTED] VEHICLE IDENTIFICATION NUMBER 1G1YY22GXM5107692 DATE OF ISSUE 03/20/98  
 MYTEL MODEL YEAR 1998 MAKE CHEV MODEL NAME CORVET BODY STYLE/TYPE COUPE REMARKS N  
 CYL. PAIR. DIS. PURCHASE DATE 08 02 2 02/26/98 PREV. TITLE NO. PREV. TITLE STATE

ACTUAL PURCHASE PRICE

NAME AND ADDRESS OF VEHICLE OWNER(S)

BOSTON, MA [REDACTED]

FIRST LIENHOLDER

BOSTON, MA [REDACTED]

SECOND LIENHOLDER

THE LIENHOLDERS INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED

DATE RELEASED 03/19/2001 RELEASED BY [REDACTED]

DATE RELEASED 03/19/2001 RELEASED BY [REDACTED]

THE REGISTRATION OF MOTOR VEHICLES THROUGH CERTIFICATION THAT AN APPLICATION FOR A CERTIFICATE OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN FILED, IS SUBJECT TO THE PROVISIONS OF THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS, AND BASED ON THE STATEMENTS OF THE APPLICANT AND THE RECORDS ON FILE WITH THIS AGENCY, THE APPLICANT WARRANTS THAT THE OWNER OF SAID VEHICLE.

THE REGISTRATION OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREON.

CONTROL NO. D 2801931

NOT THE TITLE NUMBER



RICHARD D. LYONS  
 REGISTRAR

**WARNING:**

Read and understand this notice and you state the vehicle is as described and the transfer is complete. Failure to read or understand this notice may result in loss of title and registration.

**ASSIGNMENT OF TITLE**

This is to be completed by the dealer and delivered to the Purchaser with the vehicle. If you are not a purchaser, you must complete this form and deliver it to the Purchaser. This form is to be filed with the Massachusetts Registry of Motor Vehicles and the title and registration fees.

Date 1-6-2001

You hereby assign, transfer and convey unto:

Robert M. Duff

The undersigned on the reverse side of this certificate and have hereby received the title to said motor vehicle and shall retain the same until the expiration of the term of the certificate.

**DISCLOSURE STATEMENT**

I, the undersigned, hereby state that I am not a dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer.

I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer.

U.S. VEHICLE LEASING, INC. 206-01

Hand Print Name

Date

DO NOT SIGN BELOW THIS LINE. SIGNATURE AREA ONLY. SIGNATURE AREA ONLY. SIGNATURE AREA ONLY.

HAND PRINT NAME

**CERTIFICATION BY MASSACHUSETTS LICENSED DEALER**

I, the undersigned, hereby certify that the vehicle described on the title of this Certificate is the same as the vehicle described on the title of this Certificate.

U.S. Motor Field, Inc.

PURCHASER'S SIGNATURE AND PRINT NAME

DISCLOSURE STATEMENT

I, the undersigned, hereby state that I am not a dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer.

I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer.

**CERTIFICATION BY MASSACHUSETTS LICENSED DEALER**

I, the undersigned, hereby certify that the vehicle described on the title of this Certificate is the same as the vehicle described on the title of this Certificate.

PURCHASER'S SIGNATURE AND PRINT NAME

DISCLOSURE STATEMENT

I, the undersigned, hereby state that I am not a dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer.

I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer. I am not a licensed dealer and I am not a licensed dealer.

Signature

Signature Name / Address

Signature of Licensed Dealer

Hand Print Name

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

HONOLULU, HI

CASE NUMBER: 05527122 VIN: 1G1YY22GZW5108163  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-17 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-20 MILEAGE: 12000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CUTTER CHEVROLET  
BRC PARTENT: DEALER ADDRESS: 1391 KAPIOLANI BLVD, HONOLULU, HI, 96814, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A01 Open Campaign Customer Satisfaction  
0 REPAIR ATTEMPT(S) CUST VEH IS NOT INVOLVED

M41 Steering Column/Lock/Attaching Parts Inoperative  
0 REPAIR ATTEMPT(S) NONE

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 STATES HIS STEERING COLUMN IS LOCKED ON VEH. CUST SEEKS IF THERE ARE ANY CAMPAIGNS ON VEH. CRM ADV THAT THERE WERE NONE ON THE VEH AND THAT HIS DID NOT FALL IN THE VIN PARAMETERS OF THAT VEH. CUST NOW EVER IS EXPERIENCING THE SAME PROBLEM AS DESCRIBED IN THE CAMPAIGN AND WOULD LIKE TO GET SOME KIND OF ASST. CUST VEH IS ONLY 13 VINS AWAY FROM THE VIN CUT OFF. CRM ADV CUST WOULD SEE WHAT COULD BE DONE ABOUT THIS NO GUARANTEES BUT WILL TRY. CRM WILL CALL CUST TUES 9/18 7:00 AM HAWAII TIME. LINELL KOENIG/CAC/PDX; 0; 369606924  
2001-09-18

CRM CALLED CUST TO LET HIM KNOW THAT I CAN NOT SPEAK TO THE SVC MGR UNTIL TOMORROW. CUST STATED THAT THIS WAS FINE. CRM WILL CONTACT DLR 9-19 AT 1:00 PM PDT AND THEN CONTACT CUST.  
LINELL KOENIG/CAC/PDX; 0; 369687290  
2001-09-19

CRM IS UNABLE TO CONTACT SVC MGR AT DLR. CRM LEFT MESS ON VOICE MAIL FOR HIM TO CALL CAC. CRM WILL ATTEMPT TO CONTACT HIM AGAIN TOMORROW IF NO ANSWER BACK AND THEN CALL CUST.

\*\*\*\*\*NEXT CRM\*\*\*\*\*IF SVC MGR CALLS BACK PLEASE TAKE INFO AND FORWARD BACK TO  
 MR. LINELL KOENIG/CAC/PDX; 0; 369788995  
 2001-09-19

Service Manager Kale Kippes called in. He states repair is in a different location than the recall. CUST is second owner, first owner was a fleet of some kind. He states CUST seems to be outside of the guidelines his AVM expects him to operate under. He states CUST should call him at 808 564 9851 and discuss situation. Rik Spruitenburg /cars/pdx; 0; 369799469  
 2001-09-19

CRM called CUST, left msg to call service manager. Rik Spruitenburg /cars/pdx; 0; 369799621  
 2001-09-20

CRM CONTACTED CUST TO SEE IF HE HAD CONTACTED THE SVC MGR KALE KIPPEA. CUST STATED THAT HE HAD AND THAT THE SVC MGR WOULD BE GETTING IN TOUCH W/ THE AVM AND GETTING BACK TO HIM. SVC MGR KALE CALLED CUST WHILE CRM WAS ON PHONE AND THEY WILL BE COVERING THE REPAIRS THAT WERE DONE. CUST WAS VERY HAPPY ABOUT THIS AND CRM IS CLOSING CASE SATISFIED. LINELL  
 KOENIG/CAC/PDX; 0; 369869003

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:	4063727	VIN Number:	1G1YY22GXW5108521
Date Opened:	7/17/2000	Model Year:	1998
Date Closed:	8/21/2000	Series:	Corvette
Dealer Code:	B30603	Mileage:	33
Address:	SMITH CHEVROLET SAN ANTONIO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/17/2000 14:19:15 SBD TEMPLATE - HACKETT

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

07/17/2000 14:19:15 HISTORY - HACKETT

DEALER TECH STATES THAT THE VEHICLE CAME IN WITH THE STEERING COLUMN LOCKED.

TECH STATES THAT HE REPLACED THE LOCK ACTUATOR. TECH STATES THAT HE DOES HAVE A GOOD KEY SIGNAL WHEN MONITERD WITH THE TECH 2. TECH STATES THAT HE



CAN

COMMAND THE THE ACTUATOR TO UNLOCK BUT NOT LOCK.

ADVISED TECH ON PROCEDURES IN PM#A000285.

DEALER TO ADVISE

08/21/2000 14:55:57 LESZCYNski - CALLED IN CASE CLOSING

FOUND OPEN IN CKT 159 DLR DID NOT KNOW WHERE

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

PALM BAY, FL

CASE NUMBER: 05917270 VIN: 1G1YY22GXM5108759  
MODEL YEAR: 1998  
DATE OPENED: 2001-11-23 SERIES: UNKNOWN  
DATE CLOSED: 2001-12-11 MILEAGE: 34000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: PALM BAY CHEVROLET  
BRC PARENT: DEALER ADDRESS: 1450 EXECUTIVE CIRCLE NW, PALM BAY, FL, 32905, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Inoperative  
LOCKEDA07 Referred to Dealer  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
FOR DIAGNOSIS

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HE IS 2ND OWNER OF VETTE PURCHASED AT A FORD DEALERSHIP @ 27,000 MILES. CUST STATES THAT HE HAS BEEN HAVING CONCERN WITH STEERING COLUMN LOCKING. CUST STATES NOW HE CANT MOVE VEHICLE AT ALL NOW. CUST SEKS TO KNOW IF THERE ARE ANY CAMPAIGNS FOR THIS CONCERN. CRM ADVISED THAT NO OPEN CAMPAIGNS LISTED. CRM ADVISED HE NEEDS TO TAKE TO DEALER AND HAVE THEM DIAGNOSE IT. CRM ADVISED AFTER HE HAS THAT DONE CRM WILL FOLLOW-UP ON REPAIR 11/27 2-4PM EST. CRM GAVE REQUEST NUMBER.  
ANY GIBSON/TPA/CAC/57189; 0; 375382383  
2001-11-29

CRM CALLED PALM BAY CHEV AND SPOKE WITH MIKE WHO ADVISED THAT VEHICLE HAS NEVER BEEN THERE. CRM PLACED A CALL TO CUST BUT NO ANSWER. CRM WILL TRY AGAIN 12/10 1-3 PM EST TO SEE WHERE HE IS TAKING VEHICLE.

AMY GIBSON/TPA/CAC/57189; 0; 375897010  
2001-12-11

CRM CALLED PRIMARY NUMBER AGAIN AND LEFT MESSAGE ADVISING NEED TO KOW WHAT DEALERSHIP HE TOOK VEHICLE TO. CRM GAVE CAC # AND REQ # AND ADVISED TO CALL IF CRM CAN ASSIST FURTHER. CRM SENDING LETTER.

AMY MERRITT/TPA/CAC/57189; 0; 376939495  
2001-12-11

Letter reviewed and approved. Cookie McCormick/Goodwill Liaison/Tampa; 0; 376953683

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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:



December 11, 2001

[REDACTED]  
Palm Bay, FL [REDACTED]

Request: C05917270

Dear [REDACTED]

Thank you for your recent call regarding your 1998 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

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

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

Sincerely,

Amy Merritt  
Customer Relationship Manager

SU0003-T/pdm

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Merchantville

NJ

HOME PHONE:

CASE NUMBER: 1-108971817

VIN: 1G1YY22GXW5109961

DATE OPENED: 2003-06-13

MODEL YEAR: 1998

DATE CLOSED: 2003-06-20

SERIES: Corvette

SOURCE: Phone

MILEAGE: 40000.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Mall Chevrolet, Inc.

DEALER ADDRESS: 75 Haddonfield Rd, Cherry Hill, NJ, 08002-1462, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

steer column; ; 2003-06-13

2003-06-13

Matt Blatt Auto Sales - Service Department 511 North Main Street Glassboro, NJ 08028

856-881; ; 2003-06-13

2003-06-13

follow up; ; 2003-06-13

2003-06-13

Service Request has been Closed Satisfied.; ; 2003-06-13

2003-06-18

SR in Status of Closed has been Re-Opened by NAGYP; ; 2003-06-18

2003-06-18

cust l/m; ; 2003-06-18

2003-06-18

call cust; ; 2003-06-18

2003-06-18

svc mgr, Kevin Shively, Mall Chev; ; 2003-06-18

2003-06-18

svc advsr, Kim Young, Classic Chev; ; 2003-06-18

2003-06-26

has svc mgr from Mall Chev called crm?; ; 2003-06-26

2003-06-19

svc mgr kevin shively; ; 2003-06-19

2003-06-19

day phone; ; 2003-06-19

2003-06-20

need diagnosis; ; 2003-06-20  
2003-06-20

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-06-20

\*\*\*\*\*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:



ENGINE TYPE:

TRANSMISSION:

MILEAGE @ BUY-BACK: 0

VEHICLE DRIVEABLE:

MSRP:

BRC WARRANTY DATE:

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:

LESSON PLAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Parkland, PA

CASE NUMBER:	1-126273081	VIN:	1G1YY22GXM5110415
DATE OPENED:	2003-08-04	MODEL YEAR:	1998
DATE CLOSED:	2003-09-12	SERIES:	Corvette
SOURCE:	Phone	MILEAGE:	65000.00000000
BRC TYPE:	N/AYaw	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Readman Chevrolet, Inc.
		DEALER ADDRESS:	US Route 1, Langhorne, PA, 19047, USA

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

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

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

RFI Recall Info; ; 2003-08-04  
2003-08-04

Service Request Ownership has changed FROM: TEMPLEMI TO: TIRKA; ; 2003-08-04  
2003-08-04

steering wheel is locking up; ; 2003-08-04  
2003-08-04

Service Request has been Closed Satisfied.; ; 2003-08-04  
2003-08-21

SR in Status of Closed has been Re-Opened by TIRKA; ; 2003-08-21  
2003-08-21

crm calling cust; ; 2003-08-21  
2003-08-22

crm calling dlr; ; 2003-08-22  
2003-08-26

crm calling cust; ; 2003-08-26  
2003-08-26

crm calling dlr; ; 2003-08-26  
2003-08-26

crm calling cust; ; 2003-08-26  
2003-08-26

Service Request has been Closed Satisfied.; ; 2003-08-26  
2003-09-05

SR in Status of Closed has been Re-Opened by SIMONP; ; 2003-09-05  
2003-09-05

White mail / Docs attached; ; 2003-09-05  
2003-09-05

Docs attached 9/5/03; ; 2003-09-05  
2003-09-05

REQUEST FOR ASSISTANCE Scanned: 2004-09-03-20.28.48.000000, MSXDocNum: 0424700595; ; 2003-09-05  
2003-09-09

crm calling dlr; ; 2003-09-09  
2003-09-09

reimbursement; ; 2003-09-09  
2003-09-09

crm calling Pennel Towing at 215/757-3480; ; 2003-09-09  
2003-09-09

make offer; ; 2003-09-09  
2003-09-10

make offer; ; 2003-09-10  
2003-09-10

Created: CAC\_RS0005. SR#1-126273081; ; 2003-09-10  
2003-09-10

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-09-10  
2003-09-10

update dlr; ; 2003-09-10  
2003-09-10

\$126.70 reimbursement; ; 2003-09-12  
2003-09-12

Goodwill Status has been changed from: Pending SITEL to PreAprv - Check; ; 2003-09-12  
2003-09-12

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2003-09-12  
2003-09-12

Service Request has been Closed Satisfied.; ; 2003-09-12

\*\*\*\*\*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,

\*\*\*\*\*ADP 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]  
Parkland, PA [REDACTED]

Service Request: S1-126273081

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$126.70. 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,

Allan Tirk  
Customer Relationship Manager

RS0005-A/jae

North American Operations  
General Motors Corporation  
Disbursements (2813)  
PO Box 82530  
Phoenix, AZ 85062-2530



CHECK No. 900563848

10-107  
T11

DATE  
09/16/03

\*\*\*\*\*126 DOLLARS

\*\*\*\*70 CENTS

AMOUNT  
\*\*\*\*\*126.70

PAY  
TO THE  
ORDER  
OF

PARKLAND PA

North American Operations  
General Motors Corporation  
Disbursement Account

*Michael Chism*  
TREASURER

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

AMT

North American Operations

General Motors Corporation  
Disbursements (2813)  
PO Box 82530  
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900563848

PAYMENT  
DATE 09/16/03

VENDOR  
COUN NO 55 000008244

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161YV280XN1304	09/16/03	VN 1-2AXTDA	00.0000	126.70	.00	126.70
161YV280XN1304	09/16/03	VN 1-2AXTDA	00.0000	126.70	.00	126.70
TOTAL				126.70	.00	126.70

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

LANGHORNE, PA



*Chevrolet*

*SR1-126273081*

*P.O. Box 33170*

*Detroit Michigan*

*48232-5170*

SEP 03 2003

48232+5170





CUSTOMER NO. 4264	ADDRESS EVERETT REII	DATE 2240	MAKE N766	MODEL 08/07/03	INVOICE NO. CUCR531501
	LABOR RATE 77.00		INVOICE NO. 42817	COLOR SILVER/BLAC	STOCK NO. N33493
	VEHICLE MAKE 98/CHEVROLET/CORVETTE/30R CPE			SALE DATE 11/18/97	SALE PRICE 0
	VEHICLE NO. F01YY220X05110415			REASON REASON	REASON DATE 11/01/97
PARKLAND, PA	VEHICLE	REG. NO.		SALE DATE 08/04/03	
				DATE COMPLETED	DATE SHIPPED NO: 6201R

# JOBN 1 CHARGES

LABOR				TECH(S)+1031		107.80
UN 1 11CV2						
STEERING CONCERN						
CS STEERING COLUMN LOCKED						
COLUMN LOCKED						
INSTALL RELAY & CAM PLATE,TEST & DIAGNOSE						
PARTS	QTY	FF-NUMBER	DESCRIPTION	UNIT PRICE		
	1	26056108	NUT 6 315	8.02		8.02
	1	88932427	HARNESSE K 2.195	108.55		108.55
	1	PU	CHARGE	10.08		10.08
TOTAL - PARTS						126.63

# JOBN 1 TOTALS

LABOR 107.80  
PARTS 126.63

JOBN 1 JOURNAL PREFIX CUCS JOBN 1 TOTAL 234.43

# COMMENTS <<TOU-IN>>

# TOTALS

*****						TOTAL LABOR	107.80
*****						TOTAL PARTS	126.63
*****						TOTAL SUBLET	0.00
*****						TOTAL S.O.B.	0.00
*****						TOTAL MISC CHG	0.00
*****						TOTAL MISC DISC	0.00
*****						TOTAL TAX	14.07
*****						TOTAL INVOICE \$	248.52

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

ORIGINAL



SHOULD YOU HAVE ANY QUESTIONS REGARDING THIS INVOICE  
PLEASE CONTACT OUR SERVICE DEPARTMENT

U.S. ROUTE 42, P.O. BOX 3004, LANGHORNE, PA 19047-3004 • PHONE 215-767-7671

REEDMAN

FORM 1000-0000000000

10  
62

(215) 757-3480

21514

LEONHAUSER'S

# PENNDel TOWING & RECOVERY

900 W. LINCOLN HWY.  
24 HOUR TOWING  
AIR CUSHION RECOVERY

PENNDel, PA 19047  
HEAVY TOWING  
2 - 50 TON

NAME

ADDRESS

*Penndel PA* AMOUNT

MAKE *98 Corvette*

COLOR *Silver*

CUSTOMER *Reedmans*

MILEAGE *N/A*

LIC. #

VIN. *W15110415*

DAMAGE

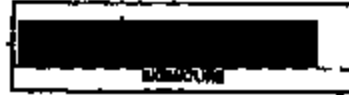
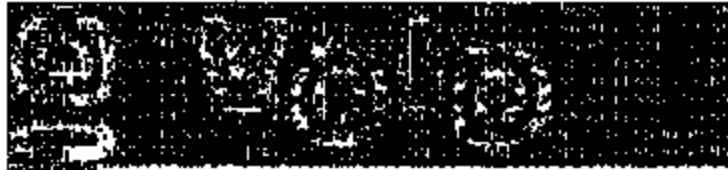
*Steering wheel locked*

*\$68.75*

*PAID CASH*

*Thank You*

ORIGINAL



I hereby acknowledge that this is a true and correct copy of the provisions of Section 1001 of the Public Law 101-508.

INSPECTION REQUIRED/RECEIVED

PARKLAND PA



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Terre Haute

IN

HOME PHONE:

CASE NUMBER: 1-126901519

VIN: 1G1YY22GKW5111905

MODEL YEAR: 1998

DATE OPENED: 2003-08-05

SERIES: Corvette

DATE CLOSED: 2003-08-15

MILEAGE: 37000.0000000

SOURCE: White Mail

DELIVERY DATE:

SRC TYPE: ADRYes

DEALER NAME: Sycamore Chevrolet, Inc.

SRC PARENT:

DEALER ADDRESS: 4444 S Hwy 41, Terre Haute, IN, 47802, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

SR1-126901519 Rohn, Natalie; ; 2003-08-05

2003-08-05

Svc Mgr, Gale Guinn; ; 2003-08-05

2003-08-05

Svc Mgr, Gale Guinn; ; 2003-08-05

2003-08-07

SR1-126901519 Rohn, Natalie; ; 2003-08-07

2003-08-07

Svc Adv, Matt Haymaker; ; 2003-08-07

2003-08-07

SR1-126901519 Rohn, Natalie; ; 2003-08-07

2003-08-07

SR1-126901519 Rohn, Natalie; ; 2003-08-07

2003-08-08

SR1-126901519 Rohn, Natalie; ; 2003-08-08

2003-08-08

SR1-126901519 Rohn, Natalie; ; 2003-08-08

2003-08-08

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

2003-08-11

SR in Status of Closed has been Re-Opened by HEDIND; ; 2003-08-11

2003-08-11

Cust upset; ; 2003-08-11

2003-08-11

SR1-126901519 Rohn, Natalie; ; 2003-08-11  
2003-08-11

SR1-126901519 Rohn, Natalie; ; 2003-08-11  
2003-08-11

Created: CAC\_MN0001. SR#1-126901519; ; 2003-08-11  
2003-08-11

Submit letter for approval; ; 2003-08-14  
2003-08-12

SR1-126901519 Rohn, Natalie; ; 2003-08-12  
2003-08-14

Service Request has been Closed Dissatisfied.; ; 2003-08-14  
2003-08-14

CHV0350167 08/14/2003 13:15:21:658; ; 2003-08-15  
2003-08-15

SR in Status of Closed has been Re-Opened by STAFFORK; ; 2003-08-15  
2003-08-15

Service Request Ownership has changed FROM: MORGANJR TO: STAFFORK; ; 2003-08-15  
2003-08-15

Ownership Escalated to BRC; ; 2003-08-15  
2003-08-15

initial; ; 2003-08-15  
2003-08-15

acknowledgment (812) 232-3947; ; 2003-08-15  
2003-08-15

to cust; ; 2003-08-15  
2003-08-15

/; ; 2003-08-15  
2003-08-15

/; ; 2003-08-15  
2003-08-15

ineligible; ; 2003-08-15  
2003-08-15

denied; ; 2003-08-15  
2003-08-15

initial; ; 2003-08-15  
2003-08-15

Service Request has been Closed Dissatisfied.; ; 2003-08-15

\*\*\*\*\*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:

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

October 22, 2003

[REDACTED]  
Terre Haute, IN [REDACTED]

Service Request: 1-126901519

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 1998 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

James Morgan  
Customer Relationship Manager

MN0001-P/b



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

DIAMOND BAR

CA

HOME PHONE:

CASE NUMBER: 05232237 VIN: 1G1YY22GXW5112178  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-08 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-08 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: OSTROM CHEVROLET  
BRC PARENT: DEALER ADDRESS: 310 W WHITTIER BLVD, MONTEBELLO, CA, 90640, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Vibration  
0 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\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 STEERING COLUMN LOCKED UP. STS WAS ADVISED BY CORVETTE CLUB THAT THERE WAS CAMPAIGN. CUST SEEKS CAMPAIGN INFO. CRM VERIFIED THROUGH CORE, AND MANUALLY THAT VEH DOES NOT FALL WITHIN BREAKPOINTS OF CAMPAIGN 01044. CRM ATTEMPTED TO CONTACT DEALER SERVICE DEPT. AFTER TWO ATTEMPTS, AND HOLD APPROX FIVE MINUTES EACH TIME, CRM ENSURED THAT CUST HAD NUMBER, AND ADVISED TO CALL. CUST AGREED. NO FURTHER ACTION REQUIRED OF THIS CRM.

ROBERT RARICK/ATX/CAC; 0; 366142227

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

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

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

BRANCH:	NAME:
ACCOUNT NUMBER:	INTEREST PAID:
INTEREST RATE:	DEALER BUYOUT:
ACCOUNT BALANCE:	LEGAL TYPE:
LEGAL:	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:  
HOME PHONE:

MIAMI, FL

CASE NUMBER: 06046292 VIN: 1G1YY22GKW5112438  
MODEL YEAR: 1998  
DATE OPENED: 2001-12-17 SERIES: UNKNOWN  
DATE CLOSED: 2001-12-18 MILEAGE: 49000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: TROPICAL CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 8880 BISCAYNE BLVD, MIAMI, FL, 33138, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T18 Request for Miscellaneous Information Other  
0 REPAIR ATTEMPT(S) BULLETIN CLARIFICATION

M01 Steering General Other  
1 REPAIR ATTEMPT(S) STEERING REPAIR

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\wabknowledge]]. 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 HE IS SECOND OWNER, PURCHASED FROM LEXUS DLR IN 1999 WITH 17,000 MILES, VEH NOW HAS 49,000 MILES. CUST STATES VEH STEERING WHEEL LOCKS UP AND LIGHT CAME ON REGARDING COLUMN LOCK. CUST STATES HE HAD VEH TOWED TO TROPICAL WHERE HE HAS ALL OF HIS MAINTENANCE AND REPAIRS DONE. CUST STATES DLR TOLD HIM THERE WAS A BULLETIN ON THIS AND THAT THEY NEEDED TO REPLACE ACTUATOR AND SOME OTHER COMPONENTS. CUST STATES HIS INDEPENDENT WARRANTY NEEDS TO BE MADE AWARE OF THIS BULLETIN. CRM ATTEMPTED TO CONTACT DLR AND GOT VM. CRM LEFT VME FOR SVC MGR AND WILL FOLLOW UP WITH CUST BETWEEN 3 AND 5. KMSZAROS/FL PILOT/57098; 0; 377470918  
2001-12-17

CRM SPOKE TO DIANE, SVC MGR, WHO STATES SVC ADVSR FAXED BULLETIN TO EXTENDED WARRANTY COMPANY ON CUST BEHALF. CUST SEEKS TO KNOW IF DLR IS JUST DOING EXTRA REPAIRS THAT ARE NOT NECESSARY. CRM CRM ADVSD CUST THAT DLR WILL DO ONLY REPAIRS NECESSARY TO VEH, BUT THAT WE CANNOT ASSIST IF EXTENDED WARRANTY WILL NOT COVER REPAIR. CUST STATES NEXT TIME HE WILL BUY A MERCEDES AND DISCONNECTED WITH CRM. KMSZAROS/FL PILOT/57098; 0; 377473265  
2001-12-17

CRM CLOSING FILE DISSATISFIED - BASED ON CUST CLOSING REMARKS - KMSZAROS/FL PILOT/57098; 0; 377473323

2001-12-18

TM APPROVES DISSAT CLOSE WITH NO ARB  
JENNIFER RESSEGUIE/TM/TAMPA; 0; 377551239

\*\*\*\*\*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:

TRANSMISSION:

VEHICLE DRIVEABLE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

LONGWOOD, FL

CASE NUMBER: 05393027 VIN: 1G1YY22GXM5112729  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-24 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-24 MILEAGE: 19000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CLASSIC CHEVROLET CO.  
BRC PARENT: DEALER ADDRESS: 940 ST RD 434 S, ALTAMONTE SPRINGS, FL, 32714, USA

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

M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	inoperative
S90 Dealer Referred Customer to CAC	Dealer Referred Customer
0 REPAIR ATTEMPT(S)	dlr referred
S85 Dealer Resolved With Goodwill	Dealer Resolved With Good
0 REPAIR ATTEMPT(S)	dlr will provide if same concern

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust states that steering column locked up in 10/99. Cust states that the problem has occurred again. Cust states that dlr informed her that some of these veh are recalled and to call CAC for assistance. CRM advised there is no recall. CRM advised transfer to SIMMONSH.

Bruce McVey/CARS/TPA/T1; 0; 367518697  
2001-08-24

transferred call from [REDACTED]. Cust states her steering column locked up in 10/99, dlr repaired veh. Cust state the problem has reoccurred, cust cannot get veh to go into gear. dlr adv cust to contact CAC becuz some veh have been recalled. cust seeks assistance. crm apologized to cust. crm adv cust veh need to be inspected 1st before GM considers any cost assistance. crm called dlr spoke to asst srv mgr Gary Margio, Gary state will Chevy like to assist w/100%? crm adv Gary if cust is exhibiting the same concern as the recall and since shes had 1 prior repair, Chevy does not have a problem assisting cust. Gary state to have veh towed to dlr, towing expense will be covered as goodwill w/assistance. dlr does not have any loaner veh, crm thanked Gary for info. crm adv cust of info, cust satisfied. crm

adv cust after diagnosis, we will be able to decide if any assistance is available. cust  
understood and thanked crm. crm adv cust to call crm @ x57357 w/any  
concerns.....HSIMMONS,CARS,TPA==T2; 0; 3675202B1

## \*\*\*\*\*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:

ENGINE TYPE:  
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:

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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Dallas , TX

CASE NUMBER: 1-14262850 VIN: 1G1YY22G1W5113282  
MODEL YEAR: 1998  
DATE OPENED: 2002-07-08 SERIES: Corvette  
DATE CLOSED: 2002-07-08 MILEAGE:  
SOURCE: DELIVERY DATE:  
BRC TYPE: N/A No DEALER NAME:  
BRC PALENT: DEALER ADDRESS:

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

steering locked; ; 2002-07-08  
2002-07-08

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER 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:

## GM RESTRICTED

CASE NUMBER: 06762890 VIN: 1G1YY22GXM5115002  
 DATE OPENED: 04/23/02 MODEL YEAR: 1998  
 DATE CLOSED: 05/21/02 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 41000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] FORT LAUDERDALE  
 FL [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06762890 VIN: 1G1YY22GXM5115002  
 MODEL YEAR: 1998  
 DATE OPENED: 2002-04-23 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2002-05-21 MILEAGE: 41000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: PHIL SMITH CHEVROLET  
 BRC PARENT: DEALER ADDRESS: 1640 N STATE RD 7  
 (441), , LAUDERHILL, FL, 33313, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Other  
 0 REPAIR ATTEMPT(S) COLUMN LOCK

## 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:\Program\Plus\Microsoft\Iexplore.exe http://carsweb/webknowledge]]. Click the Product  
 Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Program\Plus\Microsoft\Iexplore.exe  
 http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Core  
 point.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

954-917-5655 OFFICE PHONE

## Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

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

ALTHOUGH CUST'S VEH DOES NOT QUAL FOR CAMPAIGN 01044A PER VIN POINT BREAKDOWN, THE VEH DID EXPERIENCE THE LOCK-UP IN STEERING COLUMN JUST AS DESCRIBED IN THE SAFETY CAMPAIGN. PARTS USED IN REPAIRS FOR THIS CONCERN WERE SOME OF SAME PARTS USED TO REPAIR OTHER 1998 CHEVROLET CORVETTES UNDER THE CAMPAIGN. FOR THIS REASON I AM AUTHORIZING CAC TO REIMB 60% OF THE \$1,100, OR APPROX \$660. THIS IS ALSO APPROVED UNDER RECOMMENDATION FROM SVC MANAGER @ PHIL SMITH CHEVROLET. IF CUST ACCEPTS OFFER, VERIFY CUST'S ADDRESS, NOTE FILE OFFER MADE/ACCEPTED, ADVS CUST WE CAN ONLY PROCEED W/ORIG OF THE RO FROM DLRSHIP (NO REIMB W/BE MADE W/COPY), NEED PROOF OF OWNERSHIP @ TIME OF REPAIR & PROOF OF PAYMENT. ADD ALL APPROP UCC CODES & AWAIT DOCS FOR PROCESSING. IF CUST DECLINES, OK TO CLOSE FILE DISSAT, NO BBB LTR NEC. MICHAEL LONG/TM/PDX/CAC; 0; 389479117  
2002-05-13

crm checking for docs. anjel mathews/cac/pdx; 0; 390168719  
2002-05-20

CrM checking for docs. CrM closing file pending receipt of docs. Anjel Mathews/CAC/PDX; 0; 390773374  
2002-04-23

CUST STS THAT SHE PURCHASED A USED CORVETTE JAN 20 2002, HER STEERING COLOUMN LOCKED CUST HAD TO HAVE VEH TOWED TO DLR, AND PAID OVER \$1100 FOR REPAIR. CUST HEARD FROM SEVERAL CORVETTE OWNERS THAT THERE WAS A STEERING COLOUMN RECALL CAMPAIGN, CUST FEELS THAT IF THIS WAS A COMON PROBLEM, AND GM ISSUED A RECALL THEN HER VEH SHOULD HAVE BEEN COVERED, CRM CHECKED CAMPAIGN 01044A, VEH DOES NOT QUALIFY. CRM ADVED CUST, CUST DISSAT, CRM ASKED WHAT PARTS WERE REPLACED, CUST STS PART 9381929 WHICH WAS A MODULE (PART NOT INVOLVED IN CAMPAIGN) PART 2505960 STEERING LOCK (PART IS INVOLVED IN CAMPAIGN) CRM ADVED CAN DO SOME ADDITIONAL RESEARCH TO TRY AND OBTAIN ADDITIONAL INFO. CUST STS OKAY, CUST ALSO STS THAT HER VEH LEAKS FROM THE TOP OF THE WINDOW. CUST WOULD LIKE TO KNOW IF THIS IS A COMMON PROBLEM. CRM ADVED WILL RESEARCH. C/B SET FOR 4-24-02 BETWEEN 3-5 PM PST. ANJLE MATHWS/CAC/PDX; 0; 388447871  
2002-04-25

CRM WAS OUT OF OFFICE ILL YESTERDAY AND C/B'S DID NOT GET HANDED OUT. CRM DOING FURTHER RESEARCH TODAY. ANJEL MATHWS/CAC/PDX; 0; 388612155  
2002-04-25

CRM CONTACTED SVC DEPT, SVC MGR N/A CRM L/VM FOR SVC MGR \*\*\*\*\*NEXT CRM\*\*\*\*\* PLEASE FIND OUT FROM SVC MGR IS PARTS THAT FAILED ON CUST VEH WERE DUE TO A DEFECT IN PART, FIND OUT IF THE PARTS FAILED WERE THE SAME PARTS IN CAMPAIGN 01044A, FIND OUT IF SVC MGR WOULD SUPPORT REIM, IF SO HOW MUCH WOULD HE SUPPORT? THANKS ANJEL MATHWS/CAC/PDX; 0; 388612488  
2002-04-25

CRM CONTACTED CST OFFICE, CRM L/M W/ RECEPTIONIST. \*\*\*NEXT CRM\*\*\* PLEASE ADVS CUST THAT WE ARE STILL RESEARCHING. ANJEL MATHWS/CAC/PDX; 0; 388612731  
2002-05-02

crm attempted to contact cust, no answer no machine. crm closing file satis and sending call cac letter. anjel mathews/cac/pdx; 0; 389236529  
2002-05-02

CRM CONTACTING DLR 5-3-02 ANJEL MATHWS/CAC/PDX; 0; 389239753  
2002-05-03

CRM SPOKE W/ SVC MGR MARK BROWLEY HE ADVSD THAT PART REPLACED WAS ACTUALLY NOT 2505960 BUT 2605960 AND THAT PARTICULAR PART WAS A PART USED TO REPLACE PARTS IN CAMPAIGN, BUT CUST VEH DOES NOT QUALIFY FOR CAMPAIGN, SO PART IN VEH originally MAY NOT HAVE BEEN PART THAT WAS exactly involved in campaign. svc mgr sts he would however support reim as

## GM RESTRICTED

goodwill, such as 60/40 or 50/50 svc mgr sts that he does not want to process reim, as he does not have time to do all the paperwork. crm advsd would research. anjel mathews/cac/pdx; 0; 389320270  
2002-05-03

bus reasons for goodwill cost asst  
1. cust inconvenienced by steering wheel locking due to part failure  
2. out of pocket expense \$1100  
3. promote cust satisfaction  
4. svc mgr supports  
5. promote cust lifetime enthusiasm  
anjelmathews/cac/[pdx; 0; 389325569  
2002-05-03

Reviewed & approved letter RS0006. Submitted to mx for printing.....Kari  
Willson/cac/Pdx/approver; 0; 389326523  
2002-05-06

CRM CONTACTED CUST AND OFFERED REIM, CUST WONED THAT WE ARE OFFERING ASST. CRM ADVSD NEED ORIGINAL RO, PROFF OF PAYMENT AND COPY OF VEH REGISTRATION FOR PROFF OF OWNERSHIP. CRM ADVSD CUST OF CHEV ADDRESS. CRM WILL AWAIT DOCS. ANJEL MATHews/CAC/PDX; 0; 389567039  
2002-05-21

cust called and seeks address to send correspondence. crm advised of address and cust released call. cust sat richard hauerlien cac atx; 0; 390843965

## \*\*\*\*\*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:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

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 RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Orange Park FL [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-103785961 VIN: 1G1YY22GXW5115498  
DATE OPENED: 2003-05-29 MODEL YEAR: 1998  
DATE CLOSED: 2003-08-27 SERIES: Corvette  
SOURCE: Phone MILEAGE: 41000.0000000  
BRC TYPE: N/AYes DELIVERY DATE:  
BRC PARENT: DEALER NAME: Gordon Chevrolet, Inc.  
DEALER ADDRESS: 1166 Blanding Blvd, Orange Park, FL, 32065-6738, USA

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

campaign; ; 2003-05-29  
2003-05-29

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

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

Service Request Ownership has changed FROM: NELSONA TO: SANDERSI; ; 2003-05-29  
2003-05-29

1-103785961 - SP 01044A; ; 2003-05-29  
2003-06-04

1-103785961 - SP 01044A; ; 2003-06-04  
2003-06-12

1-103785961 - SP 01044A; ; 2003-06-12  
2003-07-25

1-103785961 - SP 01044A; ; 2003-07-09  
2003-06-23

SR in Status of Pending Documentation has been Re-Opened by WILSONMAR; ; 2003-06-23  
2003-06-23

REQUEST FOR ASSISTANCE Scanned: 2003-06-20-16.59.51.000000, MSXDocNum: 0317100338; ; 2003-07-09  
2003-06-23

Documents; ; 2003-07-03  
2003-07-09

1-103785961 - SP 01044A; ; 2003-07-09

2003-07-09

1-103785961 - SP 01044A; ; 2003-07-09  
2003-07-11

1-103785961 - SP 01044A; ; 2003-07-11  
2003-07-11

1-103785961 - SP 01044A; ; 2003-07-11  
2003-07-11

Created: CAC\_RS0006. SR#1-103785961; ; 2003-07-11  
2003-07-11

Unable to contact letter submitted for review and submission; ; 2003-07-14  
2003-07-14

APPROVED; ; 2003-07-14  
2003-07-14

Service Request has been Closed Satisfied.; ; 2003-07-14  
2003-07-14

SR in Status of Closed has been Re-Opened by WHILSE; ; 2003-07-14  
2003-07-14

call back; ; 2003-07-14  
2003-07-14

cust called in; ; 2003-07-14  
2003-07-14

cust called in \*see previous activity\*; ; 2003-07-30  
2003-07-30

Customer called - 01044A; ; 2003-07-30  
2003-07-21

Customer called; ; 2003-07-21  
2003-08-04

Banning - Special Policy - 01044A; ; 2003-08-04  
2003-08-04

Banning - Special Policy - 01044A; ; 2003-08-04  
2003-08-06

Banning - Special Policy - 01044A; ; 2003-08-06  
2003-08-06

Banning - Special Policy - 01044A; ; 2003-08-06  
2003-08-06

Banning - Special Policy - 01044A; ; 2003-08-06  
2003-08-08

Banning - Special Policy - 01044A; ; 2003-08-07  
2003-08-07

Banning - Special Policy - 01044A; ; 2003-08-07  
2003-08-08

Banning - Special Policy - 01044A; ; 2003-08-12

2003-08-08

Banning - Special Policy - 01044A; ; 2003-08-08  
2003-08-08

Service Request Ownership has changed FROM: SANDERSI TO: HINESR; ; 2003-08-08  
2003-08-08

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

REQUEST FOR ASSISTANCE Scanned: 2003-07-28-07.26.24.000000, MSXDocNum: 0320900234; ; 2003-08-08  
2003-08-08

OTS to send reimbursement; ; 2003-08-08  
2003-08-12

Banning - call to get acceptance of reimbursement; ; 2003-08-12  
2003-08-12

Left message for customer to call back; ; 2003-08-12  
2003-08-13

sr 1-103785961 call to get acceptance of reimbursement; ; 2003-08-12  
2003-08-12

update; ; 2003-08-12  
2003-08-12

Created: CAC\_RS0005. SR#1-103785961; ; 2003-08-12  
2003-08-12

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

reimbursement check submit for approval; ; 2003-08-18  
2003-08-18

Service Request has been Closed Satisfied.; ; 2003-08-18  
2003-08-27

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

check sent; ; 2003-08-27  
2003-08-27

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER 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:

DEALER ADMINISTRATION:  
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

October 22, 2003

[REDACTED]  
Orange Park, FL [REDACTED]

Service Request: S1-103785961

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$336.56. 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,

Russell Hires  
Customer Relationship Manager

RS0005-T/agp

Jacksonville, FL



Chevrolet Customer Service  
P.O. Box 33170  
Detroit, MI 48232

JUN 20 2003

482323170 01





Special Policy # 01044A  
Service Request # 1-103785961

June 4, 2003

To whom it may concern:

I am sending you the attached information for reimbursement under special policy #1-103785961.

The steering column locked up on my 1998 Corvette and I had no choice but to take the car to the dealer and have the problem fixed. Since I have heard the recall was expanded under this special policy, and I called GM and was told to send you this letter with the attached information.

I also experienced failures with my fuel tank sensors and I had them replaced at the same time. My father who has a 2001 Corvette also experienced the same problem with his fuel tank sensors and had to have them replaced. From what I have been told by several people this is also a common problem, has there been and recalls or special policies for this problem?

Thank you for your attention with these matters,

[REDACTED]

[REDACTED]

Jacksonville, FL

[REDACTED]

cc: 103785961  
cc: 103785961

cc: 103785961 cc: 103785961

# GORDON CHEVROLET, INC.

1166 BLANDING BLVD.  
ORANGE PARK, FL 32066  
(904) 272-2200



MVR# VF10038

**PARTS HOURS:**  
MON-FRI 8:00 AM - 6:00 PM

**SERVICE HOURS:**  
MON-FRI 7:00 AM - 6:00 PM

**SHOP MATERIAL** - A TYPICAL 10% CHARGE OF LABOR WITH A MAX. OF \$100.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPES, PINS, AEROSOL, SHELLS, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

**COPY**

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.  
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.  
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 90 DAYS.  
30% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.  
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

INVOICE TO		CUSTOMER INFORMATION		INVOICE NO. 44	
FOR OFFICE USE		VEHICLE INFORMATION			
FAO: 1986	40V1 375 866666	INVOICED: 03/12/2002	14449136 FL	IN CORVETTE	SILVER
				LICENSE NUMBER	
CAUSE	DIAGNOSIS			PER	375
CORRECTION	DETAILED REPAIRS				22.30
FACTORY	FAIL CODE 1 0				
				SUBTOTAL	
				LABOR-TECHNICAL	22.30
				TOTAL CHARGE FOR CONCERN	22.30
				SUBTOTAL	
				OPERATION	TECH
				PER	500
					AMOUNT
					.00
				SUBTOTAL	
				STY	SELL
				13	30.00
					30.00
				SUBTOTAL	
				SUBLET REPAIRS	30.00
				TOTAL CHARGE FOR CONCERN	30.00
				GRAND TOTALS	
SUMMARY OF CHARGES FOR INVOICE 058344					
PARTS	631.35			PAYMENT DISTRIBUTION FOR INVOICE 058344	
SUBLET REPAIRS	30.00			TOTAL CHARGE	
SUPPLIES	18.00			1049.11	
LABOR-TECHNICAL	208.50			CASH DUE	
SUB-TOTAL	1017.85			1049.11	
SALES TAX - STATE	51.37				
SALES TAX - COUNTY	10.18				
TOTAL CHARGE	1079.11				
IF YOU HAVE ANY QUESTIONS - PLEASE SEE BILLMAN T. BARNARD					
PART NUMBERS PRECEDED BY AN (A) INDICATE A LIFETIME SERVICE GUARANTEE					
E. CONTACT A SERVICE MANAGER FOR DETAILS. 1-800-8276					
DEalersHIP LIMITED WARRANTY 90 DAYS OR 10,000 MILES. OTHER WARRANTIES					
MAY APPLY ON GM PARTS. NO WARRANTY ON USED PARTS. (PARTS OR LABOR)					

PAGE 2

# GORDON CHEVROLET, INC.

1166 BLANDING BLVD.  
ORANGE PARK, FL 32065  
(904) 272-2200



MVR# VF10836

**COPY**

**PARTS HOURS:**  
MON-FRI 8:00 AM - 5:00 PM

**SERVICE HOURS:**  
MON-FRI 7:00 AM - 6:00 PM

"SHOP MATERIAL" - A FINDER FOR CHARGE OF LABOR WITH A MAX. OF \$100 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSOL, SHELLAC, SOLVENT, PAINT, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.  
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUND ON ELECTRICAL PARTS.  
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.  
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.  
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

INVOICE TO		CUSTOMER INFORMATION - INVOICE: 00004																																											
JACKSONVILLE		JACKSONVILLE																																											
HOME: [REDACTED]		[REDACTED]																																											
FOR OFFICE USE		VEHICLE INFORMATION																																											
TAX: 1.7%		VIN: 1G1YK1212121212121212																																											
FAX: 1.7%		LICENSE NUMBER: [REDACTED]																																											
MILEAGE: 100,000		YEAR: 1990																																											
DATE: 03/12/92		MAKE: CHEVROLET																																											
MODEL: CORVETTE		COLOR: [REDACTED]																																											
<p><b>CONCERN #1</b> CUSTOMER SAYS THE STEERING COLUMN LOCK WARNING LIGHT IS STAYING ON</p> <p><b>CAUSE</b> STEERING LOCK ACTUATOR BAD</p> <p><b>CORRECTION</b> REPLACED ACTUATOR TO REPAIR</p> <table border="1"> <thead> <tr> <th>PART NUMBER</th> <th>QTY</th> <th>NOTE</th> <th>DESCRIPTION</th> <th>QTY</th> <th>PRICE</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>000 00000000</td> <td>1</td> <td></td> <td>LOCK</td> <td>1</td> <td>146.41</td> <td>146.41</td> </tr> </tbody> </table> <p><b>FACTORY</b> 741L 0000 : 0</p> <p><b>SUBTOTAL</b></p> <p>PARTS 146.41</p> <p>LABOR-MECHANICAL 115.40</p> <p>TOTAL CHARGE FOR CONCERN 261.81</p> <p><b>TYPE: CR</b></p>				PART NUMBER	QTY	NOTE	DESCRIPTION	QTY	PRICE	AMOUNT	000 00000000	1		LOCK	1	146.41	146.41																												
PART NUMBER	QTY	NOTE	DESCRIPTION	QTY	PRICE	AMOUNT																																							
000 00000000	1		LOCK	1	146.41	146.41																																							
<p><b>CONCERN #2</b> CUSTOMER SAYS THE FUEL GAUGE WILL NOT REGISTER BELOW 1/4 TANK</p> <p><b>CAUSE</b> OIL GAUGE SENDING UNIT BAD</p> <p><b>CORRECTION</b> WELD TO 2ND TANK AND REPLACE SENDING UNIT TO REPAIR</p> <table border="1"> <thead> <tr> <th>PART NUMBER</th> <th>QTY</th> <th>NOTE</th> <th>DESCRIPTION</th> <th>QTY</th> <th>PRICE</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>000 00000000</td> <td>1</td> <td></td> <td>SEND KIT</td> <td>1</td> <td>37.50</td> <td>37.50</td> </tr> <tr> <td>000 00000000</td> <td>1</td> <td></td> <td>MOBILE XT</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>000 00000000</td> <td>1</td> <td></td> <td>RESTRAINER</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>000 00000000</td> <td>1</td> <td></td> <td>MOBILE XT</td> <td>1</td> <td>118.00</td> <td>118.00</td> </tr> <tr> <td>000 00000000</td> <td>1</td> <td></td> <td>RESTRAINER</td> <td>1</td> <td>123.00</td> <td>123.00</td> </tr> </tbody> </table> <p><b>FACTORY</b> 741L 0000 : 0</p> <p><b>SUBTOTAL</b></p> <p>PARTS 464.75</p> <p>LABOR-MECHANICAL 200.02</p> <p>TOTAL CHARGE FOR CONCERN 664.77</p> <p><b>TYPE: CR</b></p>				PART NUMBER	QTY	NOTE	DESCRIPTION	QTY	PRICE	AMOUNT	000 00000000	1		SEND KIT	1	37.50	37.50	000 00000000	1		MOBILE XT	1			000 00000000	1		RESTRAINER	1			000 00000000	1		MOBILE XT	1	118.00	118.00	000 00000000	1		RESTRAINER	1	123.00	123.00
PART NUMBER	QTY	NOTE	DESCRIPTION	QTY	PRICE	AMOUNT																																							
000 00000000	1		SEND KIT	1	37.50	37.50																																							
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000 00000000	1		RESTRAINER	1																																									
000 00000000	1		MOBILE XT	1	118.00	118.00																																							
000 00000000	1		RESTRAINER	1	123.00	123.00																																							
<p><b>CONCERN #3</b> CUSTOMER SAYS THE A.C. COMPRESSOR FRONT PLATE IS STARTING TO BEND</p> <p><b>OPERATION</b> TECH AMOUNT</p> <p>1 1 1</p>																																													

CUSTOMER COPY / SERVICE

**INTERNAL**



WARRANTY 90 DAYS - PARTS AND LABOR (OTHER WARRANTY MAY APPLY ON GM PARTS)

1 BOTH ABLE Y.

1. I hereby authorize the Special Agent in Charge and his staff to do the following with the assistance of the Bureau and the FBI in New York City: to conduct a complete investigation of the activities of the Communist Party, United States of America, in New York City, and to report the results of such investigation to the Bureau and the FBI in New York City. I understand that the results of such investigation will be made available to the Bureau and the FBI in New York City, and I understand that the results of such investigation will be made available to the Bureau and the FBI in New York City.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE

DATE: 3/2/00

ESTIMATE/DIAGNOSTIC FEE: \$ 75.00

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1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 26

Page 1 of 1

CUSTOMER SAYS THE STEERING COLUMN LOCK  
HARMING LIGHT IS STAYING ON

CUSTOMER SAYS THE FULL CHARGE WILL NOT REGISTER BELOW A 1/2 TANK

UK: FURER SAYS THE A/C COMPRESSOR FRONT  
PLATE IS STARTING TO BEND

NOTE: You will be notified upon completion of any diagnostic work necessary to determine the cause of repair, or if the extent of repair will exceed the written estimate. Including any additional labor/extra charges, by 5:00 or 10:00, whichever is greater and by request 24hrs. If you are not satisfied, you may easily go to writing. Additional details are on the order for repair.

**STANDARD CONDITIONS:** No change charges will be levied if the work is cancelled in whole or in part or if making changes from the time you are notified that the work on your vehicle has been completed. After that time, the dealer charges for removal of your vehicle will be \$25.00.

**CANCELLATION OF APPROVAL:** In the event the customer cancels the repair work, the vehicle shall be returned to a written reasonably written on steps required unless the customer desires immediately to the commercial vehicle work on the repair. The repair shop may charge for the cost of materials, use of parts and labor to remove them. Approval by hand and the seal to remove the vehicle.

GROUP MATERIAL - A TONER 10% CHARGE OF LABOR WITH A MAIL OF \$2.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE BULBS, BELTS, WAXING, TAPE, FUEL, APPROPRIATE, OILS, FLUIDS, PADS, CARBURETOR CLEANER, TOWELS, ETC. OTHER CHARGES WILL BE.

INCP SHIPYARD, ON WILMINGTON WATER FRONT, THE CHARGE REPRESENTS COSTS AND PAYROLL TO THE SHIPYARD FACILITY IN CONNECTION WITH SUPPLY OF VESSEL EQUIPMENT.

**ESTATE FORM:** The State of Florida requires a \$4,000 fee to be collected for each copy of the will by the state in all cases. This fee is to be paid to the clerk of the court.

**COPY**

**THESE ARE THE TERMS AND CONDITIONS OF PURCHASE AND DELIVERY OF THE ABOVE PRODUCT:**

**1-800-666-6666**

CUSTOMER SAYS THE A/C COMPRESSOR FRONT  
PLATE IS STARTING TO BIND

CUSTOMER SAYS ETC.

REPAIR SUPPLIED ON HAMBURG DRIVE PUMP. The charge represents costs  
and profit by the dealer upon supply for replacement pump supplied in week  
of repair.

STATE: Florida The State of Florida requires a \$1.00 fee to be collected for each repair  
for sale in the state (FL-601.740), and a \$1.00 fee to be collected for each repair or  
replacement (FL-601.740).

LEADER WARRANTS THE ONLY WARRANTY APPLYING TO THIS PARTIAL  
AND THEREIN MAY BE OFFERED BY THE MANUFACTURER. THE SELLER  
THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER  
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MER-  
CHANDISE OR FITNESS FOR A PARTICULAR PURPOSE, AND FURTHER  
RELEASES AND AGREES ANY OTHER PERSON TO AGREE FOR IT ANY  
LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIAL AND/OR RE-  
PAIR. SELLER SHALL NOT BE ENTITLED TO RECOVER FROM THE BUYER  
REASON ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, OR  
LOSS OF LOSS OF USE, LOSS OF PROFITS, OR INCOME OR  
ANY OTHER INCIDENTS, DAMAGES.

DATE: 12/24/02 \*TAX: 1968\* LIC: FL 11433F

SVC ADV: 376 WILLIAM T BROWN  
70 44VIN: 101YY220X M5115498  
CHEVROLET CORVETTE  
2DR CPE  
LICENSE: [REDACTED] SILVER CAR  
CVC FLR 410001

JACKSONVILLE  
FL [REDACTED]

CIRCLE 188

URGENT: 31431

12/24/02  
60,000

TEST CODE: 16J

**COPY**

27. 10/11/02 10:11

02/12/02 07:12:14

\*\*\*\*\*RECEIVED DATE: 01/12/02 TIME: 1200 444

DATE: 12/24/02 \*TAX: 1968\* SVC ADV: 376 RESV: 02? VIN: 101YY220X M5115498

02	44.75	12.10	REPAIR
03	21.41	20.00	AUTO TRANS
06	15.95	0.00	TIRE 10HATTO
21	23.95	10.00	FLR 10.00
304	104.00	21.95	304: 104: 4 CY
304	104.00	21.95	304: 104: 4 CY
304	104.00	21.95	304: 104: 4 CY
304	104.00	21.95	304: 104: 4 CY

KL# 13244

[REDACTED]

[REDACTED]

REF: 186P 904: 092  
CD TYPE: [REDACTED]  
TR TYPE: PR  
AMOUNT: [REDACTED]

[REDACTED]

CHROMEDER APPROVES RECEIPT OF  
2004 AND 2005 IN THE MOUNT OF  
THE 2004 AND 2005 AND 2006  
FROM THE COLLECTIONS SET FORTH BY THE  
CHROMEDER'S AGREEMENT WITH THE ISSUED  
THAT THE FOR THE 2004

[REDACTED]

REG. FEE	TITLE FEE	COUNTY FEE	SALES TAX	TOTAL
\$85.18	\$	\$2.58	\$0.00	\$87.76

PLATE	DATE	SALES TAX	VOLUNTARY	SALES TAX
198420	02/05/03	\$0.00	\$	\$0.00

# FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 02/05/03  
 LOT: [REDACTED]  
 VIN: 1B1YY2200G118498 TC: [REDACTED] EXPIRATION: 02/05/04  
 VIN: 1B1YY2200G118498 TC: [REDACTED] EXPIRATION: 02/05/04

October 22, 2003

[REDACTED]  
[REDACTED]  
Jacksonville, FL [REDACTED]

Service Request: S1-103785961

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

India Sanders  
Customer Relationship Manager

RS0006-T/c



**North American Operations**  
General Motors Corporation  
Disbursements (2013)  
PO Box 82830  
Phoenix, AZ 85062-2030

GT:

CHECK **No. 900951195** 4

DATE  
08/20/08

**PAY TO THE ORDER OF**

**ORANGEPARK FL**

**Tim Cress (Manhattan Beach, N.J.)**  
**Seabrook, New York**

~~AUG 21 2003~~  
~~AUG 21 2003~~

**North American Operations**  
General Motors Corporation  
Daburysments (2813)  
PO Box 82830  
Phoenix, AZ 85062-2330

**GET A FREE REPORT** [www.theresponse.com](http://www.theresponse.com)

CHECK NO. 920001100

03/29/98

INVOICE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YV28005112499	02/19/83	VH 1-240NH3	02.0000	336.86	.00	336.86
	1-102788941	1-240NH2				
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OF QUESTIONS CALL 801-462-8702				103		
TOTAL				336.86	.00	

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL REGISTRATION FOR  
REINFORCEMENT OR QUESTIONS CALL 800-462-8782

**TOTAL**

136-04

.96

3




Chevrolet  
Attn: India Sanders  
P.O. Box 33170  
Detroit, MI 48232-

48232+3170



7/21/03

I spoke to another customer service representative today and she told me you needed the original copies of my paperwork. I have also enclosed a copy of my original request back in June.



**Special Policy # 01044A**  
**Service Request # 1-103785961**

**June 4, 2003**

**To whom it may concern:**

**I am sending you the attached information for reimbursement under special policy #1-103785961.**

**The steering column locked up on my 1998 Corvette and I had no choice but to take the car to the dealer and have the problem fixed. Since I have heard the recall was expanded under this special policy, and I called GM and was told to send you this letter with the attached information.**

**I also experienced failure with my fuel tank sensors and I had them replaced at the same time. My father who has a 2001 Corvette also experienced the same problem with his fuel tank sensors and had to have them replaced. From what I have been told by several people this is also a common problem, has there been and recalls or special policies for this problem?**

**Thank you for your attention with these matters,**

**[REDACTED]**  
**Jacksonville, FL [REDACTED]**  
**[REDACTED]**

# GORDON CHEVROLET, INC.

1166 BLANDING BLVD.  
ORANGE PARK, FL 32065  
(904) 272-2200



MYR# VF10830

**PARTS HOURS:**  
MON-FRI 8:00 AM - 6:00 PM

**SERVICE HOURS:**  
MON-FRI 7:00 AM - 8:00 PM

\*SHOP MATERIAL - A 10% CHARGE OF LABOR WITH A MAX. OF \$500 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PADS, AEROSOL, SHELLAC, SOLVENT, PADS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

X \_\_\_\_\_  
CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.  
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUND ON ELECTRICAL PARTS.  
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.  
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.  
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

INVOICE TO				CUSTOMER INFORMATION - INVOICE: C58344			
JACKSONVILLE FL				JACKSONVILLE FL			
EXT: CELL							
FOR OFFICE USE				VEHICLE INFORMATION			
YR: 1968	ADV: 376	INVOICE: PHILIP CUS C	TL	VIN: 1G1YY22RMS118490	LICENSE NUMBER:		
TAX RULES: Y11M	INVOICED: 03/15/2002	14199796		98 CHEVROLET CORVETTE	2DR CPE	SILVER	
DOORWAY (N) 31431		RTST: 101					
DAVES	BROCK: 03/13/02	DATE: 03/15/02					
CONCERN 51	CUSTOMER SAYS THE STEERING COLUMN LOCK WARNING LIGHT IS STAYING ON			OPERATION	TECH	AMOUNT	
CAUSE	STEERING LOCK ACTUATOR BAD			80R	373	115.00	
CORRECTION	REPLACES ACTUATOR TO REPAIR						
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	000 02400960			LOCK	10	146.41	146.41
FACTORY	FAIL CODE: 1 0						
				SUBTOTAL			
				PARTS		146.41	
				LABOR-TECHNICAL		115.00	
				TOTAL CHARGE FOR CONCERN		261.41	
TYPE: CR							
CONCERN 52	CUSTOMER SAYS THE FUEL GAUGE WILL NOT REGISTER BELOW A 1/4 TANK			OPERATION	TECH	AMOUNT	
CAUSE	GAS GAUGE SENDING UNIT BAD			80R	373	200.02	
CORRECTION	NEED TO TO INR TANK AND REPLACE SENDING UNITS TO REPAIR						
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	000 08009034			WHEEL KIT	10	37.00	37.00
	000 08004043			MIDDLE K1	1		
	000 01200245			*STRAIGHT	1		
	SPD 08004043			MIDDLE K1	10	319.60	319.60
	SPD 01200245			*STRAIGHT	10	128.35	128.35
FACTORY	FAIL CODE: 1 0						
				SUBTOTAL			
				PARTS		484.95	
				LABOR-TECHNICAL		200.02	
				TOTAL CHARGE FOR CONCERN		684.97	
TYPE: CR							
CONCERN 53	CUSTOMER SAYS THE A/C COMPRESSOR FRONT PLATE IS STARTING TO BING			OPERATION	TECH	AMOUNT	
						PAGE 1	

**ORIGINAL**

CUSTOMER COPY / SERVICE

# GORDON CHEVROLET, INC.

1166 BLANDING BLVD.  
ORANGE PARK, FL 32065  
(904) 272-2200



MVR# VF10838

**PARTS HOURS:**  
MON-FRI 8:00 AM - 6:00 PM

**SERVICE HOURS:**  
MON-FRI 7:00 AM - 6:00 PM

**SHOP MATERIAL** - A TOUGH 10% CHARGE OF LABOR WITH A MAX. OF \$15.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, FINE, AEROSOL, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC.

X [REDACTED] CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.  
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.  
NOT RESPONSIBLE FOR SPECIAL ORDERING AFTER 30 DAYS.  
25% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.  
NO WARRANTY ON LABOR, ON RESULT OR USED PARTS.

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE# C88344	
[REDACTED]		[REDACTED]		[REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION		[REDACTED]	
TAG# 1948 REG# 376 INVOICED# 02/15/2002 14149136 FL		90 CORVETTE SILVER		LICENSE NUMBER [REDACTED]	
CHARGE	BIAS ONLY	60R	373	23.00	
CORRECTION	DECLINED REPAIRS				
FACTORY	FAIL CODE 1 0				
TYPE: CR		SUBTOTAL		23.00	
		LABOR-TECHNICAL		23.00	
		TOTAL CHARGE FOR CONCERN		46.00	
CONCERN 54+ RENTAL-ENTERPRISE		OPERATION		TECH	
CHARGE	RENTAL	SEM		903	
CORRECTION	RENTAL				
PART NUMBER	PO#	NOTE		DESCRIPTION	
000 RENTAL	006202				
FACTORY	FAIL CODE 1 0	QTY		SELL	
		LB		30.00	
TYPE: CR		SUBTOTAL		30.00	
		OULET REPAIRS		30.00	
		TOTAL CHARGE FOR CONCERN		60.00	
GRAND TOTALS					
SUMMARY OF CHARGES FOR INVOICE C88344		PAYMENT DISTRIBUTION FOR INVOICE C88344			
PARTS	631.36	TOTAL CHARGE		1069.11	
OULET REPAIRS	30.00	CASH DUE		1069.11	
SUPPLIES	18.00				
LABOR-TECHNICAL	338.99				
SUB-TOTAL	1017.05				
SALES TAX - STATE	61.07				
SALES TAX - COUNTY	10.18				
TOTAL CHARGE	1088.11				
IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM T. BARNES		ORIGINAL		4111.4	
PART NUMBERS PRECEDED BY AN (N) INDICATE AN LIFETIME SERVICE WARRANTY.		JSA 315 W-11		673.11	
CONTACT A SERVICE ADVISOR FOR DETAILS. 19-00076				416.00	
DEalership LIMITED WARRANTY 90 DAYS OR 4,000 MILES. (OTHER WARRANTIES MAY APPLY ON GM PARTS. NO WARRANTY ON USED PARTS. (PARTS OR LABOR)					
PAGE 2					
LAST PAGE					

CUSTOMER COPY / SERVICE



RO# 58344

GORDON CHEVROLET  
1166 BLANDING BLVD  
WHITE PINE FL 32085

C: 03/15/87 TIME: 15:34  
M: 38: [REDACTED] YEAR: 0002  
OFF-FL-1-E

REF: 1868 BCH: 091  
CD TYPE: [REDACTED]  
TR TYPE: PR  
AMOUNT: [REDACTED]

ACCT: [REDACTED]  
AP: 015464

CARDHOLDER ACKNOWLEDGES RECEIPT OF  
GOODS AND/OR SERVICES IN THE AMOUNT OF  
THE TOTAL SHOWN HEREON AND AGREES TO  
PERFORM THE OBLIGATIONS SET FORTH BY THE  
CARDHOLDER'S AGREEMENT WITH THE ISSUER  
THANK YOU FOR USING VISA

[REDACTED]





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

STERLING, VA

CASE NUMBER: 05091078 VIN: 1G1YY22GKN5115596  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-27 SERIES: UNKNOWN  
DATE CLOSED: 2001-07-27 MILEAGE: 38000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: STERLING CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 46990 HARRY BYRD HWY., STERLING, VA, 20164, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT THE AUTO HAS BEEN DIAGNOSED AS COLUMN LOCK AS CAMPAIGN 01044 YET VEH IS OUT OF THE CAMPAIGN PARAMETERS THE CAR IS AT THE DLR. CUST SEEKS REPAIR MADE BY THE DLR UNDER CAMPAIGN. CUST REQ THAT CRM CALLS RON(SVC TECH) TO LET KNOW THAT CRM IS WORKING ON THIS REQUEST. CRM CALLED FOR SVC MGR AT DLR WHO WAS AT A MEETING. CRM WILL BE CALLING THE SVC MGR TO SEE IF REPAIR MAY BE DONE UNDER DLR EMPOWERMENT.

CRM ADVISES CUST THAT WILL DO RESEARCH AND CONTACT W/ DECISIONS

BOBBY HARRELL/CAC/ATX; 0; 365101063

2001-07-27

CRM CONTACTED DEALERSHIP SPOKE W/ SVC ADVISOR RON WHOM STATED THE AVM WAS AT DEALERSHIP AND APPROVED REPAIR UNDER WARRANTY...CRM CONTACTED CUSTOMER AND ADVISED HIM THAT REPAIR WOULD BE COVERED UNDER WARRANTY....BOBBY HARRELL/ATX/CAC; 0; 365111819

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
ENGINE TYPE:  
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:  
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] Cape Coral FL [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-83436730 VIN: 1G1YY22GXM5115744  
DATE OPENED: 2003-03-21 MODEL YEAR: 1998  
DATE CLOSED: 2003-04-02 SERIES: Corvette  
SOURCE: Phone MILEAGE: 11000.0000000  
BRC TYPE: N/ANO DELIVERY DATE:  
BRC PARENT: DEALER NAME: Roger Dean Chevrolet of Cape Coral, Inc.  
2046, USA DEALER ADDRESS: 101 SW Pine Island Rd, Cape Coral, FL, 33991-

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

steering column; ; 2003-03-21  
2003-03-28  
1-83436730 svc mgr-Bill De Laura; ; 2003-03-28  
2003-03-28  
Follow up; ; 2003-03-28  
2003-04-01  
1-83436730; ; 2003-04-01  
2003-04-01  
Follow up; ; 2003-04-01  
2003-04-01  
Created: CAC\_RS0006. SR#1-83436730; ; 2003-04-01  
2003-04-01  
Call CAC letter for review and completion; ; 2003-04-02  
2003-04-02  
approved; ; 2003-04-02  
2003-04-02  
Service Request has been Closed Satisfied.; ; 2003-04-02

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

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:

October 22, 2003

[REDACTED]  
Cape Coral, FL [REDACTED]

Service Request: S1-83436730

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Crystal Butterworth  
Customer Relationship Manager

RS0006-P/sjg

GM RESTRICTED

385805

CASE NUMBER: 06104876 VIN: 1G1YY22GXM5116425  
 DATE OPENED: 12/31/01 MODEL YEAR: 98  
 DATE CLOSED: 12/31/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE:  
 CUSTOMER: [REDACTED]  
 ADDRESS:  
 HOME PHONE: [REDACTED] STATE: VA  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] MCCLAIN, VA [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06104876 VIN: 1G1YY22GXM5116425  
 MODEL YEAR: 1998  
 DATE OPENED: 2001-12-31 SERIES: UNKNOWN  
 DATE CLOSED: 2001-12-31 MILEAGE:  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: JIM MCKAY CHEVROLET INC  
 SRC PARENT: DEALER ADDRESS: 3509 UNIVERSITY DR., FAIRFAX, VA, 22030, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
 0 REPAIR ATTEMPT(S) WILL NOT UNLOCK  
 T04 General Information Customer Satisfaction  
 0 REPAIR ATTEMPT(S) IF ANY OPEN CAMPAIGNS

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."



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

385805

\*\*Use the Dealer Locator Process if caller would like their nearest dealer.  
My vehicle is not involved in a Recall Campaign

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES that his steering column is locked up & the veh is not driveable....cust friend has a corvette & gave him a notice regarding a possible campaign on veh...cust does not have the vin #....CUST SEEKS to know if he is involved in the campaign forthe steering column....CRM ADVISED cust that I would need to get additional info... crm called dlr & spoke w/ Jim who gave vin....crm then advised cust that his veh does not fit the break points to fall within the specs for this campaign...cust upset....REQUEST CLOSED DISSATISFIED....Jolene Newman pdx/cac; 0; 378670384

\*\*\*\*\*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: INSPECTOR'S 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\*\*\*\*\*

GM RESTRICTED

385805

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOFF:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0

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

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

385805

DOES OWNER HAVE POSSESSION OF VEHICLE;  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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

GM RESTRICTED

341845

CASE NUMBER: 00905471 VIN: 1G1YY22GKW5116702  
 DATE OPENED: 07/14/00 MODEL YEAR: 98  
 DATE CLOSED: 07/14/00 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE:  
 CUSTOMER: -NONE-  
 ADDRESS:  
 HOME PHONE: [REDACTED] STATE: WV  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER:  
 ADDRESS: [REDACTED] HUNTINGTON  
 HOME PHONE: [REDACTED] WV [REDACTED]

CASE NUMBER: 00905471 VIN: 1G1YY22GKW5116702  
 MODEL YEAR: 1998  
 DATE OPENED: 2000-07-14 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2000-07-14 MILEAGE:  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: CHAD MICHAEL INC  
 BRC PARENT: DEALER ADDRESS: 217 HWY 129 S., FITZGERALD, GA, 31750, USA

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

0 REPAIR ATTEMPT(S)

INFORM THE CALLER: "For accessories and/or options that are installed by the dealer, you need to refer to the dealer that installed it." \*\*Use the Dealer Locator process if the caller would like their nearest dealer.

steering wheel locked up

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust sts that his steering wheel locked up on him while he was in the driveway of his home and then the car shut off and on the cluster board a light came on and said srvc steering column , cust is also experiencing peeling on the roof of veh in straightline about 2-3 inches wide from top edge to back edge cust was told by the dealership that they would contact the asm to look at cust veh and make a decision on what to do.  
 hicklind@carsatx; 0; 332457889

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:

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

341845

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:

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

341845

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:  
HOME PHONE:

Edmond, OK

CASE NUMBER: 1-16878541 VIN: 1G1YY22GKW5117221  
MODEL YEAR: 1998  
DATE OPENED: 2002-07-17 SERIES: Corvette  
DATE CLOSED: 2002-08-06 MILEAGE: 48355.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Bob Howard Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 13130 N Broadway Ext, Oklahoma City, OK, 73114-  
2245, USA

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

corvette; ; 2002-07-17  
2002-07-17

SVC mgr; ; 2002-07-17  
2002-07-18

corvette steering; ; 2002-07-17  
2002-08-06

Service Request has been Closed Satisfied.; ; 2002-08-06

\*\*\*\*\*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:  
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:

LOCATION:



SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:	3482783	VIN Number:	1G1YY22GXW5117929
Date Opened:	8/18/1999	Model Year:	1998
Date Closed:	9/15/1999	Series:	Corvette
Dealer Code:	B02327	Mileage:	7881
Address:	DON MALLON CHEVROLET NORWICH	State:	CT
Dealer Phone:			

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

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/18/1999 15:38:48 SBD TEMPLATE - DAVIS

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

08/18/1999 15:38:48 HISTORY - DAVIS

CONDITION: STEERING WONT UNLOCK..

DIAGNOSIS: THE TECH CLAIMS HE HAS B2283 B2285 B2252 U1084 U1086. HE CLAIMS HE UNLOCKED THE COLUMN AND CANNOT DUPLICATE THE CONDITION NOW.

**SUGGESTION: ADVISED THE TECH TO CHECK THE RELAY NEXT TO THE BCM AND ALSO  
FEEL THE BCM TO MAKE SURE THE INTERNAL RELAY IS FUNCTIONING. IF THIS AND  
THE G202 CHECK GOOD WHEN THE CONDITION IS OCCURRING, REPLACE THE LOCK  
MOTOR ACTUATOR..... ERIC.....X40777**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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Case No:	6187013	VIN Number:	1G1YY22GXW5118210
Date Opened:	1/21/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B30243	Mileage:	14286
Address:	HARMON CHEVROLET INCORANGE	State:	TX
Dealer Phone:			

---

SYMPTOM ABSTRACT— STEERING LOCK WONT UNLOCK B01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION--

01/21/2003 14:38:09 SBD TEMPLATE - WEST

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) VERNON COLLIER TECH

CUSTOMER CONCERN - STEER WONT UNLOCK

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

TECH IS LOOKING FOR OTHER CASES

TAC RECOMMENDATION -01-02-35-008

01/21/2003 14:38:09 HISTORY - WEST

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

HOUSTON , TX

CASE NUMBER: 05404091 VIN: 1G1YY22GXM5120474  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-27 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-27 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MUNDAY CHEVROLET  
BRC PARENT: DEALER ADDRESS: 17800 NORTH FREEWAY, HOUSTON, TX, 77090, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Interference  
0 REPAIR ATTEMPT(S) COLUMN LOCKED UP

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owner's manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_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 THE STEERING COLUMN ON HER 1998 CORVETTE LOCKED UP...CUST HAD BEEN LED TO BELIEVE THAT THE VEH WAS INVOLVED IN CAMPAIGN #1044 REGARDING THE STEERING COLUMN..AFTER VEH WAS TAKEN TO THE DLR CUST WAS THEN ADVISED THAT THE VEH IS NOT INVOLVED...CUST SEEMS TO KNOW WHY SOME 1998 VEH'S & OTHERS ARE NOT INVOLVED..CRM RESEARCHED CUST VIN# AND VERIFIED THAT IT IS NOT INVOLVED...CRM THEN ADVISED CUST WHAT THE VIN BREAKDOWN IS REGARDING THIS CONCERN...CRM DOCUMENTED CUST CONCERN & GAVE CUST HER REQ #...TINA CHURCHIN/CARS/ATX; 0; 367789559  
2001-08-27

CONT...CUST HAD ALSO EXPRESSED THE CONCERN OF THIS HAPPENING AGAIN...CRM ADVISED CUST TO SPEAK TOT HE DLR ABOUT THAT POSSIBILITY AS THEY ARE THE THE ONE'S ACTUALLY WORKING ONT HE VEH...TINA CHURCHIN/CARS/ATX; 0; 367789649

## \*\*\*\*\*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:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

COCOA , FL

CASE NUMBER: 03800731 VIN: 1G1YY22GKW5121673  
MODEL YEAR: 1998  
DATE OPENED: 2001-04-11 SERIES: UNKNOWN  
DATE CLOSED: 2001-04-11 MILEAGE: 37000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: FISCHER CHEVROLET-OLDSMOBILE, INC.  
BRC PARENT: DEALER ADDRESS: 1128 S HOPKINS AVE, TITUSVILLE, FL, 32780, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

K20 Manual Transmission Other  
0 REPAIR ATTEMPT(S) NOT WORKING PROPERLY

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

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>]]
- TRANSMISSION

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES PURCHASED VEH FROM BOB STEELE DEALERSHIP 321 632 6700 AND SRVC DEPT COULDN'T  
CORRECT REPAIRS. CUST STATES TOOK VEH TO FISCHER DEALERSHIP 321 269 3311 FOR STEERING  
COLUMN WHICH LOCKED AND CUST HAD TO HAVE VEH TOWED TO FISCHER DEALERSHIP. CUST STATES THAT  
VEH HAS HAD PROBLEMS SINCE PURCHASING VEH OCT 2000. CUST ALSO STATES HAVE EXTENDED WARRANTY  
CALLED E-Z CARE WILL NOT COVER THE TRANSMISSION LIKE THE FACTORY WARRANTY. CUST STATES WANT  
FISCHER DEALERSHIP 321 269 3311 TO REPAIR TRANSMISSION UNDER THE FACTORY WARRANTY AND WANTS  
GM TO GIVE THE OKAY. CRM FORWARDING FILE TO SPECIALIST. ALFREDA MOORE/TIER 1/TAMPA; 0; 99999  
2001-04-11



cust (mother) driver John, stated that veh was seen at Bob Steele, crm talked to SM Mary at Steele stated that veh was in for hard shift, internal tranny, Jumps out of 2nd gear non-dup, trans shifts, 1-2, speed indicator, teeth wore out, jumps out of 2 gear, 3-6 grinds, Driver of veh is 18 yrs old. This tranny problem is directly related to cust misuse and abused of veh. Cust has an extended scv contract. Doug Smith CARE/TPA/T2; 0; 355875261 2001-04-11

FISCHER DEALERSHIP 321 269 3311 crm called and spoke w/SM George Reed, who stated that cust (son 18 yrs old) drove w/tech in veh, cust drove 80mph to dup one of the concerns, cust stated that "he burns rubber" and spins tires, SM stated that cust brought an extended scv contract and cust needs to take Responsibility for veh, Crm called cust back and advised "Under the circumstances and based on the facts, they is unable to offer any financial assistance. Closed file. Doug Smith CARE/TPA/T2; 0; 355876747

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
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:

RESTRAINT:  
  
IF SO, WHERE:

LOCATION:

\*\*\*\*\*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:

LEESBURG, FL

CASE NUMBER: 06851544 VIN: 1G1YY22GXW5121754  
MODEL YEAR: 1998  
DATE OPENED: 2002-05-13 SERIES: CORVETTE COUPE  
DATE CLOSED: 2002-05-13 MILEAGE: 50000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CECIL CLARK CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 8843 US HWY 441, LEESBURG, FL, 34788, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A01 Open Campaign Product Campaign Claim  
1 REPAIR ATTEMPT(S) STEERING COLUMN HAS LOCKED UP--RECALL ON  
SOME CORVETTES  
M41 Steering Column/Lock/Attaching Parts Inoperative  
1 REPAIR ATTEMPT(S) COLUMN HAS LOCKED UP  
A07 Referred to Dealer Other  
1 REPAIR ATTEMPT(S) NO RECALL FOUND ON VEHICLE

Notification of open campaigns or special policies.

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

## AGENT INSTRUCTIONS:

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

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HE HAS SPOKEN WITH DLR AND APPARENTLY THERE ARE A LOT OF VEH WITH SAME CONCERN  
AND IT JUST SO HAPPENS THAT HIS VEH NOT PART OF CAMPAIGN BUT SHOULD BE. CRM CONTACTED DLR  
AND SPOKE WITH WAYNE CRENS, ACTING SERVICE ADVISOR AND HE STATES DLR ALREADY HAS CALL INTO  
AVM BUT DLR WILL COVER REPAIR FOR CUST EVEN IF GM DOES NOT BUT DLR WANTS IT DOCUMENTED THAT  
THEIR WARRANTY EXPENSE HIS HIGH AND SHOULD NOT HAVE TO AID TO IT WITH A REPAIR THAT SHOULD  
BE COVERED BY GM IN FIRST PLACE. CRM THANKED WAYNE FOR HIS ASSISTANCE WITH CUST AND ADVISED  
THAT HOPEFULLY REP WILL APPROVE GM PAY. CRM ADVISED CUST THAT DLR HAD HIS CONCERN COVERED  
AND REPAIR WOULD BE TAKEN CARE OF EITHER THRU DLR OR GM. CUST SATISFIED. SUSAN  
KERR/CAC/TPA; 0; 390152419  
2002-05-13

CUST IS THE ORIGINAL OWNER. CUST STATES THAT HE HAD HIS VEHICLE OUT THE OTHER DAY AND WHEN  
HE GOT BACK IN TO LEAVE THE STEERING COLUMN HAD LOCKED UP AND HE COULD NOT GET IT UNLOCKED.  
CUST STATES THAT OTHER MODEL YEARS OF THE CORVETTE HAVE A RECALL ON THIS CONCERN. CUST  
SEEKS TO FIND OUT IF HIS VEHICLE HAS THIS RECALL. CRM COULD NOT FIND A RECALL AT THIS  
TIME ON CUST'S VEHICLE. CRM ADVISED CUST THAT IT WOULD BE WISE TO TAKE HIS VEHICLE TO THE  
DLRSHIP AND HAVE THIS FIXED AND TO MAKE SURE TO KEEP HIS RECEIPT AND IF THEY DO EXPAND THIS  
RECALL THAT CUST WAS TALKING ABOUT, THERE IS A CHANCE THAT CUST COULD SEEK A REIMBURSEMENT.  
OUR RECORDS AND THOSE OF THE DLRSHIP WILL BE REVIEWED BY GM AND IF THEY FIND THAT THEY  
SHOULD EXPAND A RECALL CUST WILL THEN RECEIVE A NOTICE. CUST UNDERSTOOD. CRM CLOSING  
SATISFIED. STEVEN PATTON/TAMPA CARS; 0; 390142882

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MERP:  
  
DEPRECIATION:

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

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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Land O Lakes

FL

HOME PHONE:

CASE NUMBER: 1-134778953

VIN: 1G1YY22GXW5121785

MODEL YEAR: 1998

DATE OPENED: 2003-08-27

SERIES: Corvette

DATE CLOSED: 2003-09-08

MILEAGE: 59800.0000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/ANO

DEALER NAME: Gordon Stewart Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 16414 N Dale Mabry Hwy, Tampa, FL, 33618-1343, USA

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

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

Sticks

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

column locking is locking; ; 2003-08-27  
2003-08-27

Recall repair; ; 2003-08-27  
2003-09-08

dissatisfied closing approval; ; 2003-09-08  
2003-09-08

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

\*\*\*\*\*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:  
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:

LOCATION:



SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

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

PHOENIX , AZ

CASE NUMBER: 05578653 VIN: 1G1YY22GKW5121818  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-25 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-09 MILEAGE: 27645  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MIDWAY CHEVROLET COMPANY  
BRC PARENT: DEALER ADDRESS: 2323 W BELL RD, PHOENIX, AZ, 85023, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Excessive Play  
1 REPAIR ATTEMPT(S) LOCKED UP

Dealer unable to resolve vehicle concern.

## CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
2. If dealer has not been able to resolve concern, has dealership contacted TAC?
3. If TAC contacted, what is the TAC number?
4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
5. If needed, contact AVM about vehicle concern.

Dealer unable to resolve vehicle concern.

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HIE VEH STEERING COLUMN LOCKED AND KEY WOULD NOT START VEH...CUST STARTED IT LATER AND DROVE TO DLR..DLR TOLD CUST ABOUT A RECALL 1014 FOR COLUMN LOCKING...CRM RESEARCHED VIN# AND NO RECALL CAME UP IN VIN PROFILE, ALTHOUGH CRM DID LOOK AT THERECALL AND DID FIND VEH FALLS WITHIN BREAK POINTS W5123355 THROUGH 5131068...CRM CALLED AND LEFT V-MSG FOR SVC MGR...CRM WILL CALL BACK TOMORROW FROM 2-4 CBT..

BENNY WASHINGTON/CARS/ATX; 0; 370308059  
2001-11-09

CRM CALLED AND LEFT V-MSG FOR CUST WITH REQ # AND 800 # TO CAC..NEXT CRM DOC INFO\*\*\*\*\*  
BENNY WASHINGTON/CORR/ATX; 0; 374175941  
2001-11-09

CUST STATES RECALL HAS BEEN PERFORMED AND CUST IS SATISFIED...  
KATHY HODGES/ATX/CARS; 0; 374180205

## \*\*\*\*\*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:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CORONA , CA

CASE NUMBER: 04453218 VIN: 1G1YY22GKW5123357  
MODEL YEAR: 1998  
DATE OPENED: 2001-06-06 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-06-07 MILEAGE: 27000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CORONA CHEVROLET-OLDSMOBILE  
BRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Other  
1 REPAIR ATTEMPT(S) LOCKED UP

T04 General Information Other  
0 REPAIR ATTEMPT(S) REPURCHASE

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

Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE HAS HAD NUMEROUS CONCERNS WITH THE VEH. CUST STATES THAT HE HAS LOST CONFIDENCE IN THE VEH. CUST STATES THAT CURRENTLY HE IS HAVING A CONCERN WITH STEERING LOCKING UP. CUST STATES THAT THE DLR HAS HAD THE VEH FOR 3 DAYS AND HE WENT TO PICK UP THE VEH IT WAS STILL NOT REPAIRED. CUST SEEKS REPURCHASE OF HIS VEH. CRM CONTACTED DLR SPOKE WITH THE SVC MGR JAMIE HE STATES THAT HE IS NOT FAMILIAR WITH THE CONCERN. HE STATES THAT HE DOES NOT SEE A REPAIR AND NEEDS TO GET WITH HIS ADVISOR TO SEE WHAT HAPPENED. HE STATES THAT HE WILL CALL THE CUST AS WELL TO DISCUSS THIS CONCERN. CRM CONTACTED CUST ADVISED THAT THE SVC MGR WILL BE CALLING HIM. CRM ADVISED CUST THAT REPURCHASE IS NOT AN OPTION. CRM AGREED TO CONTACT THE DLR AGAIN TOMORROW AND THEN CALL THE CUST BACK BETWEEN 9-11 PT AT WORK 909-272-8584. MARCIE MEAD/PDX/CAC; 0; 360729188  
2001-06-07

CRM CONTACTED CUST ADVISED THAT THE SVC MGR IS NOT IN TILL 4:00. CRM ADVISED CUST THAT SHE WOULD CALL HIM BETWEEN 4:30-5:30 WITH FURTHER INFO. MARCIE MEAD/PDX/CAC; 0; 360792762  
2001-06-07

CRM CONTACTED DLR SVC MGR WAS NOT IN. CRM LEFT MESSAGE FOR SVC MGR TO CALL ON HER EXTENSION. MARCIE MEAD/PDX/CAC; 0; 360810473  
2001-06-07

CRM CONTACTED DLR SVC MGR JAMIE HE STATES THAT THEY FOUND THE CUST CONCERN THAT THEY ARE REPAIRING IT RIGHT NOW AND THAT THEY ARE GOING TO GOODWILL THE REPAIR FOR THE CUST. HE STATES THAT THE ADVISOR IS DISCUSSING THE CONCERN WITH THE CUST RIGHT THEN. CRM ATTEMPTED TO REACH CUST AT WORK HE WAS NOT AVAILABLE CRM CONTACTED CUST AT HOME HE WAS NOT AVAILABLE. CRM LEFT MESSAGE FOR CUST. CUST IS AWARE THAT THE SVC MGR IS GOING TO COVER THE REPAIR. CRM LEFT MESSAGE FOR THE CUST TO CALL CAC IF HE HAS FURTHER CONCERNS. MARCIE MEAD/PDX/CAC; 0; 360815702  
2001-06-07

\*\*\*\*\*NEXT CRM\*\*\*\*\* IF CUST CALLS BACK IN THE SVC MGR AGREED TO COVER THE REPAIR TO HIS STEERING EVEN THOUGH CUST IS OUTSIDE WARRANTY. CUST WAS ORIGINALLY SEEKING REPURCHASE BUT THAT IS DENIED NO GMPP CAN BE OFFERED BECAUSE CUST OUTSIDEWARRANTY. ADVISE CUST THAT THE REPAIR WILL BE COVERED. THANK YOU; 0; 360815910

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

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

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:





GM RESTRICTED

351055

CASE NUMBER: 01855787 VIN: 1G1YY22GKW5125920  
 DATE OPENED: 10/10/00 MODEL YEAR: 98  
 DATE CLOSED: 10/13/00 SERIES: CORVETTE COUPE  
 SOURCE: MILEAGE: 35000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 01855787 VIN: 1G1YY22GKW5125920  
 MODEL YEAR: 1998  
 DATE OPENED: 2000-10-10 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2000-10-13 MILEAGE: 35000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: DEALER NAME: HANNA CHEVROLET  
 SRC PARENT: DEALER ADDRESS: 704 W MAIN ST., PLAINFIELD, IN, 46168, USA

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

T22 CSI Reply	Other
0 REPAIR ATTEMPT(S)	SENT IN SURVEY
M01 Steering General	Inoperative
1 REPAIR ATTEMPT(S)	STEERING LOCKED UP
A04 Possible Safety Concern	Other
0 REPAIR ATTEMPT(S)	STEERING LOCKS UP

CSI REPLY

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

ATX CORR

CUST SENT IN SURVEY STATING THAT HE WAS COMPLETELY SATISFIED WITH THE DLR'S SERVICE DEPT AND WITH THE SVC CONSULTANT/CUST WAS SATISFIED WITH THE SVC DELIVERY EXCEPT FOR THE FACT THAT SERVICES PERFORMED DID NOT CORRECT THE PROBLEM/SUMMING UP THE EXPERIENCE THE CUST WAS SATISFIED WITH THE DLR AND WOULD REFER SOMEONE THERE BUT DOES NOT LIKE HER CORVETTE/CUST STATES WITH WEATHER CHANGES THE COMPUTER DISPLAY READS LOW TIRE PRESSURE AND AT LEAST 15 TIMES THE STEERING HAS LOCKE. CUST STATES THIS IS DANGEROUS/  
 CRM CALLED CUST/WAS NOT IN/LEFT MSG AND REQUEST NUMBER/CRM WILL CALL CUST BK AROUND 2PM ON 10/11/00MCANTU/ATX; 0; 340068915  
 2000-10-12

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

151055

CRM WAS TO HAVE CALLED CUST ON 10/11/00..CRM WAS OUT DUE TO ILLNESS/CRM CALLED CUST AT 12:42PM ON 10/12/00...CUST WAS NOT IN/CRM LEFT MSG AND SET HARD CALL BK FOR THE MORNING OF 10/13/00..THIS WILL BE A THIRD ATTEMPT AFTER WHICH I WILL SEND A LETTER/MCANTU/ATX; 0; 340227151  
2000-10-13

CRM CALLED CUST AT 8:28AM ON 10/13/00  
CRM THANKED CUST FOR SENDING IN THE SURVEY/CRM ASKED CUST IF HE WAS CURRENTLY EXPERIENCING ANY PROBLEMS WITH HIS VEH/CUST STATED NO/THAT AT THIS TIME EVERYTHING SEEMED TO BE FINE/CRM ADV CUST OF REQUEST NUMBER FOR FUTURE REFERENCE/CRM THANKED HIM FOR HIS TIME AND TERMINATED CALL/NO FURTHER ACTION IS NEEDED/MCANTU/ATX; 0; 340298421

## \*\*\*\*\*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\*\*\*\*\*

GM RESTRICTED

351055

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0

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

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

351055

DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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



# Service Satisfaction Survey

## \*\* Dissatisfied Customer \*\*

Pinfield St

Black St

Dear

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

Home telephone:

Change to: ( )

Our records indicate that you had your 1988 Corvette serviced at Hines Chevrolet on August 22, 1988. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely responses is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Hines Chevrolet.

Sincerely,

*Dawn L. Wright*

Dawn L. Wright

Director - Customer & Relationship Services

### Instructions

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

- ☐ Please check this box if you no longer own/lease this 1988 Corvette, and return the questionnaire.

\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE FOR SERVICE ON AUGUST 22, 1988, COMPLETE THIS SURVEY. \*\*

### About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                                     | Very Satisfied                          | Satisfied  | Somewhat Satisfied                          | Not At All Satisfied                          |
|--|--|---|--|---|---|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input checked="" type="checkbox"/>                      | <input type="checkbox"/>                | <input type="checkbox"/>                             | <input type="checkbox"/>                    | <input type="checkbox"/>                      |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | Yes <input checked="" type="checkbox"/>                  | No <input type="checkbox"/>             | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/>         |   |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/>                      | <input type="checkbox"/>                | <input type="checkbox"/>                             |   |   |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/>                   | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

### About Your Service Consultant/Advisor

- |  | Completely Satisfied                    | Very Satisfied              | Satisfied  | Somewhat Satisfied                        | Not At All Satisfied     |
|--|---|-----------------------------|--|---|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ... | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>                  | <input type="checkbox"/> |
| 6. Were you offered transportation options? .....  | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/>       |                          |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                      | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>                  | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? .....   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | No Time Promised <input type="checkbox"/> |                          |

101YV2200W8128820 25214

21033393129 00000100178 045404

# About Your Service Consultant/Advisor - Continued

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

## About Service Delivery

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

12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☒ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify):
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on the service visit? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice? ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ☐ Yes ☒ No ☒ Don't know/Not sure

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Hanna Chevrolet? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
19. Do you have any comments/recommendations about your Dealership? NO

Vehicle with weather changes. The computer message displays reads low tire pressure and at least 15 times the steering has locked & says let rest to reset - reset - this is dangerous - depending on your particular location at that time. It appears this is an unrepairable problem for Chevrolet.

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☒ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-822-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10993, TOLEDO, OH 43686-4993

161YY230XW5125830 3E214  
21023323138 9383602317 045804

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Tampa, FL

CASE NUMBER: 1-97139303 VIN: 1G1YY22GXW5127344  
MODEL YEAR: 1998  
DATE OPENED: 2003-05-07 SERIES: Corvette  
DATE CLOSED: 2003-05-19 MILEAGE: 72000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/ANO DEALER NAME: Gordon Stewart Chevrolet, Inc.  
SRC PARENT: DEALER ADDRESS: 16414 N Dale Mabry Hwy, Tampa, FL, 33618-1343, USA

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

M01 General  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

ddd; ; 2003-05-07  
2003-05-07

svc advisor, Danna; ; 2003-05-07  
2003-05-07

follow up on steering locking; ; 2003-05-07  
2003-05-15

1-97139303 send call cac letter if cust has not called crm back by today.; ; 2003-05-15  
2003-05-08

1-97139303 follow up with svc mgr to see if cost assistance can be offered; ; 2003-05-08  
2003-05-07

Cust called in; ; 2003-05-07  
2003-05-07

cust called back; ; 2003-05-08  
2003-05-08

Freeman Chevrolet, svc mgr, Louis Stump; ; 2003-05-08  
2003-05-08

follow up on steering locking; ; 2003-05-08  
2003-05-09

follow up with steering locking concern; ; 2003-05-09  
2003-05-15

Created: CAC\_RS0006. SR#1-97139303; ; 2003-05-15  
2003-05-15

approval for call cac letter to be sent; ; 2003-05-17  
2003-05-17

R80006; ; 2003-05-17  
2003-05-19

Service Request has been Closed Satisfied.; ; 2003-05-19

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAK NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:



MILEAGE & BUY-BACK: 0  
MSRP:

BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
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]  
Tampa, FL [REDACTED]

Service Request: S1-97139303

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Jerri Cheaney  
Customer Relationship Manager

RS0006-P/amc

GM RESTRICTED

322387

CASE NUMBER: 01247971 VIN: 1G1YY22GZW5128879  
DATE OPENED: 08/15/00 MODEL YEAR: 1998  
DATE CLOSED: 08/31/00 SERIES: CORVETTE COUPE  
SOURCE: REP MILEAGE: 39978  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: [REDACTED] STATE: CA  
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: CENTER CHEVROLET

BRC PART#: 01221736 DEALER ADDRESS: 1355 SE ST., SAN BERNARDINO, CA, 92408, USA

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

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

STEERING COLUMN LOCKED UP.

322387

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

## \*\* REPURCHASE FILE \*\*

CRM ASSIGNED CASE AND CONTACTED CUST, DEALERSHIP AND AVM STATING THAT CRM WILL BE PROCESSING THIS "STRAIGHT" REPURCHASE. CRM ONLY HAS CUST'S "PAGER #", AWAITING CUST'S RESPONSE.; 0; 335241044

2000-08-15

## \*\* EXECUTIVE SUMMARY \*\*

\*DECISION MAKER: ED PHELPS, AVM

\*TRANSACTION: "STRAIGHT" REPURCHASE

\*REASON: STEERING COLUMN LOCKED UP

\*DLR CONTACT: STEVE KING (909) 889-8561; 0; 335241142

2000-08-23

CRM RECEIVED FILE FROM CHRIS HOLMAN TO COMPLETE. CRM CALLED CUSTOMER TO REVIEW OFFER LETTER AND HAVE CUSTOMER FAX BACK. RECEIVED LETTERS TODAY.; 0; 335899041

2000-08-23

## STRAIGHT REPURCHASE SUMMARY

PURCHASE PRICE\*\*\*\*\*\$42,000.00

PLUS TAX/LIC/REG\*\*\*\*\*\$ 4,490.49

PLUS AFTERMARKET ITEMS\*\*\*\*\*\$ 3,354.03

LESS USAGE\*\*\*\*\*\$ 5,389.00

LESS INCENTIVES\*\*\*\*\*\$ 500.00

DEALER FEE\*\*\*\*\*\$ 100.00

TOTAL COST TO CHEVROLET\*\*\*\*\*\$ 44,055.52

MSRP(\$42,909.00); 0; 335899258

2000-08-23

FORWARD FILE FOR GM REVIEW AND SEND TO RVDC FOR CHECK; 0; 335899291

2000-08-31

CUSTOMER RECEIVED CHECK; 0; 336578345

322387

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

322387

## \*\*\*\*\*FAR INFORMATION\*\*\*\*\*

SOURCE: AVM TRANSACTION: Straight Repurchase  
REQUEST TYPE: Non-legal/General  
REPURCHASE REASON: STEERING COLUMN LOCKED UP

DEALER BAC:  
DEALER NAME: CENTER CHEVROLET  
DEALER ADDRESS: , ,  
CONTACT: Sales, STEVE KING  
PHONE NUMBER: 909-889-8561  
PRODUCT CODE:

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

ENGINE TYPE:  
MILEAGE & BUY-BACK:  
MSRP:

DEPRECIATION: \$5,389.00  
UPGRADE: N/A  
AFTERMARKET: \$3,354.03  
LEASE TERM: N/A  
DAMAGE: COST RESPONSIBLE FOR ANY DAMAGE  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL: N

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

DEALER ADMINISTRATION: N  
RELEASE: N  
REPLACEMENT VIN:

322387

## \*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

## \*\*\*\*\*ADJ. 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:

## \*\*\*\*\*BIC CONTACT INFORMATION\*\*\*\*\*

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

**Business Resource Center  
Repurchase Team  
General Motors**

**Fax Cover Sheet**

**To:**

**Fax Number:**

**From:**

**Fax Number:**

Number of Pages  
(including cover page) 2  
Comments

*Image TO  
file C01247971*

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## Repurchase Approval/Check Approval Form

Original VIN	1G1YY22GXW5128879	Vehicle is going to:	Is Vehicle Drivable?	Issue 1099?
BAC System Accession Code	114588	<input type="checkbox"/> Auction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Customer Name		<input checked="" type="checkbox"/> Scrap/Dealer RRP	Dealer Admin Fee Applies	Issue Release?
Dealer Name	Center Chevrolet	<input type="checkbox"/> RA-BBI	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Dealer Contact/Title	Jim Web GEM	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	909-889-4561	<input type="checkbox"/> Voluntary settlement of a state run arbitration or court proceeding		
Dealer Fax	909-888-3523	<input type="checkbox"/> Voluntary settlement of a GM alternative dispute resolution program		
Year - Make	1998 Chevrolet	<input type="checkbox"/> Decision of a state run arbitration or court proceeding		
Model & Trim level	Corvette	<input type="checkbox"/> Decision of the GM alternative dispute resolution program		
Body Type	2 Dr Coupe	<input checked="" type="checkbox"/> Voluntary mediated customer satisfaction repurchase		
Delivery Date	6/8/98	Retrieve Sales Tax?	Lien Payoff Required?	Title Brand?
Buyback Mileage	39,978	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Transmission	Automatic	Vehicle Meets Prerequisite of LEMON LAW <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Engine (in Liters)	5.7	Vehicle located at repurchase Dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Product Code	1Y08	If no, where GM Dealership? Please enter BAC		
UCC Code(s)	M41	Dealership Name:		
MSRP	\$42,909.00	Contact Name:		
NADA (Trade In Value)	\$31,400.00	Address:		
Case Number	C01247971	City St ZIP:		
Type of Transaction	R - Repurchase	Phone #:		
Type of Case	General	Fax #:		
Replacement VIN	N/A	Special Instructions?		
Repurchase Source	AVM Ed Phelps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes please attach form)		

Reason for Repurchase: Steering Column Locked up.

Check Information					
	Customer		Lienholder		Plaintiff's Attorney
Check Amt:	\$45,955.52	Check Amt:		Check Amt:	
Check Made Payable to:		Check Made Payable to:		Check Made Payable to:	
Address:		Address:		Address:	
City St ZIP:		City St ZIP:		City St ZIP:	
Phone #:		Attention:		Attention:	
Fax #:		Phone #:		Phone #:	
		Fax #:		Fax #:	
				Post Tax ID:	
				Plan Name:	

BAC Case Specialist Signature	Printed Name: JIM BARNOCKY	Ext: 58446	Date: 8-24-08
Authorized GM Signature	Authorized GM Printed Name		8-25-08

AUG-24-00 THU 3:55 PM

TO 913133912617

P.8



# SAN BERNARDINO HIGH SCHOOL

1850 R Street • San Bernardino • California • 92405 • (909) 810-1222

August 24, 2000

General Motors  
Donations Department

Dear Sir:

This letter comes as a request for a donation of vehicle to be used in our Automotive Technology Program. San Bernardino High School has been certified by NATEP. The vehicle will be used for classroom instruction and will not be licensed, titled, or driven on any public or private road; nor will any component or components of the vehicle be used on any vehicle that will be licensed, titled, or driven on any public or private road.

Any assistance that you can give to our auto shop will be greatly appreciated.

Thank you.

Sincerely,

[Redacted Signature]

California Distinguished School

File Number  
C01247671

# ERC REPURCHASE WORKSHEET

Customer Name  
[REDACTED]

Worksheet filled out by  
[REDACTED]

Old Vehicle VIN:  
1G1VY22GXM5130070

New Vehicle VIN:  
N/A

Date:  
August 22, 2000

				Lease Terms MO MI Lease Usage Mo MI				
1	Replacement Vehicle Costs	1	Base Price	\$42,000.00	1	Dealer Buyout Price		
2	Conversion Cost	2	Conversion Price		2			
3		3			3	Payments (opt)		
4	Tax/Reg./Lic./Title (opt)	4	Tax/Reg./Lic./Title (opt)	\$4,480.48	4	Pre-Payment(s) (Pro-rate)		
5	Alterment Items	5	Alterment Items	\$3,954.08	5	Cap Cost Reduction		
6	Other	6	Other		6			
7		7	Incentives (deduct)	\$500.00	7	Tax/Reg./Lic./Title (opt)		
8	Total Replacement Price	\$0.00	8	Total Purchase Price	\$48,344.52	8	Other	
9		9			9	Total Additions	\$0.00	
10	Usage/Depreciation	10	Usage/Depreciation	\$5,388.00	10			
11	Damage	11	Damage		11	Usage/Depreciation		
12	Upgrade	12	Over Allowance		12	Damage		
13	Add-Ons	13	Negative Equity		13	Over Allowance		
14	Downgrade (deduct)	14			14	Negative Equity	N/A	
15		15	Total Deductions	\$5,388.00	15	Security Deposit		
16	Total Customer Cost	\$0.00	16		16	Incentives		
17		17			17	Total Deductions	\$0.00	
18		18			18			
19		19			19			
20	Trade Repurchase Amount	\$0.00	20	Total Repurchase Amount	\$43,956.52	20	Total Repurchase Amount	\$0.00
21		21			21			
22		22			22	Total Refund to Customer	\$0.00	
23		23			23			
24		24			24			
25	Estimated Auction Price		25	Estimated Auction Price	\$31,400.00	25	Estimated Auction Price	
26	Projected Loss	\$0.00	26	Projected Loss	\$12,956.52	26	Projected Loss	\$0.00

## PAYMENT METHOD

Payee(s)		Amount	Contact(s)		BAC Code	Address(s)	
A Credit to Dealership							
B Check to Customer					Dealer Name		
C Check to Lienholder & Customer							
D Check to Lienholder							
E Check to Attorney (1099 info)							
F Check to Other							

AUTO 06/10/2000 TO 06/10/2001

TYPE

1000

VEHICLE IDENTIFICATION

1G1YY230XU5128879

DATE FIRST SOLD

04/28/2000

DATE

00/00/1998

DATE

00/00/1998

DATE

00/00/1998

DATE

00/00/1998

DATE

00/00/1998

DATE

00/00/1998

DATE

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R0042  
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J5094333

VALIDATED REGISTRATION CARD

AUTO 06/10/1999 TO 06/10/2000

TYPE

1000

VEHICLE IDENTIFICATION

1G1YY230XU5128879

DATE FIRST SOLD

04/16/1999

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R0041  
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145040717772113

B 4240457

VALIDATED REGISTRATION CARD

AUTO

06/10/1999 TO 06/10/2000

TYPE

1000

VEHICLE IDENTIFICATION

1G1YY230XU5128879

DATE FIRST SOLD

04/16/1999

DATE

00/00/1998

DATE

00/00/1998



Jul 20 00 01:03p

Center Chevrolet

096

P.0

PRE-COMPUTED (ADD-ON) INTEREST MOTOR VEHICLE CONTRACT AND SECURITY AGREEMENT

DATE OF SALE	06/08/90	DEALER NO.	25938
BUYER'S NAME	[REDACTED]	DEALER	ROSE
ADDRESS	[REDACTED]	ADDRESS	ROSE
CITY	[REDACTED]	CITY	ROSE
STATE	[REDACTED]	STATE	ROSE
ZIP	[REDACTED]	ZIP	ROSE

THIS CONTRACT IS MADE THIS 06/08/90 AT [REDACTED] IN THE COUNTY OF [REDACTED] STATE OF [REDACTED]

MAKE	CHEVROLET	MODEL	CONVERT	YEAR	1989
COLOR	BLACK	VIN	0481 0481	1989	1989

FINANCIAL INFORMATION

MONTHLY PAYMENT	\$ 460.00	NUMBER OF PAYMENTS	48	TOTAL PAYMENT	\$ 22,080.00
DOWN PAYMENT	\$ 0.00	SALES TAX	\$ 0.00	REGISTRATION	\$ 0.00
TITLE	\$ 0.00	SALES TAX	\$ 0.00	REGISTRATION	\$ 0.00

DATE OF SALE	06/08/90	DEALER NO.	25938
BUYER'S NAME	[REDACTED]	DEALER	ROSE
ADDRESS	[REDACTED]	ADDRESS	ROSE
CITY	[REDACTED]	CITY	ROSE
STATE	[REDACTED]	STATE	ROSE
ZIP	[REDACTED]	ZIP	ROSE

THIS CONTRACT IS MADE THIS 06/08/90 AT [REDACTED] IN THE COUNTY OF [REDACTED] STATE OF [REDACTED]

MAKE	CHEVROLET	MODEL	CONVERT	YEAR	1989
COLOR	BLACK	VIN	0481 0481	1989	1989

THIS CONTRACT IS MADE THIS 06/08/90 AT [REDACTED] IN THE COUNTY OF [REDACTED] STATE OF [REDACTED]

MAKE	CHEVROLET	MODEL	CONVERT	YEAR	1989
COLOR	BLACK	VIN	0481 0481	1989	1989

THIS CONTRACT IS MADE THIS 06/08/90 AT [REDACTED] IN THE COUNTY OF [REDACTED] STATE OF [REDACTED]

MAKE	CHEVROLET	MODEL	CONVERT	YEAR	1989
COLOR	BLACK	VIN	0481 0481	1989	1989

THIS CONTRACT IS MADE THIS 06/08/90 AT [REDACTED] IN THE COUNTY OF [REDACTED] STATE OF [REDACTED]

MAKE	CHEVROLET	MODEL	CONVERT	YEAR	1989
COLOR	BLACK	VIN	0481 0481	1989	1989

THIS CONTRACT IS MADE THIS 06/08/90 AT [REDACTED] IN THE COUNTY OF [REDACTED] STATE OF [REDACTED]

MAKE	CHEVROLET	MODEL	CONVERT	YEAR	1989
COLOR	BLACK	VIN	0481 0481	1989	1989

THIS CONTRACT IS MADE THIS 06/08/90 AT [REDACTED] IN THE COUNTY OF [REDACTED] STATE OF [REDACTED]

**Genuine Chevrolet**

August 21, 1988

Highland, CA

**SETTLEMENT OFFER**

Subject: Repurchase of 1G4XYE12GKW5125979

Dear

We regret that you are dissatisfied with your 1994 Chevrolet Corvair and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$43,985.52. This offer is arrived at, by using the following figures:

Purchase Price	\$42,000.00
Plus tax, title, license fees	\$ 4,492.49
Plus accessories	\$ 3,354.03
Less usage	\$ 3,388.00
Less incentives	\$ 2,070.00
<b>TOTAL CHEVROLET REPURCHASE PRICE</b>	<b>\$43,988.52</b>

Please return this document to fax number (813) 635-6861 or the address below by 8/23/88. The conditions of the repurchase are as follows:

- the vehicle is free from any structural damage or alterations which may impair its resale value
- all factory installed equipment are intact and functional
- a free and clear title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Chevrolet)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)
- actual mileage does not exceed 41,000 miles at the time the transaction is completed
- the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to any station via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be prepared and forwarded to Center Chevrolet. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841 extension 38414 if you have any questions or concerns.

Sincerely,

*David L. Anderson*  
David L. Anderson  
Business Relations Center

General Motors will repurchase the above referenced vehicle in exchange for Talmadge Wilson's release of

Signature: [Redacted]

Chevrolet Division

General Motors Corporation, GMX International, 1480 John A. Pappas Drive, Lincoln Park, MI 48146

# RELEASE AGREEMENT

The undersigned, (owner) [REDACTED], and (co-owner) [REDACTED] and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 1998 Corveta, VIN 1GXY23GKWS124879, owned by the releasor(s). Therefore, in sole consideration of Chevrolet's payment to the owner, in the amount of \$43,955.82, and the Releasor(s) paying off the lien and providing a refund of the difference back to the releasor(s). The Releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the Releasor(s).

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms and conditions and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this 22 Day of August, 2000.

Releasor: [REDACTED]



ATTN: SPENDING  
 889-2975

# Repair Order Invoice

NO Number: 548  
 Invoice Number: 400182  
 Customer: Tiffany Smith  
 Date: 11/01/08

CO  
 IF  
 METT

## Description

Vehicle No.	Plate	Pay Based	Rate
			200.00

## 1 PLO AND PROGRAMMER

Item	Each Price	Extension
JUST, TWO PLO 37-00	\$200.00	\$200.00
TUNE, DUAL REM CD	\$200.00	\$200.00
REPAIRS, HYPERTECH 16	\$200.00	\$200.00
<b>Parts Subtotal</b>		<b>\$1,400.00</b>

Services  
 INSTALL TWO PLO EXHAUST  
 INSTALL TUNE PLO AIR TUNE  
 INSTALL HYPERTECH PROGRAMMER

Job Code	Technician	Quantity	Unit Total
	Robert Heston	2.18 Hours	\$120.00
	Robert Heston	1 Hours	\$60.00
	Robert Heston	1 Hours	\$60.00
<b>Labor Subtotal</b>			<b>\$240.00</b>
<b>Job Subtotal</b>			<b>\$1,740.00</b>

Customer Job Total	
Parts	\$1,400.00
Labor	\$240.00

Total of Customer Jobs \$1,740.00

Other Charges	
Shop/Supplies	\$2.50

Repair Order Subtotal \$1,742.50

Discounts Given	
Party Discount	\$210.00

Sales Tax	\$118.50
Repair Order Total	\$1,632.00

Total Amount Due	\$1,632.00
Tendered Cash On (VISA)	\$1,632.00

81869.56

070  
MORGAN STANLEY DEAN WITTER

Mr. Ed Phelps  
C/o Center Chevrolet  
So. E Street  
San Bernardino, Ca.

RE: 1993 Corvette recall

Dear Mr. Phelps,

Per our past conversations, last being Friday, July 21<sup>st</sup>, I have obtained the list of prices for the improvements I made to my car. They are as follows:

Company	Item	Price Paid
Dashglove 1214 Merrill Ave Rialto, Ca.	dash cover floor mats cargo mat	\$209.03
Exotic Wood Dash Inc. Scottsdale, Az.	Wood dash kit	\$225.00
Advantage Window Tinting Ontario, Ca.	window and batch tinting	\$140.00

Total \$569.03

Please contact me as soon as you can so I can get another Corvette ordered as soon as possible. Thank you in advance for your efforts.

IN TOTAL PAGE 01

IN MODEL 3 1995 1995 1995

I hereby certify that the information contained herein is true and correct to the best of my knowledge and belief. I am not aware of any other person who has provided false information to the lender. I understand that the lender may use this information for credit purposes only and that it may be shared with other lenders. I understand that the lender may use this information for credit purposes only and that it may be shared with other lenders.

☒ I am not a resident of the United States, Canada, Mexico, or any other country. I am a resident of the United States, Canada, Mexico, or any other country.

1995 VETTE BLACK  
 LICENSE [REDACTED]  
 VIN [REDACTED]  
 COLOR [REDACTED]  
 ENGINE [REDACTED]  
 TIRE [REDACTED]

DATE 9/18/98 INVOICE # 11867  
 TIME 3:01PM DUE 9/18/98 5:00PM  
 WRITTEN BY [REDACTED] PAGE 1 OF 1

QTY	DESC	UNIT PRICE	TOTAL PRICE
1.00	1995 VETTE BLACK	45.00	45.00

SEE CREDITSOURCE  
 In A Word New Light  
 ATTN: ED [REDACTED]  
 OR  
 STEVE KING

NOTE: THE LENDER HAS AGREED TO LEND THE MONEY TO THE BORROWER FOR THE PURCHASE OF THE ABOVE DESCRIBED VEHICLE. THE BORROWER MUST BE A RESIDENT OF THE UNITED STATES AND BE AT LEAST 21 YEARS OLD. THE BORROWER MUST BE A U.S. CITIZEN OR PERMANENT RESIDENT. THE BORROWER MUST BE A U.S. CITIZEN OR PERMANENT RESIDENT.

QTY	DESC	UNIT PRICE	TOTAL PRICE
1.00	1.00 NEW 1995 BLACK 1	37.00	37.00
1.00	1.00 NEW 1995 BLACK 1	75.00	75.00

3264

1995 VETTE BLACK

1995 VETTE BLACK

ITEM	QTY	UNIT PRICE	TOTAL PRICE
1995 VETTE BLACK	1.00	45.00	45.00
1.00 NEW 1995 BLACK 1	1.00	37.00	37.00
1.00 NEW 1995 BLACK 1	1.00	75.00	75.00
1.00 NEW 1995 BLACK 1	1.00	4.30	4.30
1.00 NEW 1995 BLACK 1	1.00	99.00	99.00
1.00 NEW 1995 BLACK 1	1.00	4.00	4.00
TOTAL			915.44

08/11/00 10:44 FR

08/11/00 10:44 FR

08/11/00 10:44 FR

GM RESTRICTED

374013

CASE NUMBER: 05421459 VIN: 1G1YY22GXM5130535  
 DATE OPENED: 08/29/01 MODEL YEAR: 98  
 DATE CLOSED: 08/29/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 42000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: MO  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] HOLLISTER MO [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05421459 VIN: 1G1YY22GXM5130535  
 MODEL YEAR: 1998  
 DATE OPENED: 2001-08-29 SERIES: UNKNOWN  
 DATE CLOSED: 2001-08-29 MILEAGE: 42000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: PINEGAR CHEVROLET-OLDSMOBILE INC  
 BRC PARENT: DEALER ADDRESS: 181 ADAIR RD., BRANSON, MO, 65616, USA

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

A01 Open Campaign Customer Satisfaction  
 0 REPAIR ATTEMPT(S) HAS CHAMPAIGN ISSUE  
 M41 Steering Column/Lock/Attaching Parts Inoperative  
 0 REPAIR ATTEMPT(S)

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- \* Using delivery data, 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/Products/general/SolutionsByComponentCode.htm>]]
- \* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
[http://carsweb/webknowledge/carsnp/sbs/html/chronic\\_repair.htm](http://carsweb/webknowledge/carsnp/sbs/html/chronic_repair.htm)]]  
 ( 1st attempt - offer to coordinate repair at a dealership)  
 ( Previous repairs)

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

374013

- 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\Plus1\Micros-1\Iexplore.exe

[http://carsweb/webknowledge/carscp/sbs/html/sbs\\_customer\\_requests\\_vehicle\\_repurchase.htm](http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle_repurchase.htm)]

Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HIS VEHICLES STEERING COLUMN IS LOCKED AND HE IS UNABLE TO DRIVE. CUST STATES THAT HE HAS RECEIVED A CHAMPAIGN NOTICE 01044 AND WAS TOLD BY COLBY AT PINEGAR THAT TOWING WAS NOT COVERED. CUST SEES TOWING CHARGES COVERED BY CHEVROLET. NATHAN SLOAN SM STATES THAT TOWING WOULD BE COVERED UNDER CHAMPAIGN IF CUST GO THRU CHEVROLET ROADSIDE ASSISTANCE. CRM ADVISED CUST THAT CRM WOULD WARM TRANSFER TO ROADSIDE ASSISTANCE. DELISHA BROWN/ATX/CAC; 0; 367964246

\*\*\*\*\*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:

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

374013

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:  
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:

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

374013

## TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

DIV: CHEVROLET CASE 990346585 TYPE: G-GENERAL  
NAME: BILL BRANCH CHEVROLET, INC.  
YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: FORT MYERS STATE: FL ZIP: [REDACTED]  
VIN: 1G1YY22GDM5130809 DELIVERY DATE: 07/07/1998  
RESP DEALER: 00000  
MILEAGE: 11222 CORPORATE CASE #:  
YEAR/MODEL: 1998/CORVETTE

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 07/14/1999 ORIG OPEN DATE: 06/23/1999  
REOPENED: N  
LAST ACTIVITY DATE: 09/10/1999 BY: KELLY BROWN  
CLOSE DATE: 09/10/1999 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
CHECK OR REIMBURSEMENT  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
OPEN TAX YEAR  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER  
CONTACT METHOD: T-TELEPHONE  
ORIGIN CODE:  
TARGET AREA: MISC-MISCELLANEOUS  
SOURCE CODE:  
LOCATION: REIM  
WARRANTY: I (IN/OUT)  
REPAIR ORDER:  
SAFETY CASE: N  
LEGAL FILE: (Y/N)  
REIMBURSED OWNER:  
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:  
CUSTOMER SATISFACTION: D  
ARBITRATION LETTER : (Y/N)  
ARBITRATION OFFERED: TRADEOUT:  
VEHICLE BUYBACK:

DEALER CONTACTED: N  
CONTACTED DATE: 06/23/1999  
DEALER CLOSED : 09/10/1999

DEALER NUMBER: 26054  
NAME: BILL BRANCH CHEVROLET, INC.  
CITY: FORT MYERS ST: FL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		FOR S13, STEERING COLUMN LOCKED
S08	0		FOR S13, 3 DAYS RENTAL VEH
S13	0		FOR S08, \$231.28, 5/29/99, NATIONAL RO # 6079



Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/23/1999 11:34:41  
6/23/99\*\*\*\*\*  
ORIG O/REQ ASST FOR LISTED CONCERN...O/STS 7/100X/???...O/STS OWNS 85  
CORVETTE...O/STS VEH BROKE DOWN DURING MEMORIAL DAY WEEKEND &  
ENTERPRISE DIDN'T HAVE ANY VEHs AVAILABLE FOR RENTAL...O/STS NATIONAL  
HAD ONLY A FEW VEHs & GAVE HER A DISCOUNT...O/STS DLRSHIP HAD VEH FOR  
5 DAYS BUT SHE ONLY RENTED VEH FOR 3 DAYS...CO ACK & ADV O/FILE#,  
PURPOSE, CAC ADDRESS, DOCS NEEDED & COURTESY TRANS POLICY...O/ACK &  
THANKS CO...CO THANKS O/...

ROLAND KIMBLE, 6882

NOTE: O/STS DLR WON'T REIM & WAS REFERRED TO CAC...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/14/1999 12:45:59  
07/14/99\*\*\*\*\*  
CO REC'D CORR NO DATE W/POSTMARK ILLEGIBEL ADDRESSED TO CMD...  
O/STS SAME CONCERNS AS PREV DOC ...O/ENCLOSED THE FOLLOWING:  
\*\*\*\*CC OF INVOICE ,AAA RENTAL,05/29-06/01/99,VISA  
\*\*\*\*CC OF REGISTRATION  
\*\*\*\*CC OF INVOICE#20144,BILL BRANCH,06/01/99,11222 MILES,STEERING WHEEL  
\*\*\*\*CC OF RECEIPT,NATIONAL CAR RENTAL,\$231.28  
CO NOTES ALL DOCS IN...CO W/ATTACH AND FOWARD TO REIM  
ROTONDA PERRY X8551

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/20/1999 10:41:02  
07-20-99\*\*\*\*\*  
O/C/B/STS CASE#,& REQ AN UPDATE ON THE FILE,CO REV'D THE FILE & ADV  
O/THAT ON THE 14TH OF THIS MONTH CCAC HAD REC'D THE NEC DOCS,& WERE  
CURRENTLY REV'ING O/'S REQ FOR REIM.....O/??? HOW LONG IT WILL TAKE  
TO REV THE REQ,CO ADV O/IT USUALLY TAKES ABOUT 4-6 WEEKS FOR THE REV  
TO END,CO THANKED O/FOR THE C/.....  
CLARENCE GAYLES,#3710

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/13/1999 11:01:53  
08/13/99\*\*\*\*\*  
CUSTOMER CALLING TO REQUEST STATUS OF CASE...CRM ADVISED OF 4-6WK  
REV PROCESS AS PREVIOUS DID ALSO...CUSTOMER STATES IS PAYING  
INTEREST ON THIS AMOUNT BECAUSE IT WAS PUT ON CREDIT CARD...  
CUSTOMER STATED NOT TRYING TO BE UGLY, BUT WHAT ABOUT INTEREST ON  
THE CREDIT CARD SHE IS PAYING?...CRM REVIEWED WITH A JOHNSON...  
CRM ADVISED CUSTOMER STILL IN REVIEW PROCESS..CRM ADVISED UNABLE  
TO PAY INTEREST...CRM APOLOGIZED FOR THE LENGTHY DELAY...CUSTOMER  
WAS VERY POLITE AND STATED SHE WILL WAIT FOR CCAC TO CONTACT HER  
ONCE REVIEW PROCESS IS COMPLETE...CRM DCC DEALERSHIP TO SEE IF  
DEALERSHIP WILL COVER RENTAL EXPENSES..CRM WAS TOLD SVC. MGR. WAS  
UNAVAILABLE...CRM LEFT MESSAGE WITH RECEPTIONIST FOR SVC MANAGER  
TO CALL CCAC AND REFERENCE FILE NUMBER...  
SHANE ALBRANDT - TROY SITE

COMMENT TYPE: 6-REIMB. PAYME ENTERED DATE/TIME: 09/02/1999 00:00:01  
INCIDENTAL, IN WARR. EMERGENCY, DLR RPR...CMD TO REIM 3  
DAYS RENTAL...DLR REPL STEERING WHEEL LOCK...CMD TO REIM DUE TO ORIG O/  
TRAVELING...REIM PER REQ B. HUGGINS

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/02/1999 10:48:34  
09-02-99\*\*\*

CO PULLED THE FOLLOWING DOCS:

\*\*\*\*CC OF INVOICE ,AAA RENTAL,05/29-06/01/99,VISA

\*\*\*\*CC OF REGISTRATION

\*\*\*\*CC OF INVOICE#20144,BILL BRANCH,06/01/99,11222 MILES,STEERING  
WHEEL

\*\*\*\*CC OF RECEIPT,NATIONAL CAR RENTAL,\$231.28

CO NOTES ALL INFO AVAILABLE FOR FURTHER REV...CO REV RENTAL AGREEMENT,  
& VERIFIED RENTAL DAYS, & PAID I FULL W/ CREDIT CARD...CO REV FILE  
& PREPARED THE FOLLOWING OFFER..

3 DAY RENTAL @ \$30.00 P/DAY \$90.00

CO C/O/B/ & PRESENTED OFFER...O/ STS NOT ACCEPTABLE...O/STS WANTS  
TOTAL AMOUNT REIM...CO ADV CMD POLICY IS FOR ONLY \$30.00 A DAY FOR  
RENTAL VEH...O/VENTS...O/ ACCEPTS OFFER & STS WILL SEE CO >>>>>>>>  
>>>>>>>>

IN COURT...CO ADC & VERIFIED ADDRESS...CO ADV 2-3- WEEKS FOR  
CHECK PROCESSING...O/ VENTS...CO WILL SEND R803B & FORWARD FILE FOR  
REV...

CLAYTON STREETER, 1751

CCAC REIM

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/10/1999 00:00:01  
CHECK SCREEN 9/10/99  
CHECK MAILED 9/10/99  
CHECK MAILED 9/10/99

GM 1241

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

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

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

No GM 1241X Data available for this case.  
Reimbursements

Reimbursement Case 990346585 9014707

PAYMENT TYPE: H DEALER NUMBER:  
DESCRIPTION:

VIN: 1G1YY22GKW5130809 MILEAGE: 11222  
DESCRIPTION: INCI  
MODEL YEAR/CODE: 1998 DOCUMENT NUMBER: 250012  
LABOR PAY: \$0.00 PARTS PAY: \$0.00  
NET PAY: \$90.00 TOTAL PAY: \$90.00

CODE: 01

TYPE: H

NAME: [REDACTED]

AMOUNT: \$90.00 DOCUMENT NUMBER: 000000 VOID:  
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 09/08/1999  
NET PAYMENT AMOUNT: \$0.00  
1099: N TIN NUMBER:

## Reimbursement History

VIN:  
ENTERED DATE: 02/01/1990 PAYMENT AMOUNT: 0 CHECK NUMBER: 00000000  
FAILURE CODE:  
EVENT CODE: REPURCHASE IND:  
PAYMENT TYPE: TOTAL PAYMENT:  
DESCRIPTION:

VIN:  
ENTERED DATE: 09/02/1999 PAYMENT AMOUNT: 0 CHECK NUMBER:  
FAILURE CODE:  
EVENT CODE: REPURCHASE IND:  
PAYMENT TYPE: TOTAL PAYMENT:  
DESCRIPTION:

VIN: 1G1YY22GKW5130809  
ENTERED DATE: 09/03/1999 PAYMENT AMOUNT: 90 CHECK NUMBER: 00000000  
FAILURE CODE: 38  
EVENT CODE: 033 REPURCHASE IND: N  
PAYMENT TYPE: H TOTAL PAYMENT: \$3,000.  
DESCRIPTION: VEHICLE RENTAL

VIN:  
ENTERED DATE: 09/03/1999 PAYMENT AMOUNT: 90 CHECK NUMBER: 00000000  
FAILURE CODE: 38  
EVENT CODE: 033 REPURCHASE IND: N  
PAYMENT TYPE: H TOTAL PAYMENT: \$3,000.  
DESCRIPTION: VEHICLE RENTAL

VIN:

ENTERED DATE: 09/03/1999 PAYMENT AMOUNT: 90

CHECK NUMBER:

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN: 1G1YY22GKW5130809

ENTERED DATE: 09/08/1999 PAYMENT AMOUNT: 90

CHECK NUMBER: 002712466

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN: 993

ENTERED DATE: 09/09/1999 PAYMENT AMOUNT: 90

CHECK NUMBER:

FAILURE CODE: 38

EVENT CODE: 033

REPURCHASE IND: N

PAYMENT TYPE: H

TOTAL PAYMENT: \$3,000.

DESCRIPTION: VEHICLE RENTAL

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

1999187036

## Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: FORT MYERS

STATE: FL

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION: [REDACTED]

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

**Injured Parties**

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

**DMAC Correspondence**

No DMAC Correspondence Data available for this case.



DIV: CHEVROLET CASE 990489639 TYPE: G-GENERAL  
NAME: MAXIE PRICE CHEVROLET-OLDSMOBI  
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: ALPHARETTA  
VIN: 1G1YY22GKX5102672  
RESP DEALER: 00000  
MILEAGE: 15000  
YEAR/MODEL: 1999/CORVETTE

STATE: GA ZIP: [REDACTED]  
DELIVERY DATE: 09/12/1998  
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 09/01/1999 ORIG OPEN DATE: 09/01/1999  
REOPENED: N  
LAST ACTIVITY DATE: 12/15/1999 BY: RHONDA WILLIAMS  
CLOSE DATE: 09/29/1999 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER  
CONTACT METHOD: T-TELEPHONE  
ORIGIN CODE:  
TARGET AREA: SERV-SERVICE  
SOURCE CODE:  
LOCATION: ADV  
WARRANTY: I (IN/OUT)  
REPAIR ORDER:  
SAFETY CASE: N  
LEGAL FILE: (Y/N)  
REIMBURSED OWNER:  
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00  
RO DATE:  
CUSTOMER SATISFACTION: D  
ARBITRATION LETTER : (Y/N)  
ARBITRATION OFFERED: TRADEOUT:  
VEHICLE BUYBACK:

DEALER CONTACTED: N  
CONTACTED DATE: 09/01/1999  
DEALER CLOSED : 09/29/1999

DEALER NUMBER: 08359  
NAME: MAXIE PRICE CHEVROLET-OLDSMOBI  
CITY: MONROE ST: GA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F21	0		CLUNKING NOISE COMING FROM FRONT & REAR SUSPE
K34	0		TRANSMISSION IS CLUNKING,
M40	0		TO MUCH FREE PLAY IN STEERING WHEEL
M41	0		STEERING COLUMN LOCKS NOT ABLE TO START CAR

## Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/01/1999 14:38:26  
9/1/99\*\*\*\*\*

OWNER CALLED BACK ASKING TO SPEAK WITH A MGR.IMMEDIATELY...  
CRM ADVISED OWNER FOR A CASE # FOR ASSISTANCE...OWNER STATES JUST  
WNET OVER INFORMATION WITH CRM ABOUT TWO MINUTE AGO...CRM ADVISED  
OWNER THAT LAST CRM WAS NOT ABLE TO FINISH CONCERN THEREFORE WILL  
NEED TO BE REPEATED FOR ASSISTANCE...OWNER STATED TO CRM WILL NOT  
REPEAT WHAT HE IS REQUESTING FOR BECAUSE OWNER STATES JUST SPENT  
TWO HOURS EXPLAINING WHAT CONCERN WAS...CRM ADVISED OWNER FOR  
FURTHER ASSISTANCE CONCERN WILL NEED TO BE REPEATED THEREFORE IF  
NOT THEN CRM CANNOT ASSIST...OWNER FINALLY STATED CONCERN OWNER  
STATES NEEDS REPAIRS DONE TO 99 CORVETTE WITH 15,000K NO EXT WARR  
PREVIOUS HIST BEEN TO TWO DEALERSHIPS BX'S FOR CONCERN WITH  
SUSPENSION STEERINGWHEEL,COLUMN LOCKING,TRANSMISSION...OWNER STATES  
DOES NOT WANT TO GO TO DEALER IF NOT ABLE TO ASSIST...OWNER STATES  
CALLED DEALER AT MARIE PRICE CHEV.SPOKE WITH SMGR. GREG TO SEE>>>>>>  
9/1/99\*\*\*\*\*

IF CRM CALLED DEALER FOR INFORMATION...OWNER STATES THAT CRM STATED  
CALLED DEALER & SPOKE WITH SMGR. GREG FOR INFORMATION...OWNER STATES  
JUST CALLED SMGR. GREG & SPOKE WITH HIM GREG STATED JUST CAME  
FROM LUNCH & DIEN'T TALK TO A CRM...CRM(NIKKI) CALLED SMGR. GREG &  
TALKED TO GREG PERSONALLY ABOUT CASE...GREG STATES CRM TALKED TO  
PARTS MGR TONY HOGAN BUT NOT SMGR...GREG STATES CACC NEEDS TO GET ON  
THE BALL THIS IS RIDICULOUS...CRM APOLOGIZED TO SMGR...SMGR.  
STATES AT THE TIME WAS NOT ABLE TO FIND DEFECTS BECAUSE OF NO TECH  
ASST. BUT OWNER IS VERY NICE & IS WILLING TO LOOK AT VEHICLE AGAIN  
FOR AN SECOND OPINION...SMGR. STATED THAT PARTS MGR.TONY HOGAN  
MADE AN APPT. FOR OWNER TO COME IN.SMGR.& CRM THANKED EACH OTHER...  
CRM RELAYED MESSAGE TO OWNER THAT DEALER WILL BE ABLE TO LOOK&  
CASE IS STILL BEING REVIEWED IF ANY MORE???CAN CALL &REFERENCE CASE#  
OWNER REQUEST FOR CHEV COMMUNICATION#CRM ADVISED OWNER W/# OWNER >>>>  
9/1/99\*\*\*\*\*

&CRM THANKED OWNER...NIKKIA COLE TROY/SITE

09/01/99\*\*\*\*\*ORIGINAL OWNER CALLED STATING HE WOULD LIKE TO GET HELP  
REPAIRING HIS CONCERNS...OWNER STATES HE HAS TAKEN HIS VEHICLE TO TWO  
DIFFERENT DEALERS AND HIS CONCERNS STILL HAVEN'T BEEN REPAIRED...CRM  
ACKNOWLEDGES & APOLOGIZES FOR HIS CONCERNS...OWNER STATES HE WOULD  
TAKE HIS VEHICLE BACK TO THE DEALER IF CRM COULD ASSURE HIM THAT THE  
DEALER WOULD REPAIR HIS CONCERNS...CRM ADVISED OWNER THAT TAKEN THE VE  
HICLE TO THE SELLING DEALER OPENS UP THE POSSIBLE LEMON LAW...CRM RE-  
FERRED OWNER BACK TO MAXIE CHEV...OWNER STATES HE IS NOT CONFIDENT IN  
MAXIE CHEV...CRM AGAIN, ADVISED OWNER TO LET CRM SCHEDULE APPOINTMENT.  
..OWNER STATES TALKING TO CRM IS SENSELESS...CRM ADVISED OWNER THAT  
CONVERSATION IS GOING ROUND & ROUND WHAT WOULD HE LIKE THE CRM TO DO..  
OWNER STATED MAKE APPOINTMENT...CRM ACKNOWLEDGES & CALL DEALER...CRM  
SPOKE WITH SERVICE TECH TONI WHO TURNED ME OVER TO SERVICE MGR GREG...  
CRM ADVISED MGR OF SITUATION...SERVICE MGR SCHEDULE APPOINTMENT>>>>>>  
>>>>>>>>>>MORE

CONTINUED\*\*\*\*\*SERVICE MGR SCHEDULE APPOINTMENT FOR TUESDAY 8TH...  
SERVICE MGR STATED OWNER NEVER MENTION CONCERNS BEFORE...SERVICE MGR  
STATES THEY COULD NOT DUPLICATE THE CONCERNS...CRM ACKNOWLEDGES &  
THANKS SERVICE MGR...SERVICE MGR THANKS CRM...CRM ADVISED THE OWNER  
OF WHAT CRM WAS ADVISED...OWNER STATES SERVICE MGR IS A LIE...OWNER  
CALLS SERVICE MGR ON SEPERATE LINE...OWNER STATES POSITION TO SERVICE

MGR...SERVICE MGR STATES HE NEVER SPOKE WITH CRM...OWNER STATES 'THAT'S WHAT I THOUGHT, THIS GUY JUST QUOTED ME SOME REDICULOUS STATEMENT'... CRM LAUGH...OWNER NOW STATES THAT CRM IS MAKING FUN OF HIM BECAUSE HE'S HAVING PROBLEMS WITH HIS VEHICLE...CRM ADVISED THE OWNER THAT CRM IS LAUGHING BECAUSE YOU STATED WHAT YOU DID LIKE I'M MAKING ALL OF THIS UP...OWNER STATES HE WOULD LIKE A SUPERVISOR...CRM ADVISED OWNER THAT MGR IS BUSY HE COULD LEAVE INFO & THE INFO WILL BE FORWARDED...OWNER ACKNOWLEDGES & DISCONNECTS...  
ERVON DOUGLAS (EXT 1642) TROY SITE

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 09/29/1999 00:00:01  
FOR THE DEALER TO INSPECT  
FOR THE DEALER TO INSPECT  
FOR THE DEALER TO INSPECT  
FOR DEALER TO INSPECT

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 09/29/1999 10:37:56  
9/29/99\*\*\*\*\*  
CRM REC'D EMAIL DATED 9-22-99...CUST SEEKING REPURCHASE OF VEH...CUST STS HAS GONE TO 2 DLRS FOR SEVERAL CONCERNS...CUST STS TOM JUMPER 3X HAS WORKED ON STEERING COLUMN LOCKED CONCERN AND NOT FIXED...CUST STS MAXIE PRICE KEPT VEH FOR TWO WEEKS AND COULD NOT REPAIR CONCERN...CUST STS CLUNKING IN FRONT SUSPENSION HAS REPAIR ATTEMPTS 3X AT TOM JUMPER WITH NO FIX...CUST STS MAXIE PRICE HAS SEEN VEH 2X FOR CLUNKING AND NOW CLUNKING IS SO BAD THE VEH STABILITY AND CONTROL WHILE DRIVING IS AFFECTED...CUST STS THE TRANS CLUNKS ON ACCELERATION AND DURING SHIFTING...CUST STS TOM JUMPER DID NOT DUPLICATE AND MAXIE PRICE STS IT COULD BE SUSPENSION...CUST STS NEITHER ARE FIXED AT THIS TIME...CUST STS FAN BELT LASHES AND MAKES A GRINDING NOISE WITH A/C ON AND TOM JUMPER STS GM STD THERE IS NO FIX YET...CUST STS CONTACTED CAC AND WAS LIED TO BY FIRST PERSON AND 2ND WOULD NOT LET HIM SPEAK TO A MGR...  
..CUST STS HE HAS TRIED TO GET VEH FIXED BUT IT HAS BEEN A NIGHTMARE>>  
>>>>>CUST SEEKING REPLACEMENT OR REFUND...CUST STS HE HAS BEEN A COR-VETTE FAN FOR A LONG TIME...CRM SENDING EMAIL ACK CONCERNS, STATING FILE HAS BEEN UPDATED AND APOLOGIZING FOR DISSAT AND REQ PHONE CONTACT ANN GRIMMETT/TROY

\*\*\*\*NEXT SPECIALIST\*\*\*\*  
WHEN CUST CALLS, PLEASE GATHER INFO AND REVIEW FOR POSS. OF ASSIST  
HANDLED AS NEEDED

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 10/04/1999 12:06:21  
CUSTOMER STATES HE HEARS A CLUNKING NOISE WHEN HE GOES OVER BUMPS AND TRIES TO ACCELERATE. CUSTOMER STATES HE HAS BEEN TO THE DEALERSHIP 6X. CUSTOMER STATES HE IS WANTING TO GET OUT OF HIS VEHICLE. CRM ADVISED CUSTOMER THAT IF HE IS WANTING TO GET OUT OF HIS VEHICLE THAT HE WOULD NEED TO WORK WITH THE DEALERSHIP. CRM CONTACTED SERVICE MANAGER. CRM SPOKE WITH GREG. GREG STATES THAT HE IS UNABLE TO DUPLICATE THE CLUNKING NOISE. GREG STATES CUSTOMER BROUGHT VEHICLE INTO THE DEALERSHIP LAST THURSDAY. GREG STATES HE WAS GOING TO HAVE TECHNICIAN LOOK AT THE VEHICLE. GREG STATES THE CUSTOMER CONTACTED HIM THE NEXT DAY ON FRIDAY. GREG STATES THE CUSTOMER INFORMED HIM NOT TO TOUCH THE VEHICLE BECAUSE OF THE LEMON LAW. GREG STATES CUSTOMER CONTACTED HIM AND WANTED TO KNOW IF HE FOUND OUT ANYTHING. GREG STATES HE INFORMED THE CUSTOMER THAT HE DID NOT TOUCH THE VEHICLE PER CUSTOMER'S REQUEST. GREG STATES THAT THE CUSTOMER INFORMED HIM THAT TO GET OUT OF THE VEHICLE WOULD COST MORE THAN HE IS WILLING .....CONT TO SPEND. GREG STATES THEY DID TIGHTEN THE CRADLE. GREG STATES HE WOULD BE WILLING TO WORK WITH THE CUSTOMER. GREG STATES THE CUSTOMER IS A NICE GUY AND HAS NO PROBLEMS WITH HIM. GREG STATES HE WOULD BE WILL TO DRIVE WITH CUSTOMER IN ORDER TO HEAR WHAT HE IS TALKING ABOUT AS FAR AS THE CLUNKING NOISE. GREG STATES CUSTOMER IS WELCOME TO TAKE VEHICLE TO ANOTHER DEALERSHIP TO

SEE IF THEY CAN FIND OUT WHAT THE PROBLEM IS. CUSTOMER DISCONNECTED CALL BEFORE CRM COULD INFORM HIM WHAT DEALERSHIP SUGGESTED. CRM CONTACTED CUSTOMER AND INFORMED HIM.\*\*\*\*NICHOLE SHEPHERD/TAMPA, FL CUSTOMER STATES HE REQUESTING TO GET OUT OF VEHICLE. CRM ADVISED THAT SERVICE MANAGER AND AREA SERVICE MANAGER WILL HAVE TO REVIEW CONCERNS. CUST STATES DEALER HAS ALREADY TRIED TO SERVICE VEHICLE FOR HIM. CRM ADVISED WILL LEAVE MESSAGE WITH SERVICE MANAGER IN REGARDIS TO CONCERN WITH VEHICLE AND REQUEST.  
JESSICA RAMIREZ/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/12/1999 15:00:19  
CUST STATES WANTS TO HAVE VEH REPURCHASED. CUST STATES WAS WORKING WITH GREG EPTING AT DLRSHIP. CUST SEEKS UPDATE ON STATUS. CRM TRIED TO CONTACT SVC MGR, GREG EPTING. CRM WAS ADV THAT HE WILL BE BACK IN AN HOUR. CRM ADV CUST THAT MR EPTING WOULD BE BACK IN ABOUT AN HOUR AND HE SHOULD TRY TO CONTACT HIM AT THAT TIME. ROBERT PATRICK/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/03/1999 10:29:38  
11/03/99\*\*\*\*\*  
CRM RCV'D UNDATED CORR, ADDRESSED TO CMD...  
>> CRM NOTES: CUST CORR DUPLICATE OF E-MAIL DOCUMENTED IN COMMENT #6..  
CUST STATES HAS ADVISED NEWS MEDIA & VARIOUS AUTO MAGAZINES OF CONCERN  
CUST STATES HAS HIRED AN ATTORNEY TO PURSUE STATE LEMON LAW...  
>> CRM NOTES: NO FURTHER ACTION REQUIRED DUE TO PREVIOUS FILE HANDLING  
CRM ATTACHED & ARCHIVED ICORR...  
KENNETH DAVISTON/TROY SITE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/19/1999 16:24:42  
CUST CALLED WANTING TO KNOW THE STATUS OF HIS FILE. HE STATED THAT HE IS PURSUING THE LEMON LAW. HE STATES THAT HE SENT IN A CERT LETTER AND THAT ACCORDING THE THE LEMON LAW IN CALIFORNIA WE HAVE 7 DAYS TO FACILITATE A FINAL REPAIR ATTEMP. CRM ADVISED CUST THAT THERE IS NO INFORMATION IN HIS FILE ABOUT THHIS. CRM ADVISED CUST THAT THE MAIL IS PROCESSED ON A FIRST COME FIRST SERVE BASIS. IF THERE ARE LETTER AHEAD OF HIS THEN THEY WILL BE PROCESSED AND REVIEWED FIRST. CRM APOLOGIZED. CUST SAID HE WOULD CONTACT HIS STATE GENERAL TO SEE WHAT THE NEXT STEP IS.  
QIANA DANIELS/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/23/1999 14:48:57  
PLEASE NOTE NEW CASE #990583150

GM 1241

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

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

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

No GM 1241X Data available for this case.  
Reimbursements

No Reimbursement Data available for this case.  
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

1999287009 1999341045

## Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: ALPHARETTA

AGE: 000

BUSINESS PHONE: ( ) -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: GA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

**Injured Parties**

No Injured Party Data available for this case.  
**Repurchase**

No Repurchase Data available for this case.

**DMAC Correspondence**

No DMAC Correspondence Data available for this case.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Carmel , CA

CASE NUMBER: 1-132604440 VIN: 1G1YY22GKX5104048  
MODEL YEAR: 1999  
DATE OPENED: 2003-08-20 SERIES: Corvette  
DATE CLOSED: 2003-08-27 MILEAGE: 42000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Love Motors, Inc.  
BRC PART#: DEALER ADDRESS: 3 Gaary Plaza, Seaside, CA, 93955-3612, USA

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

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

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

RPI Column lock; ; 2003-08-20  
2003-08-20

Service Request has been Closed Satisfied.; ; 2003-08-20  
2003-08-27

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

Cust wanted infor; ; 2003-08-27  
2003-08-27

Cust wanted infor; ; 2003-08-27  
2003-08-27

trying to reach ext 8227; ; 2003-08-27  
2003-08-27

transfer cust to crm; ; 2003-08-27  
2003-08-27

Spoke with cust; ; 2003-08-27  
2003-08-27

Spoke with Rich Ruiz svc adv; ; 2003-08-27  
2003-08-27

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

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:

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:

NAME:

INTEREST PAID:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:  
REPLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 03476936 VIN: 1G1YY22GXX5104079  
MODEL YEAR: 1999  
DATE OPENED: 2001-03-14 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-03-14 MILEAGE: 41000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General	Other
1 REPAIR ATTEMPT(S)	STEERING LOCKED UP
R47 Theft Deterrent System	Other
1 REPAIR ATTEMPT(S)	CAUSED STEERING TO LOCK UP
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	MORE INFO
A02 No Defects Indicated	Product Campaign Claim
0 REPAIR ATTEMPT(S)	NO OPEN CAMPAIGNS FOR CONCERN
A01 Open Campaign	Customer Satisfaction
1 REPAIR ATTEMPT(S)	LAP BELT WEBBING TWISTED

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, KKK 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 KKK 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.

OPEN CAMPAIGN INQUIRY

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES VEH BROKE DOWN STEERING IS LOCKED UP, SHE HAS HAD THIS PROBLEM BEFORE. CUST STATES THAT FRIEND THAT HAS A 99 CORVETTE HAS SAME PROBLEM. CUST SEEKING TO FIND OUT IF ANY OPEN CAMPAIGNS ON HER STEERING. CRM ADVISED THAT HER SPECIFIC VIN DOESNOT MEET ANY OPEN CAMPAIGNS EXCEPT FOR CAMPAIGN #00034 (LAP BELT WEBBING) CUST STATED ALREADY HAD THIS CAMPAIGN REPAIRED. CRM ADVISED WILL DOCUMENT CONCERN AN REFERRED HER TO DEALERSHIP. CUST SATISFIED. NO FURTHER ACTION.  
BILLY BURCH/ATX/CARS; 0; 353458410

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GM RESTRICTED

359978

CASE NUMBER: 03922278 VIN: 1G1YY22GXX5104258  
 DATE OPENED: 04/23/01 MODEL YEAR: 99  
 DATE CLOSED: 07/10/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 38000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] PONTE VEDRA BEACH  
 FL [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 03922278 VIN: 1G1YY22GXX5104258  
 MODEL YEAR: 1999  
 DATE OPENED: 2001-04-23 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2001-07-10 MILEAGE: 38000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: GEORGE MOORE CHEVROLET INC  
 SRC PARENT: DEALER ADDRESS: 711 BEACH BLVD, JACKSONVILLE  
 BEACH, FL, 32250, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	LOCKS
S13 Reimbursement Requested	Other
0 REPAIR ATTEMPT(S)	TOTAL 200.00

Service department price concern

## CRM ACTIONS:

CRM to advise customer that GM does not set parts prices. The dealerships are independently owned and thus set their own prices for parts and service. CRM may refer customer to dealership for possible further assistance.

Service department price concern

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HIS VEH HAS A KNOWN PROBLEM WITH THE STEERING WHEEL LOCKING. CUST STATES THAT DEALER WANTS TO CHARGE \$200 DEDUCTIBLE ON GMPP. CUST SEEKS GM TO COVER THIS AS HE FEELS IT IS A WELL KNOWN PROBLEM. CRM ESC TO TIER 2 FOR ASST. CRM LINDASMITT/TAMPA/CARS TIER 1.; 0; 356905583  
 2001-04-23

transferred call from [REDACTED]. cust state his steering wheel locks up, veh is currently at dlr. cust state when he contacted dlr they state they were aware of the problem. cust seeks to not pay \$200 deductible since GM is aware of concern. crm call dlr svr dept was not picking up. crm will try back later. crm adv cust svr dept was vey busy, will contact them later. crm adv cust Chevy will not assist w/repairs to veh. crm adv cust Chevy may be aware of problem but its not a recall. crm adv would do further research and contact him w/update. cust state he subscribes to Corvette magazines and they ALL state the problem w/the steering column. crm apologized to cust about concern. crm called GMPP spoke to [REDACTED] state GMPP has not pd for repairs related to steering column so deductible will not be waived. [REDACTED] state if cust had prior repairs, then GMPP could waive deductible if the same component failed>>>

2001-04-23

crm called dlr spoke to Dennis. Dennis state this was a common problem w/the Corvettes but Chevy has redesigned the motor. Dennis state the steering lock actuator motor needs replacing. crm thanked Dennis for info. crm called cust, crm adv cust Chevy will reimb him for the \$200 deductible since this is a common problem. crm gave cust address to send docs: ORIGINAL R.O, proof of ownership, and proof of pymt. cust agreed to send docs. crm adv cust once docs are received, crm will notify cust >>>>>>>>>>>> NEXT CRM NOTIFY ME WHEN DOCS ARRIVE.....HSIMMONS,CARS,---T2: 0: 356915097

2001-05-04

DUE TO VEHICLE HAVING KNOWN PROBLEM BY CHEVROLET, CRM SENDING REIMBURSEMENT FOR PREVIOUS CRM BASED ON COVERING GMPP DEDUCTIBLE FOR CUST OF 200.00 WITH REPAIR RELATING TO STEERING WHEEL LOCK. TOTAL REIMBURSEMENT WOULD BE 200.00.CRM SUSPENDING FOR TEAM MGR. TO ADD NOTES FOR PRE APPROVAL THAT WAS ALREADY DISCUSSED.CHRIS LAMBERT/TAMPA/TIER2.; 0: 357856439

2001-05-14

TM APPROVES \$200 DEDUCTABLE REIM. JENNIFER JARRETT/TM/TAMPA: 0: 358725062

2001-05-16

RESUMED REQUEST DUE TO CUST CALLING IN. INFORMED CUST IS AT APPROVERS DESK AND WILL ARRIVE IN 7-10 DAYS. FORWARDED BACK TO MOREAU FOR APPROVAL. JOHN KOVACS CARS TAMPA TIER ONE; 0: 358897283

2001-05-23

CRM ATTEMPTED TO CONTACT SERVICE MGR. HOWEVER SERVICE MGR WAS UNAVAILABLE AND WILL RETURN CALL TO CRM. CRM WAITING ON SERVICE MGR TO CALL CAC. AND IS SUSPENDING. CHRIS

LAMBERT/TAMPA/THUR2.: 0: 359482634

2001-05-23

CRM TO INQUIRE WHEN SERVICE MGR CALLS IN ABOUT 200.00 DEDUCTIBLE AND TO VERIFY IF CUST HAD  
PAID THAT. NO REIMBURSEMENT CAN BE DONE UNLESS VERIFY INFO WITH SERVICE MGR. CHRIS

LAMBERT/TAMPA/TIER2 : 0: 359402719

2001-05-23

CRM CONTACTED DEALER AND SPOKE WITH SERVICE WRITER CHRISTY, WHO DID STATE THAT CUST HAD  
 PAYED THE 200.00 DEDUCTIBLE. THIS DEDUCTIBLE REIMBURSEMENT HAS ALREADY BEEN APPROVED BY  
 TEAM MGR. JENNIFER JARRETT, AS NOTES INDICATE. CRM WAS INFORMED BY APPROVER TO CALL DEALER  
 JUST TO VERIFY 200.00 GMPF DEDUCTIBLE, AND INFO IS CORRECT, CUST DID PAY, AND THIS IS  
 KNOWN PROBLEM WHICH IS WHY CM IS REIMBURSING. CRM FORWARDING WITH THESE NOTES ASKED BY  
 APPROVER TO APPROVER MOREAU FOR NEXT REIMBURSEMENT APPROVAL. CHRIS LAMBERT/TAMPA/TIER2.

0: 359497604

2001-05-23



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

359578

PRE-APPROVE REQUEST FOR REIM OF \$200.00 (DEDUCTIBLE FOR REPAIR)

PAMELA MOREAU/ TPA GOODWILL LIAISON; 0; 359492399  
2001-05-23CRM RESUMED IN ERROR AND WILL FORWARD BACK TO APPROVER MOREAU.CHRISLAMBERT/TAMPA/TIER2/;  
0; 359504712  
2001-05-24FIRST APPROVAL LARA DUBOSE/TPA GOODWILL APPROVER, 0; 359574071  
2001-05-24FINAL APPROVAL. JAN HAWTHORNE/TPA  
\$200.00 REIM; 0; 359587192  
2001-06-04crm called cust. crm adv cust that reimbursement for \$200 for finally approved on 05/24.  
crm adv cust he should receive reimb check w/in 7-10 business days. crm adv...if not  
received by then to contact crm at x57357. cust satisfied and thanked crm for  
calling.>>>>>HEIMOWS,CARS,TPA; 0; 360518617

\*\*\*\*\*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:

GM RESTRICTED

359978

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:  
HADA: 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\*\*\*\*\*

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

359978

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:	4768978	VIN Number:	1G1YY22GXX5104358
Date Opened:	5/29/2001	Model Year:	1999
Date Closed:	7/17/2001	Series:	Corvette
Dealer Code:	D40411	Mileage:	52598
Address:	GERRY LANE BUICK-PONBATO ROUGE	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INTERMITTENT LOCK STEERING STEERING CO

RESOLUTION ABSTRACT- STEERING COLUMN SPOT REPAIR

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/29/2001 11:15:45 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 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.)

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

\_Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT.

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

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

05/29/2001 11:15:45 HISTORY - ERMAN

CONCERN:

SAID THIS CAR WAS TOWED IN BECAUSE THE STEERING COLUMN WAS LOCKED.

DIAGNOSIS:

EA02-031 / GM22C

Page 1 of 2

██████ SAID WHEN THE CAR GOT TO THE DEALERSHIP THE STEERING COLUMN LOCK WAS WORKING FINE ██████ SAID THERE ARE NO CODES ██████ WAS CALLING FOR INFORMATION FROM A PI.

ADVISED I GAVE INFORMATION FROM PI A000285

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

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (87 & 88) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

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

07/17/2001 19:13:18 BURKETT - DLR USED VME TO CLOSE CASE.  
REPLACED STEERING COLUMN LOCK ACTUATOR.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:RANCHO SANTA MARGARITA  
CA

HOME PHONE:

CASE NUMBER: 04789518

VIN: 1G1YY22GXX5105877

MODEL YEAR: 1999

DATE OPENED: 2001-07-03

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-09-06

MILEAGE: 40250

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JOE MACPHERSON CHEVROLET

BRC PARENT:

DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M40 Steering Wheel  
1 REPAIR ATTEMPT(S)Other  
STEERING WHEEL LOCKED UPM41 Steering Column/Lock/Attaching Parts  
1 REPAIR ATTEMPT(S)Inoperative  
locked upA01 Open Campaign  
1 REPAIR ATTEMPT(S)Product Campaign Claim  
#01044S13 Reimbursement Requested  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
01044T04 General Information  
0 REPAIR ATTEMPT(S)Other  
DOCS RECVD

Final Repair Attempt

## CRM INSTRUCTIONS:

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

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

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

[http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3\\_1.pdf](http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3_1.pdf)]]

Final Repair Attempt

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST. STATES THAT WHEN HE GOT INTO THE VEH. THIS MORNING HIS STEERING WHEEL LOCKED UP. CUST. STATES THAT HE WANTS TO KNOW WHY NO ONE HAS DONE ANYTHING ABOUT THIS IF THIS IS AN ONGOING PROBLEM WITH GM THEY WHY DOES ANYONE NOT DO ANYTHING ABOUT IT. CRM TRIED TO CONTACT SERVICE DEPARTMENT AND THEY WERE BUSY CRM WILL CALL DEALERSHIP LATER TODAY THE 3RD. CRM ADVISED CUST. OF FILE NUMBER AND ADVISED WILL DOCUMENT REQUEST AND CRM ADVISED CUST. THAT IF HE HAS ANY FURTHER QUESTIONS OR CONCERNS TO CONTACT CAC. ANGELA LUSTER/PDX/CAC; 0; 363041390  
2001-07-03

CRM TRIED TO CONTACT SERVICE DEPARTMENT AGAIN AND THEY WERE NOT STILL AVAILABLE. ANGELA LUSTER/PDX/CAC; 0; 363043027

2001-07-03

CRM CONTACTED SERVICE DEPARTMENT AND SPOKE WITH CHRIS WHO ADVISED CRM THAT GM HAS AN UPDATE PART AND THE PROBLEM LIES WITH THE STEERING COLUMN SERVICE LOCK. CRM WILL UPDATE THAT CRM CONTACTED SERVICE DEPARTMENT. ANGELA LUSTER/PDX/CAC; 0; 363049831  
2001-07-06

Cust called in seeking update from file...cust states that he was told by dlr that this steering column concern that he is having is something that is known by GM to be a problem...svc dept states that this is a svc bulletin that GM is aware of & now they have an updated part & that after this last repair on 7-3-01 cust should not have any other concerns...cust seeks to be reimbursed for deductible paid \$100.00 & the towing bill of \$75 b/c GM is aware of this problem & cust feels it should be a recall...crm advised cust that I will review his case for possible reimbursement to send in his paperwork...\*\*\*Corz Crm\*\*\*when paperwork comes in please forward file to me & alarm me...thank you...Jolene Newman pdx/cac pilot team; 0; 363304412  
2001-07-12

Crm awaiting paperwork for possible reimbursement for cust satisfaction....Jolene newman pdx/cac pilot team; 0; 363820838  
2001-07-19

Crm reviewing file & paperwork has not been received as of yet....crm found that there is a recall on this steering column & now awaiting paperwork to process reimbursement...Jolene Newman pdx/cac pilot team; 0; 364435655  
2001-07-20

\*\*\* CUST SENT IN REQUESTED DOCS. CRM FORWARDING TO PREVIOUS CRM FOR REVIEW. NISSIE PEREZ/TAMPA/CORR; 0; 364481432  
2001-07-20

Crm received paperwork for reimbursement on steering wheel column...cust did not send in proof of payment for the towing...crm attempted to contact cust & cust not avail...crm left message...\*\*\*Next Crm\*\*\* when cust calls in please let him know that we need the proof of payment for the towing bill the visa receipt & also let him know that there is a recall now for the steering wheel column #01044 & that he will need to take the veh into the dlr to finish the recall repair...thank you...Jolene Newman pdx/cac pilot team; 0; 364498556  
2001-07-20

CUST STATES HE IS RETURNING CALL FROM PREV CRM. CUST SEEKS UPDATE. CRM ADVISED CUST WE NEED THE PROOF AP PAYMENT SUCH AS HIS CREDIT CARD STATEMENT. CRM ALSO ADVISED CUST OF THE CAMPAIGN ON HIS VEH. TERI VANLOO/CAC/PDX; 0; 364522220  
2001-07-20

CUST CALLED BACK IN. CUST STATES BLAIR TOWING WILLSEND HIM A RECEIPT W/ THE VISA AUTHORIZATION # ON IT. CRM ASKED TM EILEEN ABBOTT. TM ADVISED THIS IS OKAY. CRM ADVISED CUST THAT THAT WILL WORK AS PROOF OF PAYMENT. NO FURTHER ASSIST FROM THIS CRM.TERI VANLOO/CAC/PDX; 0; 364522502  
2001-07-25

Crm reviewing file & newly requested paperwork has not been received as of yet.....Jolene Newman pdx/cac pilot team; 0; 364956762  
2001-08-06

Crm reviewing file & newly requested paperwork has not been received as of yet.....Jolene Newman pdx/cac pilot team; 0; 365992315  
2001-08-14

CRM RECEIVED ATTACHMENT DOCS...  
CRM TO ASSIGN DOCS TO FILE AND  
NOTIFY PREV CRM. NO FURTHER ACTIONS TAKEN  
CESAR CADENAS TAMPA; 0; 366659392  
2001-08-20

CRM reviewing documents received for reimbursement process....CRM business reasons for processing reimbursement....cust has been inconvenienced by steering column locking up when it is now a recall for this veh....to maintain Chevrolet loyalty....to foster customer dealership relationship....CRM reimbursement breakdown as follows:

Cust extended svc deductible of..... \$100.00  
Towing bill of .....78.00  
Total.....\$178.00.....  
Jolene Newman pdx/cac pilot team; 0; 367188725  
2001-08-20

Customer called in stating he had received a message from previous CRM to call in. CRM found reimbursement info but did not offer, as no authorization to do so from CRM. CRM did verify address and name, and advised that if further info is needed we would contact him. Customer can be reached between 6-2pm PST at work 949-728-2749. Johanna Kelm/PDX; 0; 367204452  
2001-08-21

CRM attempted to contact cust & cust not avail...left message on vm...\*\*\*Next CRM\*\*\* when cust calls in please make offer of \$178.00 for reimbursement, then transfer file back to me for further processing...thank you...Jolene Newman pdx/cac <<<If cust does not call in CRM will contact cust back on 8-22-01 between 10-12pm pst>>>; 0; 367278561  
2001-08-21

CRM OFFERED CUST REIMBURSEMENT PER PREV NOTES. CUST STATES HE ACCEPTS AND THAT IS SATISFACTORY. CRM VERIFIED CUST ADDRESS AND LAST NAME. CRM FORWARDING BACK TO PREV CRM, NEWMANJ, PER PREV NOTES. STEVE SOTOMAYOR/CAC/PDX; 0; 367282575  
2001-08-21

CRM forwarding file to GL Lynda Ball...Jolene Newman pdx/cac; 0; 367289569  
2001-08-23

TEAM G/L HAS REVIEWED FILE AND WILL SUBMIT TO QUEUE WITH THE FOLLOWING:

- 1) ORIGINAL RO AND TOWING BILL - 18432/302675
- 2) PROOF OF PAYMENT - CC RECEIPT/CC STATEMENT
- 3) PROOF OF OWNERSHIP - REG CA
- 4) VEH IS WITHIN VIN BREAKPOINTS
- 5) PART NUMBER MATCHES CAMPAIGN

TEAM G/L SUBMITS TO QUEUE.

LYNDA BALL/TEAM G/L/PDX; 0; 367446742  
2001-08-28

Goodwill Liaison reviewed request and request is forwarded for final approval. \*\*Kristian Burch GL/PDX\*\*; 0; 367870991  
2001-09-06

██████████ IN THE AMOUNT OF ██████████ WAS MAILED ON 8/30/01 TO ██████████

JADA MEAD/GL/TL/CAC/PDX.; 0; 368669667

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:



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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:

ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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:

August 20, 2001

[REDACTED]  
Rancho Santa Margarita, CA [REDACTED]

Request: C04789518

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$178.00. 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,

Jolene Newman  
Customer Relationship Manager

RS0005-P

STAMP  
FBI  
10 JUL 2001

07-19-01F01:31 ACVO

Chevrolet  
 PO BOX 33170  
 Detroit, Mich.  
 48232-5170

~~ATTN: SA [redacted] 60-27891-304~~



24 hours

# Blair's TOWING

302675

(949) 888-8008

(949) 837-TOWS

1-800-388-8888

FAX (949) 888-8284

25100 Dimension Dr.  
Lake Forest, CA 92630-7808

204570

LOG NUMBER

DATE 2/3/01 TIME \_\_\_\_\_ TOW REQ. BY: \_\_\_\_\_  
 TOW FROM: \_\_\_\_\_ CITY PCN  
 TOW TO: Northaven Chevy CITY Truss  
 BILL TO: \_\_\_\_\_ PH. NO. \_\_\_\_\_

VEHICLE DESCRIPTION: 99 Chevy Corvette Red  
 YR. MAKE MODEL COLOR  
 LIC. NO. S STATE FL VIN 1N  
 MILEAGE \_\_\_\_\_ KEY LOCATION \_\_\_\_\_ VEH. COND. PRIOR TO TOW: Good

TOW DAMAGE: None INSP. BY: \_\_\_\_\_  
 INSP. BY: \_\_\_\_\_

IMPOUND REQ. BY: \_\_\_\_\_ PH. NO. \_\_\_\_\_  
 AUTH: ☐ ONP ☐ PD ☐ SHERIFF ☐ OTHER \_\_\_\_\_

HOOK UP: \_\_\_\_\_ ☐ COMMERCIAL  
 MILES TO VEHICLE: \_\_\_\_\_  
 MILES TOWED: \_\_\_\_\_ START \_\_\_\_\_ FIN TOTAL 11  
 LABOR: ☐ TIRE CHG ☐ WINCH ☐ DOLLY ☐ DRIVE LINES  
 MIN. CHARGE: ☐ JUMP ☐ LOCK KEYS ☐ CLEAN-UP  
 STANDBY TIME: FROM \_\_\_\_\_ TO \_\_\_\_\_  
 IMPOUND TOW: \_\_\_\_\_  
 STORAGE: FROM \_\_\_\_\_  
 GATE FEE (AFTER HOURS): \_\_\_\_\_  
 LIEN FILE FEE: \_\_\_\_\_  
 ADVANCE CHARGES: PAID TO: \_\_\_\_\_  
 IMPOUND DEL. TOW: \_\_\_\_\_  
 OTHER CHARGES: 2479 4106 1478 4625  
 TOTAL CHARGES: 1102

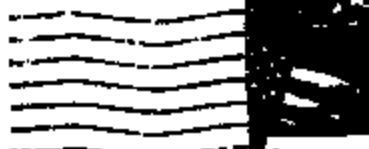
DRIVER: SH ☒ PLATED ☐ WHEELIFT ☐ ON ACCT.  
☐ CASH ☐ CK. # \_\_\_\_\_ ☐ P.O. # \_\_\_\_\_ ☐ R.O. # \_\_\_\_\_

I, the undersigned, do hereby certify that I am legally authorized and entitled to take possession of the vehicle described above and all personal property therein. I have received \_\_\_\_\_  
 The undersigned hereby releases the above listed vehicle described above except by storing, towing or otherwise \_\_\_\_\_  
 SIGNED AND ACKNOWLEDGED BY: \_\_\_\_\_  
 RELEASED BY: \_\_\_\_\_ DATE \_\_\_\_\_ RELEASED TO: \_\_\_\_\_

ORIGINAL

**ORIGINAL**

BSM, CALIF.



08-13-01P01:32 RCV

Chapolat  
PO Box 33170  
Detroit, Mich.  
48232-5170

C04789518

YOUR ACCOUNT: [REDACTED] DETACH HERE IF

MESSAGES FROM [REDACTED]

You have been awarded [REDACTED] points.  
Points can be used for [REDACTED] or [REDACTED].  
Total [REDACTED]

\*May not include recent adjustments or other [REDACTED] or [REDACTED] purchases.

We are pleased to support the 100% Fund campaign. If you feel you've been a victim of ID theft or you want more information, call toll-free 1-877-507-HELP.

Enjoy hot Summer Savings when you use your Provident VISA® card. Offers include Champs Sports®, Puerto Vallarta®, Radisson Hotels®, and Hertz®. Please see enclosed VISA REWARDS insert for details.

Pay your Provident bill online. It's quick, convenient, and no stamps are required. Visit [www.provident.com](http://www.provident.com) today.

TRANSACTIONS	
Date	Description
07-05	→ SLAIR'S TUNING 349-888000 CA ←
07-05	JOE MACPHERSON4326615 INVOICE CA
07-25	PAYMENT RECEIVED - THANK YOU
07-26	MONTHLY FEE

\*\*\* AVAILABLE CREDIT \*\*\*  
 \*\* Your Total Available Credit is [REDACTED]  
 \*\*\* [REDACTED] Available Credit can be accessed for Cash Advances.  
 \*\* The portion of your credit line that can be used for Cash Advances is limited to \$3,000.00.

C04789518

FOR BILLING ERRORS AND IMPORTANT INFORMATION, SEE REVERSE SIDE.

ACCOUNT SUMMARY	STATEMENT DATE	PAYMENT INFORMATION
Previous Balance	Number of Days in Billing Cycle	Account Number
- Credits		Credit Line
- Payments	Average Daily Balance	Available Credit
+ Purchases & other Charges	MINIMUM PERCENTAGE RATE	Minimum Payment Due
+ Cash Advances	Daily Periodic Rate	Payment Due Date
+ FINANCE CHARGES:		
On Balance		
+ Late Charge		
= NEW BALANCE		

08080000 3000 3000

\*These rates may vary.

Here is the c/c Bill



# North American Operations

General Motors Corporation  
Disbursements (2013)  
PO Box 82530  
Phoenix, AZ 85082-2530



CHECK No. 990484684

25

DATE  
08/30/81

\*\*\*\*\*178 DOLLARS

\*\*\*\*\*CENTS

AMOUNT  
\*\*\*\*\*178.00

PAY  
TO THE  
ORDER  
OF



North American Operations  
General Motors Corporation  
Disbursement Account

*[Signature]*

09/05/81

09-05-01P11:51 RCVD

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

AUTO



## North American Operations

General Motors Corporation  
Disbursements (2013)  
PO Box 82530  
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK  
NO. RD 990484684

CHECK NO. 990484684

ENDORSE NAME

PAYMENT  
DATE 08/30/81

ENDORSE NAME	INVOICE DATE	DOC. REFERENCE NUMBER	% DOC.	INVOICE AMOUNT	DOC. AMOUNT	NET AMOUNT
101YY229XKB100077	08/28/81 06769818	YN 800900000021394 000000000021394	00.0000	178.00	.00	178.0
TOTAL				178.00	.00	178

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

MS

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:	3306306	VIN Number:	1G1YY22GXX5106723
Date Opened:	6/29/1999	Model Year:	1999
Date Closed:	7/27/1999	Series:	Corvette
Dealer Code:	B02100	Mileage:	7501
Address:	GEARHART CHEVROLET IDENVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING STEERING WONT UNLOCK

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/29/1999 15:41:55 SBD TEMPLATE - DAVIS

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.)

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

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

\_Y\_ (Y/N) B/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

06/29/1999 15:41:55 HISTORY - DAVIS

CONDITION: IGNITION KEY WILL NOT UNLOCK.

DIAGNOSIS: THE TECH CANNOT DUPLICATE THE CONDITION.

**SUGGESTION: ADVISED THE TECH TO CHECK THE LOCK MOTOR AND THE TERMINALS  
AND CONNECTORS AT THE MOTOR AND THE BCM.....ERIC...X40777**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 01913214 VIN: 1G1YYJ2GXX5106754  
MODEL YEAR: 1999  
DATE OPENED: 2000-10-16 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-10-19 MILEAGE: 28474  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: SUNSET CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 910 TRAFFIC AVE., SUMNER, WA, 98390, USA

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

H01 Brakes Other  
3 REPAIR ATTEMPT(S) not stopping  
M41 Steering Column/Lock/Attaching Parts Other  
3 REPAIR ATTEMPT(S) locks up steering  
J50 Engine Electrical Other  
3 REPAIR ATTEMPT(S) electrical problems

Final Repair - FLA

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CRM RECV'D FILE ON 10/16/00.; 0; 340726567  
2000-10-19

CRM note: Cust has a BBB/ADR file, # 1845621 Arbitration is already set for 11/3/00.  
CRM closing file satisfied.; 0; 340820393

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

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:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

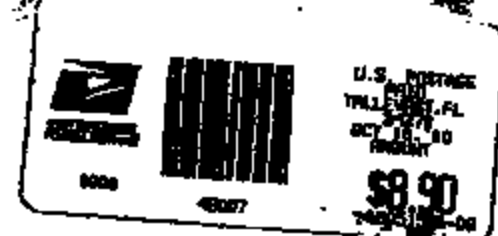
\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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:

SARASOTA FL



Fuel

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

10-13-00P03:59 RCVD

G M CHEVROLET CAC  
P O BOX 33170  
DETROIT, MI 48232-5170

Attachment 01913214

09/21/2000  
10:08:24

also 9/19-20  
10/5-6

10/9: need to take back in trim -  
didn't repair valve the pressure test  
now on line on (? did they overmold  
HISTORY LISTING w/ bid charge??

3041  
PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1YY22GXX510675

R.O NO. : 78481 R.O DATE : 08/21/2000 R.O TYPE : S  
MILEAGE : 27073 ADVISOR NO. : 402

JOB NUMBER : 1 OPERATION 10CVZ OP. DESC. BODY SERVICE  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : INSTALL SOP HATCH GLASS RUBBER STOP  
PART IS ROLLING AROUND INSIDE HATCH  
CAUSE : MISSING

CORRECTION : INSTALLED RUBBER BUMPER FOR REAR HATCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
78481 C4275

JOB NUMBER : 2 OPERATION 11CVZ OP. DESC. BODY STRUCTURE  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : LEFT POWER WINDOW IS INOPERATIVE  
INTERMITTENT PROBLEM...HAS BEEN REPAIRED TWICE PREVIOUSLY  
CAUSE : FAILED MODULE  
CORRECTION : CHECKED ALL RELATED WIRING AND SWITCHES. REPLACED LEFT DOOR  
MODULE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
78481 H4921

JOB NUMBER : 3 OPERATION 20CVZ OP. DESC. COURTESY TRANSPORT  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : COURTESY TRANSPORT 27901  
CAUSE : OVERNIGHT REPAIRS  
MJ/98 27903  
CORRECTION : ENTERPRISE RENTAL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
78481 E7903

JOB NUMBER : 4 OPERATION 10CVZ OP. DESC. BODY SERVICE  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : PASSENGER DOOR PREVIOUSLY ADJUSTED FOR WIND NOISE...NOW  
SOUNDS LIKE WINDOW HITTING AGAINST SOMETHING WHEN SHUT  
CAUSE : DOOR PANEL RETAINER CLIPS NOT HOLDING PANEL  
CORRECTION : REPLACED ALL DOOR PANEL RETAINER CLIPS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
78481 C3348

JOB NUMBER : 5 OPERATION 03CVZ OP. DESC. STEERING, SUSPENSION  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : STEERING COLUMN LOCKED UP WHILE IN SHOP  
CAUSE : LOCKED  
CORRECTION : SCANNED SYSTEM FOR CODES. CHECKED RELATED WIRING. REPLACED



09/21/2000  
10:08:24

HISTORY LISTING

3040  
PAGE 2

STEERING COLUMN LOCK.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
78481 E7501

R.O NO. : 73894 R.O DATE : 06/13/2000 R.O TYPE : S  
MILEAGE : 23000 ADVISOR NO. : 407

JOB NUMBER : 1 OPERATION 10CVE09 OP. DESC. SEATS & CARPETS  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : REMOVE DRIVERS BACKREST SEAT COVER SUBLET TO REPLACE SIDE  
PANEL  
CAUSE : MATERIAL COMING APART  
CORRECTION : C7051 ( SUBLET ) R&R SEAT BACKREST COVER AND SUBLET TO  
REPLACE OUTSIDE INSERT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
73894 C7051

JOB NUMBER : 2 OPERATION 20CVEE OP. DESC. OUTSIDE RENTAL  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : ALT TRANSP  
CAUSE : NONE CHARGED PER BILL STORMS  
CORRECTION : E7901

JOB NUMBER : 3 OPERATION 10CVE06 OP. DESC. INTERIOR TRIM  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : TRIM PLATE OVER DRIVERS DOOR DOOR HANDLE DOES NOT FIT  
SECURELY TO DOOR , GAP AROUND EDGE  
CAUSE : GAP IN DRIVERS DOOR HANDLE BEEEL  
CORRECTION : C3241 - REPOSITION DRIVERS DOOR BEEEL ON SNAPS

WARRANTY : CLAIM NO.. OPERATION NO. CLAIM NO. OPERATION NO.  
73894 C3241

JOB NUMBER : 4 OPERATION 10CVE OP. DESC. BODY SERVICE  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : REAR HATCH DOOR RUBBER BUMPER IS MISSING LEFT SIDE CAUSING  
DOOR TO RATTLE  
CAUSE : BUMPER STOP FORLEFT SIDE REAR HATCH FELL OFF AND MISSING  
CORRECTION : SPECIAL ORDER REPLACEMENT BUMPER . WILL CALL WHEN RECEIVED

R.O NO. : 70454 R.O DATE : 04/20/2000 R.O TYPE : S  
MILEAGE : 22688 ADVISOR NO. : 407

JOB NUMBER : 1 OPERATION 00CVZ01 OP. DESC. LUBE, OIL & FILTER  
SALE TYPE : C TECHNICIAN NO(S). 20

09/21/2000  
10:08:24

HISTORY LISTING

3040  
PAGE 3

COMPLAINT : LUBE OIL AND FILTER  
( MOBILE ONE OIL )  
CORRECTION : LOP COMPLETED

JOB NUMBER : 2 OPERATION 05CV205 OP. DESC. BRAKES SHUDDER/APPLY  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : PULSATION IN STEERING WHEN BRAKING  
CAUSE : OUT OF ROUND  
WARPED MORE THAN 0.08  
CORRECTION : REMACHINED ALL FOUR BRAKE ROTORS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
70454 H0137 70454 H0127

JOB NUMBER : 3 OPERATION 10CV215 OP. DESC. AIR LEAK SERVICE  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : AIR SOUND OR LEAK PASSENGERS SIDE NSP INTERSTATE DRIVING  
CAUSE : WEATHERSTRIP NOT ALIGNED  
CORRECTION : REPOSITIONED WEATHER STRIP AND MOVED WINDOW IN MORE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
70454 C1060

JOB NUMBER : 4 OPERATION 08CV219 OP. DESC. KEYLESS ENTRY SYSTEM  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : KEYLESS ENTRY SYSTEM WORKS INTERMITTANTLY  
CAUSE : INTERNAL FAILURE  
CORRECTION : REPLACED REMOTE AND REPROGRAMMED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
70454 H3011

JOB NUMBER : 5 OPERATION 09CV201 OP. DESC. SOUND SYSTEM  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : SPEAKERS PASSENGER SIDE HAS SORT OF STATIC SOUND , NOTED  
MORE WHEN NEWS ON.  
CAUSE : STATIC  
CORRECTION : DIAGNOSED AND REPLACED RT FT SPEAKER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
70454 R0940

JOB NUMBER : 6 OPERATION 10CV206 OP. DESC. INTERIOR TRIM  
SALE TYPE : C TECHNICIAN NO(S). 19  
COMPLAINT : DRIVERS SEAT BACKREST OUTSIDE EDGE MATERIAL CRACKING AND  
PEELING OFF  
CORRECTION : NEED TO RESCHEDULE FOR TRIM SHOP FOR REPAIR TO SEAT HOLSTER.

JOB NUMBER : 7 OPERATION 20CV2Z OP. DESC. OUTSIDE RENTAL  
SALE TYPE : W TECHNICIAN NO(S). 19

09/21/2000  
10:06:24

HISTORY LISTING

3040  
PAGE 4

COMPLAINT : TRANSPORTATION  
CAUSE : MJ/98 E7901  
CORRECTION : ENT #811011

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
70454 E7901

COMMENTS : [REDACTED]

R.O NO. : 65803 R.O DATE : 02/09/2000 R.O TYPE : S  
MILEAGE : 19629 ADVISOR NO. : 401

JOB NUMBER : 1 OPERATION 03CVZ OP. DESC. STEERING, SUSPENSION  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : STEERING COLUMN LOCKED///TOW IN 11111  
DIAGNOSE  
CAUSE : STEERING COLUMN LOCK DEFECTIVE  
LOCK FROZEN  
CORRECTION : REPLACE STEERING COLUMN LOCK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
65803 T2020 65803 E7501

COMMENTS : CALL BY NOON

R.O NO. : 64505 R.O DATE : 01/19/2000 R.O TYPE : S  
MILEAGE : 18881 ADVISOR NO. : 401

JOB NUMBER : 1 OPERATION 10CVZ09 OP. DESC. SEATS & CARPETS  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : TRUNK CARPET " WRINKLED " ///SOP//PARTS IN TECH# 19  
CAUSE : CARPET DEFECTIVE  
WRINKLED  
CORRECTION : REPLACE REAR CARPET

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
64505 C4683

JOB NUMBER : 2 OPERATION 08CVZ OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 19  
COMPLAINT : PASS. WINDOW INOP//CK  
CAUSE : WINDOW MOTOR DEFECTIVE  
INTERNAL FAULT  
CORRECTION : REPLACE WINDOW MOTOR ( PASS. FRONT )

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
64505 N3314

09/21/2000  
10:08:24

HISTORY LISTING

3040  
PAGE 5

COMMENTS : CALL 359-3599 XT 263

R.O NO. : 60753

R.O DATE : 11/22/1999  
MILEAGE : 16894

R.O TYPE : 8  
ADVISOR NO. : 401

JOB NUMBER : 1 OPERATION 00CVZ01

OP. DESC. LUBE, OIL & FILTER

SALE TYPE : C TECHNICIAN NO(S). 20

COMPLAINT : LUBE OIL AND FILTER

CORRECTION : LOF COMPLETED

JOB NUMBER : 2 OPERATION 08CVZ

OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 19

COMPLAINT : DRIVERS WINDOW INOP/////CK

CAUSE : WINDOW MOTOR FAILURE

CORRECTION : REPLACE DRIVERS WINDOW MOTOR/REGULATOR

WARRANTY : CLAIM NO. 60753

OPERATION NO. H3315

CLAIM NO.

OPERATION NO.

JOB NUMBER : 3 OPERATION 09CVZZ

OP. DESC. ACCESSORIES

SALE TYPE : W TECHNICIAN NO(S). 19

COMPLAINT : PKE INOP//PKE IN ASHTRAY

CAUSE :

REMOTE DEFECTIVE

CORRECTION : REPLACE REMOTE & REPROGRAM

WARRANTY : CLAIM NO. 60753

OPERATION NO. H3011

CLAIM NO.

OPERATION NO.

JOB NUMBER : 4 OPERATION 10CVZ

OP. DESC. BODY SERVICE

SALE TYPE : W TECHNICIAN NO(S). 19

COMPLAINT : DRIVERS HEADLAMP ADJUSTER SCREW COVER MISSING//CK

CAUSE : HEADLAMP BEZEL FAULTY

PLUGS MISSING

CORRECTION : REPLACED BOTH BEZELS AND PLUGS

WARRANTY : CLAIM NO. 60753

OPERATION NO. B7241

CLAIM NO. 60753

OPERATION NO. B7240

JOB NUMBER : 5 OPERATION 10CVZ09

OP. DESC. SEATS & CARPETS

SALE TYPE : C TECHNICIAN NO(S). 19

COMPLAINT : TRUNK CARPET NOT EVEN/// "  
" ROLLS "

CORRECTION : PARTS ON ORDER. CUSTOMER TO BE CALLED WHEN PARTS IN.

JOB NUMBER : 6 OPERATION 00CVZ

OP. DESC. MAINTENANCE

SALE TYPE : C TECHNICIAN NO(S). 19

COMPLAINT : AIR TIRES TO SPECS // TIRE PRESSURE WARN COMES UP AT TIMES

09/21/2000  
10:08:24

HISTORY LISTING

3040  
PAGE 6

CORRECTION : COMPLETE

JOB NUMBER : 7      OPERATION 20CVZE      OP. DESC. OUTSIDE RENTAL  
SALE TYPE : W      TECHNICIAN NO(S) . 19  
COMPLAINT :  
CAUSE : CHEVROLET LOANER PROVISION ( ENTERPRISE RENTAL )  
OVERNIGHT STAY DUE TO PARTS AVAIL.  
CORRECTION : EMT #343725

WARRANTY : CLAIM NO.      OPERATION NO.      CLAIM NO.      OPERATION NO.  
60753      E7902

COMMENTS :

R.O NO. : 41344      R.O DATE : 01/28/1999  
MILEAGE : 5001

R.O TYPE : S  
ADVISOR NO. : 427

JOB NUMBER : 1      OPERATION 00CVS01      OP. DESC. LUBE, OIL & FILTER  
SALE TYPE : C      TECHNICIAN NO(S) . 20  
COMPLAINT : LUBE OIL AND FILTER  
MOBIL 1 OILS  
CORRECTION : LOF COMPLETED

09/27/2000  
09:52:35

SUMMARY HISTORY DISPLAY

3010  
PAGE 1

CUSTOMER NAME  
TOTAL R/O'S

8 TOTAL SERV. DAYS 34

SERIAL NO. 1G1YY22GXX5106754  
MAKE CV CHEVROLET

LINE	RO. NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	306033	07/22/1999	12320	A	144			
				T	1099	1	W 12CVZMUFFLER	MUFFLER
				T	1066			
				T	1099	2	C 32CVE	WINDOWS & CONTRO
2	305776	07/19/1999	12320	A	229			
				T	1066	1	W 78CVE	PAINT REPAIR
				T	1066	2	W 80CVE	WATER LEAKS
				T	229	3	W 47CVERENTALVEH	RENTAL VEHICLE
3	303316	06/15/1999	11035	A	889			
				T	1099	1	W 04CVEROTORS	DISC BRAKE ROTOR
				T	1099	2	C 40CVELOF	QUICK LUBE plus
				T	1099	3	W 02CVAIRBAG	AIR BAG (S.I.R)
				T	1099	4	W 26CVESPEAKERS	RADIO SPEAKERS
				T	1099	5	W 47CVERENTALVEH	RENTAL VEHICLE
4	290042	12/02/1998	1799	A	229			
				T	897	1	I 78CVE	PAINT REPAIR
5	290009	12/02/1998	1799	A	1130			
				T	619	1	W 28CVESWRELEASE	BRAKE RELEASE SW
						2	I 47CVELOANERVEH	LOANER VEHICLE
6	288823	11/12/1998	854	A	229			
				T	1291	1	W 78CVE	PAINT REPAIR
7	288722	11/11/1998	854	A	660			
				T	1099	1	W 32CVZMOTOR	WINDOW MOTOR
				T	1099	2	W 47CVELOANERVEH	LOANER VEHICLE
				T	1099	3	C 34CVE	INTERIOR TRIM
				T	1099	4	C 24CVALARM	MULTI-FUNCTION A
8	286801	10/13/1998	1	A	144			
				T	1112	1	W 55CVE	NEW VEHICLE INSP
				T	1226			

had over a week.



## VEHICLE DELIVERY RECEIPT

## CUSTOMER

NAME

HOME PHONE

WORK PHONE

## VEHICLE

YEAR

MODEL

DEL. DATE

To ensure your satisfaction with Cox Chevrolet-GEO and with the operation and delivery condition of your new vehicle, please complete the following:

Please Initial

YES NO

## NEW VEHICLE

1. I have received the Motor Vehicle Warranty Enrollment Act Booklet, a Warranty and Owner Assistance Information Booklet, Owners Manual and a Tire Warranty Folder, with a full explanation.
2. I have received a Full Tank of Gas and a Second Set of Keys.
3. I have been explained the meaning of Customer Satisfaction and the six (6) month survey which I will be receiving from Chevrolet Motor Division.
4. I have been explained the Chevrolet Motor Division "Courtesy Transportation" program and I understand that "We Care Van" Shuttle Service or a Loaner Car may be provided for repairs covered under the New Vehicle Limited Warranty. Loaner Car transportation will be provided ONLY if my vehicle is INOPERATIVE and the repair itself must require that the vehicle be kept in your Service Center overnight. I understand this is a program provided by Chevrolet Motor Division and subject to program guidelines.

## NEW &amp; USED VEHICLE:

1. I have received information on Extended Service Contracts available.
2. I have received a Maintenance Schedule and been informed of our Service, Parts and BodyCare Center hours and appointment procedures.
3. I have received an Orientation Ride and a demonstration of features, options and accessories (including the location of spare tire, if any, and jack.)
4. I have been told that Cox Chevrolet - Cox GEO does not provide Loaner cars, but does provide "We Care Van" Shuttle Service or low cost rental cars.
5. I have received my "Temporary" or "Transfer of Tag" Registration Certificate and a full explanation of tag and title work to be performed and how I am to receive my new license tag and/or registration.
6. I have examined the Condition, Operation and Appearance of this Vehicle prior to delivery and find it to my complete satisfaction.
7. I have received a Copy of this Form and Copies of All Paperwork Requested.
8. I understand that No Verbal Agreement will be honored by this dealership and that anything due me must be listed below (except when covered by the manufacturer's warranty.)

## MISSING ON DELIVERY - WE OWE YOU

- ① Small Scratch on Passenger Side Just Past Door
- ② Small Scratch to be pulled out next to #1
- ③ Driver Side - Small Scratch next to Mirror.

NULL AND VOID NINETY (90) DAYS AFTER DELIVERY. THE FOLLOWING ITEMS WERE MISSING AT THE TIME YOUR VEHICLE WAS DELIVERED TO YOU. THIS WORK WILL BE PERFORMED AT OUR SERVICE CENTER BY APPOINTMENT.

SALES MANAGER SIGNATURE

Thank You For Your Business

Customer's Signature

Salesperson's Signature

Sales Manager's Signature

Date

White - Deal Folder

Yellow - Vehicle Prep Manager

Pink - Customer



## Congratulations on the purchase of your new Corvette!

The Bowling Green Assembly Plant Facility is very interested in your perception of the quality of the exterior paint finish. In an effort to better understand your expectations and to continue our quest to meet your requirements, we ask that you please complete the following survey and return it to us. We know that you will find your new vehicle a World Class performer now and in the future.

VIN #: 1G1N221X5106754  
Exterior Paint Color: BLACK

Bob Glass  
Body Systems Area Manager

1. Did you lease or buy your new vehicle? ☒ Lease ☐ Buy  
2. When did you take delivery of your vehicle? (Month/Year) (10 / 98)  
3. Vehicle Mileage ~ 2000 ☒ miles ☐ km  
4. How would you rate the overall exterior paint finish?

☐ Excellent ☒ Very Good ☐ Good ☐ Fair ☒ Poor

until the dealership body shop fixed the paint problem, but damaged the finish on the whole car in the process!

Please review the list below and indicate if you have had any problems with the exterior finish of your vehicle. Please explain these problems in detail below. Please indicate the body panel location of any problems.  
(Please do not include any problems that were the result of an accident.)

	Problem Noticed	Problem Serviced	Body Location on Vehicle (Please use silhouette on back)
01 Chips/Scratches in Paint	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>passenger side - towards rear</u>
02 Dirt in Paint	<input type="checkbox"/>	<input type="checkbox"/>	
03 Paint Runs or Sags	<input type="checkbox"/>	<input type="checkbox"/>	
04 Paint not Shiny or Glossy Enough	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>sort of all over car, see below</u>
05 Paint Thin/Color Mismatch	<input type="checkbox"/>	<input type="checkbox"/>	
06 Other Category	<input type="checkbox"/>	<input type="checkbox"/>	

Tell us about ALL problems checked above. Please include the problem number and details such as when you first noticed the problem, what the problem specifically looks like, location on the vehicle, etc. If the dealer repaired a problem, were you satisfied with the repair? There was a pit in the paint and were a couple of relatively small scratches that I noticed on delivery (dealer said they were surface scratches probably caused when plastic was removed & pit was probably caused by a rock in transit to them. Unfortunately - when the dealer "repaired" the problem the paint job was terrible over the 30k old car with a buffer & I am extremely dissatisfied with their "repair" to that.

Please note your name and address in the space provided.

Name: [REDACTED]

Address: [REDACTED]

City: SARASOTA

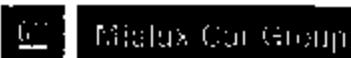
State/Province: FLORIDA Zip/Postal Code: [REDACTED]

Telephone: [REDACTED]

May we contact you for further details on your comments? ☒ yes ☐ no

PLEASE FOLD TOP PORTION OF THIS FORM DOWN SO RETURN ADDRESS IS VISIBLE.  
TAPE TOP EDGE CLOSED, THANK YOU.





## 1999 CORVETTE CUSTOMER SURVEY

The Bowling Green Corvette Plant has taken great pride in assembling your new Corvette. After you have enjoyed your new car for at least 200 miles, please take a few minutes to fill out this form and let us know what you think of your Corvette. We thank you for your time!

Please rate each category and comment if necessary on the following items. Mark the location of any problems on the above pictures, if appropriate.

	Excellent	Good	Fair	Poor	Description / Comments
A. Wind Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	hated top area, passenger side
B. Water Leaks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
C. Squeak/Rattle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I still have figure out the thumping noise somewhere in the instrument panel when the radio is on & car starts driving to position noise. hopes that one day.
D. Steering/Handling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E. Engine	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F. Transmission	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G. Brakes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
H. Temperature Control	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I. Electrical/Accessories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Have had 1 power window motor replaced & the cruise control replaced - hope there's not more!!
J. Interior	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	had fit or something in cargo area - cheap looking knobs for side of seat
K. Exterior/Paint/Moldings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	car was delivered with a fit in paint & couple of small scratches dealer made situation the worse when they "fixed" the paint - also rough work on my windshield
L. Body	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Other Comments: I've wanted this car for some time, but have had way more trouble so far than I should have & am extremely concerned now that my money was not well spent & am afraid I'm going to have more hassles especially in resolving the issue regarding the paint finish that I really don't like, thank you!

Vehicle Identification No.: 1G1YY2267X5106774 Exterior Color: Black Mileage: ~2500

Please note your name and address in the space provided.

Name:  Address:

City: SARASOTA State/Province: FL Zip/Postal Code:

Telephone No.:  Date: 12/8/98

For service assistance, contact your local dealer or the Customer Assistance Center at 1-800-222-1030.

PLEASE FOLD BOTTOM PORTION OF THIS FORM UP. FOLD TOP PORTION OVER IT SO RETURN ADDRESS IS VISIBLE. TAPE CLOSED. THANK YOU.

# YOUR COMPLETE SATISFACTION IS OUR MAIN CONCERN!

To insure that we are continually improving our Customer Service, we depend on feedback from you. Please take a moment to respond to these brief questions. Additionally in the near future you will be receiving the Chevrolet Purchase and Delivery Satisfaction Survey about our dealership and facilities. Your response to these are very important to us and will be used to direct the continued efforts of Cox-Chevrolet-Cox GEO. Once again our primary goal is for you to be completely satisfied.

We value your opinion and appreciate your assistance. Again, thank you for buying from Cox Chevrolet-Cox GEO.

Thank you for your  
Cox & Sons Car

- |  | Completely<br>Satisfied             | Very<br>Satisfied        | Satisfied                | Not<br>Satisfied         | Not at<br>all<br>Satisfied          |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| • How satisfied are you that you were treated in a professional and courteous manner?                            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| • Overall, how satisfied were you with the assistance you received from your Sales Consultant?                   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| • Based on your overall purchase/sale and delivery experience, how satisfied are you with Cox Chevrolet-Cox GEO? | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

• What brought you to our dealership?

Radio \_\_\_\_\_ Newspaper \_\_\_\_\_ Television \_\_\_\_\_ Yellow Pages ☒ Other \_\_\_\_\_

Additional Comments: I am extremely unhappy about the way the finish on my car was handled by the body shop.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Salesperson's Name: Emmison Mayotte

arasota

Your timely response is very important to us and will be used to direct the continued efforts of Chevrolet dealers to meet the highest expectations of our customers.

Thank you for buying a Chevrolet.

Sincerely,

*C. S. Miller*  
C. S. Miller  
Manager, Sales/Service Process Support

#### Instructions

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

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

#### About Your Chevrolet Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with ...					
- The convenience of the dealership's showroom layout.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not At All Satisfied	Does Not Apply/Not Reported
2. How satisfied are you that you were treated in a professional and courteous manner?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's ...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Chevrolet vehicles?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
- Knowledge of other vehicles in the market?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
- Assistance in selecting an appropriate vehicle?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
5. When you picked up your 1999 Corvette, were you greeted with friendliness and enthusiasm?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. At the time of delivery, were you offered ...						
- An orientation tour of the dealership, including the Service Department?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
- An orientation drive to become familiar with your new vehicle before taking it home?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

101YY230005105764 28120 18081021

11842183112 00000114708

### About Your Sales Consultant - Continued

7. How satisfied were you with the explanation of ...
- Your vehicle's features and operation? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
  - The warranty, owner's manual, and maintenance schedule? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
  - Chevrolet's Roadside Assistance? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
8. At the time of delivery, how satisfied were you with ...
- The appearance of your new Chevrolet? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
  - The operation of your new Chevrolet? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
9. Since taking delivery of your new vehicle, has your Sales Consultant contacted you to thank you for your purchase and resolve any concerns? ☒ Yes ☐ No ☐ Don't Know/Apply Not Applicable
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐ Don't Know/Apply Not Applicable

### About the Financial Process

11. How satisfied were you that ...
- The vehicle price and/or payments were discussed in a thorough and straightforward manner? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
  - You were given a thorough explanation of the financing options available? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
12. How satisfied were you with the review and explanation of all the paperwork? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
13. Overall, how satisfied were you with how the financial process was handled by your dealership? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐ Don't Know/Apply Not Applicable

### Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Cox Chevrolet? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐ Don't Know/Apply Not Applicable
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership? ☐ Definitely Yes ☐ Probably Yes ☒ Maybe ☐ Probably No ☐ Definitely No
16. Based on your experience to date, how satisfied are you with your 1988 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐ Don't Know/Apply Not Applicable

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

purchase/lease/finance process and delivery experience. I am very happy with the 3 week old car - the finish is new, clean and I am very happy. I was never asked to be involved, cruise control had to be fixed & I still have more noise than I have had in the time of my 40 years because I am tired of taking the car to the dealer to get it fixed.

18. Are you ... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐ Don't Know/Apply Not Applicable

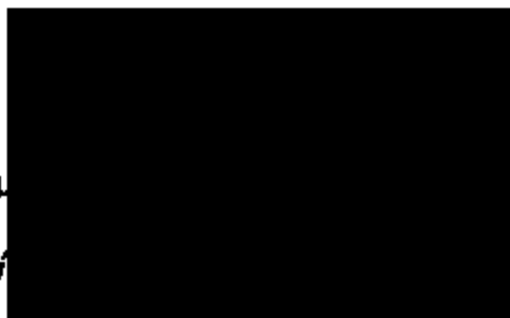
Tom -

Please also fix the flaking paint on the port under the passenger side/rear end (muffler) and the rubber weather-stripping that leaks at the passenger window.

Service (also Tom) is expecting the car when you are finished to check the drivers window — please coordinate that with them.

I really hope you can fix the damage this time — please keep me updated on the progress.

Thanks.



11/21 - spoke w/ Steve Cox  
@ problem - he said  
they need to get Cherry  
rep involved

Tom came back out to look  
@ car bc I was concerned  
over what looked like wax  
film showing on passenger  
side several places. He  
said it was wax film ??  
why coming up

11/20 - Tom came out to ck  
car bc I called @  
no paperwork pertaining  
paint on under seats  
(muffler >) not fixed last wk  
as was supposed to, window  
seal not checked either  
also swirl marks still clearly  
visible -

TO \_\_\_\_\_

FROM \_\_\_\_\_

DATE \_\_\_\_\_

6/22

per Tom @ Cox :

Dave Snellings - mid-June

print specialist from  
Cherry.

Cherry rep setting up

to come down & look @ my  
CDR.









2900 CORTEZ ROAD WEST • BRADENTON, FL • 34207  
BRADENTON-SARASOTA 754-6621 • TAMPA-SUN CITY-RUSKIN (813) 841-2233  
STATE OF FLORIDA REGISTRATION NO. BV-06079

WARRANTY ON LABOR AND PARTS  
COX CHEVROLET warrants that the workmanship and materials used in the repair of your vehicle will be guaranteed for 12 months or 10,000 miles, whichever occurs first. If the repair or replacement part fails at any time during this period, COX CHEVROLET will repair or replace the part at no charge. This warranty does not cover wear and tear, misuse, or accidents. COX CHEVROLET is not responsible for any damage to your vehicle or any other property caused by the use of your vehicle. This warranty is void if the vehicle is used for racing, illegal activities, or other purposes not intended by the manufacturer. COX CHEVROLET is not responsible for any damage to your vehicle or any other property caused by the use of your vehicle. This warranty is void if the vehicle is used for racing, illegal activities, or other purposes not intended by the manufacturer.

DATE OF SERVICE	10/27/86	TIME	10:30	TECHNICIAN	JOHN
VEHICLE MAKE	CHEVROLET	VEHICLE MODEL	CORVETTE	VEHICLE YEAR	1987
VEHICLE COLOR	BLACK	VEHICLE VIN	181YY228XX	VEHICLE REG	6108754
VEHICLE TYPE	CONVERTIBLE	VEHICLE ENGINE	5.0L	VEHICLE TRANSMISSION	4-SPD
VEHICLE MILEAGE	102,100	VEHICLE OIL	10W/40	VEHICLE FILTERS	COX
VEHICLE TIRE	181YY228XX	VEHICLE WAX	COX	VEHICLE POLISH	COX
VEHICLE WASH	COX	VEHICLE DRY	COX	VEHICLE INSPECTION	COX
VEHICLE SERVICE	COX	VEHICLE REPAIR	COX	VEHICLE PARTS	COX
VEHICLE TOTAL	COX	VEHICLE TOTAL	COX	VEHICLE TOTAL	COX

PARTS	QTY	FF NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5 TOTAL PARTS				0.00	
JOB # 5 TOTAL LABOR & PARTS				0.00	
SUBLET	FOR	VEHICLE MAKE	DESCRIPTION	WARRANTY	
JOB # 5	86402	00/00/00	RENTAL	0.00	
TOTAL - SUBLET				0.00	
G.O.C. & SUPPLIES					
JOB # 4			WARRANTY OUTSIDE PARTS	0.00	
TOTAL - G.O.C.				0.00	
MISC	CODE	DESCRIPTION			
JOB # A	17	REPAIR		0.25	
TOTAL - MISC				1.00	
ESTIMATE					
CUSTOMER RECEIVED RECEIVING					
ORIGINAL ESTIMATE OF \$55.07					
COMMENTS					
TAKE TO SHOP IN BODY CARE WHEN DONE					
TOTALS					

Ask your Service Advisor about our  
Everyday Low Prices on regular maintenance services!

The Cox Chevrolet  
Maintenance Schedule is now available  
Ask for your FREE copy today!

Also, try our Mr. Goodwrench Quick Lube plus Service!  
In 20 minutes or less, or 15 minutes on the spot!  
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Dealership. Ask your Service Advisor about this  
Lifetime Service Guarantee.  
The Plus seems better!

CUSTOMER SIGNATURE

Good

TOTAL LABOR	7.00
TOTAL PARTS	4.00
TOTAL G.O.C.	0.00
TOTAL MISC	1.00
TOTAL TAX	0.00
TOTAL INVOICE \$	55.07

IMPORTANT  
COX CHEVROLET  
181YY228XX  
6108754  
10/27/86  
10:30  
JOHN  
COX CHEVROLET  
2900 CORTEZ ROAD WEST  
BRADENTON, FL 34207  
(813) 841-2233

VISA

[ END OF INVOICE ]





SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS  
STATE OF FLORIDA REGISTRATION: MV-00811

CLAIM NUMBER

DATE

17717	JAMES HADJIMY	401	13	11/23/97	FLORIDA
	14894				
	99/CHEVROLET/VETTE				
	101YY228XX5106754				
SARASOTA, FL				11/22/97	

LABOR & PARTS						
JR 1 00CVZ01	LUBE, OIL & FILTER		HOURS:	TECH(S):20		7.83
	LUBE OIL AND FILTER					
	LOF COMPLETED					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	25010633	OIL FL/R 1.836	8.50	8.50	8.50
JOB # 1	5	242-OIL	MOBIL 1 0 10W30	8.50	6.50	32.50
JOB # 1 TOTAL PARTS						41.00
JOB # 1 TOTAL LABOR & PARTS						48.83
JR 2 08CVZ	BODY ELECTRICAL		HOURS:	1.00 TECH(S):19		WARRANTY
	DRIVERS WINDOW INOP//////CK					
	WINDOW MOTOR FAILURE					
	REPLACE DRIVERS WINDOW MOTOR/REGULATOR					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	10417572	REGULATOR	10.783		WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00
JR 3 09CUZZ	ACCESSORIES		HOURS:	0.50 TECH(S):19		WARRANTY
	PKE INOP//PKE IN ASHTRAY					
	REMOTE DEFECTIVE					
	REPLACE REMOTE & REPROGRAM					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	10253897	TRANSM-LR	10.485		WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00
JR 4 10CVZ	BODY SERVICE		HOURS:	0.40 TECH(S):19		WARRANTY
	DRIVERS HEADLAMP ADJUSTER SCREW COVER MISSING//CK					
	HEADLAMP BEZEL FAULTY					
	REPLACE LEFT HEADLAMP BEZEL & PLUG ( NEW DESIGN )					
	REPLACE RIGHT HEADLAMP BEZEL & PLUG ( NEW DESIGN )					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	10435412	02728			WARRANTY
JOB # 4	1	10435411				WARRANTY
JOB # 4	2	10435410	PLUG	2.729		WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00
JR 5 10CVZ09	SEATS & CARPETS		HOURS:	TECH(S):19		0.00
	TRUNK CARPET NOT EVEN///					
	" ROLLS "					
	PARTS ON ORDER. CUSTOMER TO BE CALLED WHEN PARTS IN.					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

STATE OF FLORIDA REGISTRATION: MV-06817-1

MAIN NUMBER

DATE: 11/23/99

17919	JAMES M. MOODY	401	13	11/23/99	CVC88073
	LOCATION	16874	BLACK/		
	99/CHEVROLET/VETTE				
	181Y1228XX5104754				
SARASOTA, FL				11/22/99	

## LABOR &amp; PARTS

JOB # 600VZ

MAINTENANCE

HOURS:

TECH(S):19

0.00

AIR TIRES TO SPECS // TIRE PRESSURE WARN CONES UP AT TIMES  
COMPLETE

PARTS

QTY

FP NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 6 TOTAL PARTS

0.00

JOB # 6 TOTAL LABOR &amp; PARTS

0.00

JOB # 7+20CVZZ

OUTSIDE RENTAL

HOURS:

TECH(S):19

WARRANTY

CHEVROLET LOANER PROVISION ( ENTERPRISE RENTAL )  
OVERNIGHT STAY DUE TO PARTS AVAIL.

PARTS

QTY

FP NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 7 TOTAL PARTS

0.00

JOB # 7 TOTAL LABOR &amp; PARTS

0.00

MISC

CODE

DESCRIPTION

CONTROL NO

JOB # 8

88 SHOP MATERIALS &amp; SUPPLIES

TOTAL - MISC

1.46

1.46

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$54.00 (+TAX)

COMMENTS

CALL 350-3289 OR 377-0104

TOTALS

METHOD OF PAYMENT

☐ cash... ☐ check #.....  
☐ credit card.. ☐ other.....  
☐ charge #.....

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET....

TOTAL S.O.B....

TOTAL MISC CHG.

TOTAL MISC DISC

TOTAL TAX.....

TOTAL INVOICE \$

17.83

11.00

0.00

0.00

1.46

0.00

0.00

53.29

Am Exp  
11-23-99  
JD



SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

STATE OF FLORIDA REGISTRATION: MV-08911

DATE RECEIVED

DATE RECEIVED

1993	JAMES MAURUMONT	401	734	01/21/00	00000000
	CAR MAKE	CAR MODEL	1993	BLACK	
	VW/BEV/VE/VE				
	1 0 1 1 1 2 2 0 X X 5 1 0 6 7 5 4				
SAKAMITA, FL				01/19/00	REPAIRING 1

**LABOR & PARTS**

JOB # 100VZ0Y

SEATS & CARPETS HOURS 0.60 (ECHS)117  
 (HUNK CARPET "WRINKLES" ///HUP//PARTS IN-TECHN 19  
 CARPET DEFECTIVE  
 REPLACE REAR CARPET

WARRANTY

PARTS	QTY	PP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		10438849	CARPET 15,222		

WARRANTY

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

JOB # 2 00LVZ

WINDY ELECTRICAL HOURS 1.00 (ECHS)117  
 PASS. WINDOW INOP//LK  
 WINDOW MOTOR DEFECTIVE  
 INTERNAL FAULT  
 REPLACE WINDOW MOTOR (PASS. FRONT)

WARRANTY

PARTS	QTY	PP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1		10438890	REGULATOR 10.78		

WARRANTY

JOB # 2 TOTAL PARTS

0.

JOB # 2 TOTAL LABOR & PARTS

0.

**COMMENTS**

CALL 309-3099 X1-263

**TOTALS**

**STATE INVOICE OF PAYMENT (ISS)**

( ) cash... ( ) check #.....  
 ( ) credit card.. ( ) other.....  
 ( ) charge #.....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUM....	0.00
TOTAL U.O.U....	0.00
TOTAL RISC CHG....	0.00
TOTAL RISC RISC....	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

1000 GAT PARK • SPRINGFIELD • ILLINOIS 62760  
**SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS**  
**STATE OF FLORIDA REGISTRATION: MV-00911**

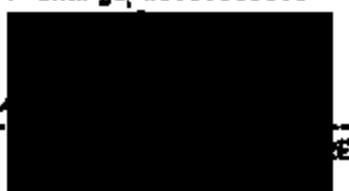
DATE: 02/09/00

DATE: 02/09/00

17919		JAMES HADWIDNY 401		466	02/09/00	LVC865803
[REDACTED]		VEHICLE	19829	BLACK/	[REDACTED]	
[REDACTED]		99/CHEVROLET/VETTE			[REDACTED]	
[REDACTED]		1 8 1 Y Y 2 2 8 X X 5 1 0 6 7 5 4			[REDACTED]	
SARASOTA, FL		02/09/00			[REDACTED]	

LABOR & PARTS		STEERING, SUSPENSION HOURS: 1.70 TECH(S):19		WARRANTY 1
JOB # 1 03CVZ		STEERING COLUMN LOCKED///TOM IN [ ] [ ] [ ] [ ] [ ] [ ]		
		DIAGNOSE		
		STEERING COLUMN LOCK DEFECTIVE		
		LOCK FROZEN		
		REPLACE STEERING COLUMN LOCK		
PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
JOB # 1	1	26030960	LOCK 2.195	JOB # 1 TOTAL PARTS
				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
SUBLET	PO#	VEND INVS	INV.DATE-DESCRIPTION	WARRANTY
JOB # 1	39172	72164	02/09/00 TOM 72164	0.00
TOTAL - SUBLET				0.00
COMMENTS				
CALL BY NOON				

TOTALS		TOTAL LABOR....		0.00
METHOD OF PAYMENT		TOTAL PARTS....		0.00
( ) cash, ( ) check #.....		TOTAL SUBLET...		0.00
( ) credit card.. ( ) other.....		TOTAL 8.0.8...		0.00
( ) charge #.....		TOTAL MISC CHG.		0.00
		TOTAL MISC DISC		0.00
		TOTAL TAX.....		0.00
		TOTAL INVOICE \$		0.00



**SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS**  
**STATE OF FLORIDA REGISTRATION: MV-08911**

17919

17919

17919	D. LARRY SMITH	407	ASE	04/21/00	CUCS70454
	22488				
	99/CHEVROLET/VETTE				
	181YY228XX5106754				
SARASOTA, FL				04/20/00	

<b>LABOR &amp; PARTS</b>						
JOB # 1	00CVZ01	LUBE, OIL & FILTER	HOURS: 1.20	TECH(S):20		9.12
		LUBE OIL AND FILTER (MOBILE ONE OIL)				
		LOP COMPLETED				
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>LIST PRICE</b>	<b>UNIT PRICE</b>	
JOB # 1	1	25010439	OIL FLTR 1.834	8.50	8.50	8.50
JOB # 1	6	242-OIL	MOBIL 1 0 10W30	8.58	6.50	39.00
				<b>JOB # 1 TOTAL PARTS</b>		47.50
				<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>		56.62
JOB # 2	05CVZ05	BRAKES SHUDDER/ADPLY	HOURS: 2.80	TECH(S):19		WARRANTY
		PULSATION IN STEERING WHEN BRAKING				
		OUT OF ROUND				
		REMANCHINED ALL FOUR BRAKE ROTORS				
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>LIST PRICE</b>	<b>UNIT PRICE</b>	
JOB # 2						0.00
				<b>JOB # 2 TOTAL PARTS</b>		0.00
				<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>		0.00
JOB # 3	10CVZ15	AIR LEAK SERVICE	HOURS: 0.30	TECH(S):19		WARRANTY
		AIR SOUND OR LEAK PASSENGER SIDE				
		WEATHERSTRIP NOT ALIGNED				
		REPOSITIONED WEATER STRIP AND MOVED WINDOW IN MORE				
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>LIST PRICE</b>	<b>UNIT PRICE</b>	
JOB # 3						0.00
				<b>JOB # 3 TOTAL PARTS</b>		0.00
				<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>		0.00
JOB # 4	08CVZ19	KEYLESS ENTRY SYSTEM	HOURS: 0.50	TECH(S):19		WARRANTY
		KEYLESS ENTRAY SYSTEM WORKS INTERMITTANTLY				
		INTERNAL FAILURE				
		REPLACED REMOTE AND REPROGRAMMED				
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>LIST PRICE</b>	<b>UNIT PRICE</b>	
JOB # 4	1	10233839	TRANSM-LK 10.485			WARRANTY
				<b>JOB # 4 TOTAL PARTS</b>		0.00
				<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>		0.00
JOB # 5	09CVZ01	SOUND SYSTEM	HOURS: 0.70	TECH(S):19		WARRANTY
		SPEAKERS PASSENGER SIDE HAS SORT OF STATIC SOUND, NOTED				
		MORE WHEN NEWS ON.				
		STATIC				
		DIAGNOSED AND REPLACED RT FT SPEAKER				
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>LIST PRICE</b>	<b>UNIT PRICE</b>	
JOB # 5	1	10290826	SPEAKER 9.650			WARRANTY
				<b>JOB # 5 TOTAL PARTS</b>		0.00
				<b>JOB # 5 TOTAL LABOR &amp; PARTS</b>		0.00
JOB # 6	10CVZ06	INTERIOR TRIM	HOURS: 1.19	TECH(S):19		0.00
		DRIVERS SEAT BACKREST OUTSIDE EDGE MATERIAL CRACKING AND				
		PEELING OFF				
		NEED TO RESCHEDULE FOR TRIM SHOP FOR REPAIR TO SEAT BOLSTER.				



SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING COPIES  
STATE OF FLORIDA REGISTRATION MV-0011

LEAD NUMBER

DATE RECEIVED

17919

S. LARRY SMITH

407

658

04/21/00

CVC870454

DESCRIPTION

LOCATION

22488

BLACK/

ROOM

99/CHEVROLET/VETTE

REARVIEW MIRROR

REARVIEW MIRROR

1 8 1 Y Y 2 2 B X X 5 1 0 6 7 8 4

REARVIEW MIRROR

REARVIEW MIRROR

SARASOTA, FL

04/20/00

PARTS QTY FP NUMBER DESCRIPTION LIST PRICE UNIT PRICE  
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

JR 7+20CVZZ OUTSIDE RENTAL HOURS TECH(S) 119 WARRANTY

PARTS QTY FP NUMBER DESCRIPTION LIST PRICE UNIT PRICE  
JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

MISC CODE DESCRIPTION CONTROL NO  
JOB # A SS SHOP MATERIALS & SUPPLIES TOTAL - MISC 1.70

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$48.00 (+TAX)

COMMENTS  
CALL 359-3399 X263

TOTALS

METHOD OF PAYMENT

( ) cash ( ) check #  
( ) credit card ( ) other  
( ) charge #

TOTAL LABOR... 9.12  
TOTAL PARTS... 47.50  
TOTAL SUBLET... 0.00  
TOTAL S.D.S... 0.00  
TOTAL MISC CHG... 1.70  
TOTAL MISC DISC... 0.00  
TOTAL TAX... 4.11  
TOTAL INVOICE \$ 62.43

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS  
STATE OF FLORIDA REGISTRATION: MV-06811

CLAIM NUMBER

DATE RECEIVED

17919	D. LARRY SMITH	407	783	06/18/00	0VC873894
	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE COLOR	VEHICLE TYPE
	99/CHEVROLET/VETTE	23000		BLACK/	
	VEHICLE VIN	VEHICLE LICENSE	VEHICLE COUNTY	VEHICLE REGISTRATION	VEHICLE TAX
	101YY220XX5106754				
SARASOTA, FL	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE COLOR	VEHICLE TYPE

LABOR & PARTS	SEATS & CARPETS	HOURS	0.60	TECH(S):19	WARRANTY
JN 1 10CVZ09	REMOVE DRIVERS BACKREST SEAT COVER			SUBLET TO REPLACE SIDE	
	PANEL				
	MATERIAL COMING APART				
	C7051 ( SUBLET ) R&R SEAT BACKREST COVER AND SUBLET TO				
	REPLACE OUTSIDE INSERT				

JOB # 1 TOTAL LABOR & PARTS 0.00

JN 2 20CVZZ	OUTSIDE RENTAL	HOURS		TECH(S):19	WARRANTY
	ALT TRANSP				
	27901				

JOB # 2 TOTAL LABOR & PARTS 0.00

JN 3 10CVZ06	INTERIOR TRIM	HOURS	0.20	TECH(S):19	WARRANTY
	TRIM PLATE OVER DRIVERS DOOR DOOR HANDLE DOES NOT FIT				
	SECURELY TO DOOR, GAP AROUND EDGE				
	GAP IN DRIVERS DOOR HANDLE BEZEL				
	C3241 - REPOSITION DRIVERS DOOR BEZEL ON SNAPS				

JOB # 3 TOTAL LABOR & PARTS 0.00

JN 4 10CVZ	BODY SERVICE	HOURS		TECH(S):19	WARRANTY
	REAR HATCH DOOR RUBBER BUMPER IS MISSING LEFT SIDE CAUSING				
	DOOR TO RATTLE				
	BUMPER STOP FOR LEFT SIDE REAR HATCH FELL OFF AND MISSING				
	SPECIAL ORDER REPLACEMENT BUMPER. WILL CALL WHEN RECEIVED				

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	POB	VEND INVB	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	44155	96221	06/13/00	R&R SEAT	0.00

TOTAL - SUBLET

TOTALS

METHOD OF PAYMENT

( ) cash... ( ) check #.....  
( ) credit card.. ( ) other.....  
( ) charge #.....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL S.D.O....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

1800 BAY ROAD • SARASOTA, FLORIDA 34239

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

STATE OF FLORIDA REGISTRATION: MV-06811

VEHICLE MAKE

VEHICLE MODEL

VEHICLE NO.	17919	OWNER	ANNASTARTA FARLEY	402	DATE	08/28/00	VEHICLE	CVC8784814
VEHICLE		VEHICLE		27073	VEHICLE	BLACK/	VEHICLE	
VEHICLE		VEHICLE	99/CHEVROLET/VEHICLE		VEHICLE	10/21/98	VEHICLE	496
VEHICLE		VEHICLE	1 G1YY228XX510A754		VEHICLE	MSD	VEHICLE	
SARASOTA, FL		VEHICLE			VEHICLE	08/21/00	VEHICLE	

LABOR & PARTS		BODY SERVICE		HOURS: 0.20	TECH(S):19	WARRANTY	
JOB # 10CVZ		INSTALL BOP HATCH GLASS RUBBER STOP					
		PART IS MISSING					
		INSTALLED RUBBER BUMPER FOR REAR HATCH					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 1	1	10292972	BPR-L/WDO	12.212		WARRANTY	
				JOB # 1 TOTAL PARTS		0.00	
				JOB # 1 TOTAL LABOR & PARTS		0.00	
JOB # 2 11CVZ		BODY STRUCTURE		HOURS: 0.70	TECH(S):19	WARRANTY	
		LEFT POWER WINDOW IS INOPERATIVE					
		INTERMITTENT PROBLEM....HAS BEEN REPAIRED TWICE PREVIOUSLY					
		FAILED MODULE					
		CHECKED ALL RELATED WIRING AND SWITCHES. REPLACED LEFT DOOR					
		MODULE.					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 2	1	9352881	MOD-F/CON	10.485		WARRANTY	
JOB # 2	1	25000	WAR/CLAIM			WARRANTY	
				JOB # 2 TOTAL PARTS		0.00	
				JOB # 2 TOTAL LABOR & PARTS		0.00	
JOB # 3 20CVZ		COURTESY TRANSPORT		HOURS: TECH(S):19			WARRANTY
		COURTESY TRANSPORT Z7901					
		OVERNIGHT REPAIRS					
		ENTERPRISE RENTAL					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
				JOB # 3 TOTAL PARTS		0.00	
				JOB # 3 TOTAL LABOR & PARTS		0.00	
JOB # 4 10CVZZ		BODY SERVICE		HOURS: 0.30	TECH(S):19	WARRANTY	
		PASSENGER DOOR PREVIOUSLY ADJUSTED FOR WIND NOISE...NOW					
		SOUNDS LIKE WINDOW HITTING AGAINST SOMETHING WHEN SHUT					
		DOOR PANEL RETAINER CLIPS NOT HOLDING PANEL					
		REPLACED ALL DOOR PANEL RETAINER CLIPS					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 4	7	15960325	RETAINER	16.145		WARRANTY	
				JOB # 4 TOTAL PARTS		0.00	
				JOB # 4 TOTAL LABOR & PARTS		0.00	
JOB # 5+03CVZ		STEERING, SUSPENSION		HOURS: 1.70	TECH(S):19	WARRANTY	
		STEERING COLUMN LOCKED UP WHILE IN SHOP					
		LOCKED					
		SCANNED SYSTEM FOR CODES. CHECKED RELATED WIRING. REPLACED					
		STEERING COLUMN LOCK.					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 5	1	26050960	LOCK	2.195		WARRANTY	
				JOB # 5 TOTAL PARTS		0.00	

1000 OAI FORM 1.0 - PARASOTA, FLORIDA 32909  
 SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS  
 STATE OF FLORIDA REGISTRATION: MY-00811

NUMBER

DATE NUMBER

17919	ANASTASIA FARLEY 402	339	08/23/00	COC878481
	27073		BLACK/	
	99/CHEVROLET/VETTE		10/21/98	494
	1B1YY220XX5106754		NSD	
PARASOTA, FL			08/21/00	

JOB # 5 TOTAL LABOR & PARTS

0.00

TOTAL

METHOD OF PAYMENT

( ) cash ( ) check #  
 ( ) credit card ( ) other  
 ( ) charge

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL BULLET	0.00
TOTAL B.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE	0.00







STATE OF FLORIDA  
REGISTRATION: MV-88811

**Sunset**  
**CHEVROLET**  
1800 BAY ROAD • SARASOTA, FLORIDA 34230  
PHONE: (941) 566-7600



WEB SITE:  
www.automaxplus.com

SEE BACK FOR ADDITIONAL COSTS OR INFORMATION REGARDING REPAIRS

INVOICE NO. 17919	ADDRESS ANANTASHA FARLEY 402	TAX NO. 381	OFFERED BY 100000	INVOICE NO. CVC81807
	CAR MAKE CHEVROLET	MODEL 2500	COLOR BLACK	STOCK NO.
	VEHICLE TYPE SUV		VEHICLE YEAR 2002	VEHICLE MAKE 484
SARASOTA, FL	VEHICLE NO. 1G1YY226XX6100764		VEHICLE MAKE NO. 0000	PRODUCTION CODE
	P. R. NO.	P. R. NO.	P. R. NO. 100000	WARRANTY BUT
			NO: 25250	

**TOTALS**

**METHOD OF PAYMENT**

☐ cash ☐ check #  
☐ credit card ☐ other

TOTAL LABOR	8.75
TOTAL PARTS	47.00
TOTAL SUBLET	0.00
TOTAL S.O.C.	0.00
TOTAL DISC. CHG.	0.00
TOTAL DISC. DISC.	0.00
TOTAL TAX	4.11
<b>TOTAL INVOICE \$</b>	<b>62.43</b>

CUSTOMER SIGNATURE

# Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

ORIGINAL

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.  
☒ 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) see attached records - there have been numerous defects, particularly power windows, etc.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Model Corvette Year 1999  
VIN 1G6114141321615151101171514 Date of Delivery 10/28/98  
Name and City/State of selling dealer or leasing company (if applicable) Cox Chevrolet, Bradenton, FL  
Corvette (imported from) Charlotte, NC  
Name and City/State of authorized service agent(s) attempting previous repairs Cox Chevrolet, Bradenton, FL  
and Sunset Chevrolet Sarasota, FL

Consumer

Address

SARASOTA, FL

Home phone

Work phone

Signature

Date Mailed

10/9/00

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/86)



GM RESTRICTED

376395

CASE NUMBER: 02088778 VIN: 1G1YY22GXX5108522  
 DATE OPENED: 10/31/00 MODEL YEAR: 99  
 DATE CLOSED: 09/04/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 30000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 02088778 VIN: 1G1YY22GXX5108522  
 MODEL YEAR: 1999  
 DATE OPENED: 2000-10-31 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2001-09-04 MILEAGE: 30000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: MAROONE CHEVROLET OF PEMBROKE PINES  
 BRC PARENT: DEALER ADDRESS: 8600 PINES BLVD., PEMBROKE PINES, FL, 33024, USA

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

M01 Steering General Other  
 2 REPAIR ATTEMPT(S) LOCKED FINAL REPAIR

FINAL - FL

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

LEGAL CORRESPONDENCE. CRM RECEIVED MVDN IN PURSUANT TO FL LEMON LAW. CUSTOMER CONCERN IS VEHICLE OUT OF SERVICE 30 DAYS. CRM CALLED CUSTOMER HE STATES CURRENT CONCERN IS STEERING WHEEL LOCKED. CUSTOMER SEEKS BUYBACK. VEHICLE IS CURRENTLY AT MAROONED DEALER. CRM ADVISED WOULD RESEARCH AND CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 58183; 0; 341857374  
 2000-11-02

CUST SEEKS WARRANTY HISTORY ON VEH PRINTED. CUST STATES HE WAS THE FIRST OWNER OF VEH AND DLR WAS NOT WILLING TO COOPERATE AND GIVE CUST A PRINT OUT. CRM ADV CUST THAT WE DO NOT HAVE THE CAPABILITY OR AUTHORIZATION TO SEND OUT THAT INFO. CUST ASKED WHERE THE EARLY WARRANTY REPAIRS WERE MADE WHICH LEAD ME TO BELIEVE HE IS NOT THE ORIGINAL OWNER OF VEH. CRM ADV CUST I COULD NOT ASSIST W/ THIS INFO. LIZ RUIZ/ATX; 0; 342025695  
 2000-11-03

4 DEALERSHIPS INVOLVED. ED MORSE, LOU BACHRODT IN POMPANO BCH, LOU BACHRODT IN COCONUT CREEK, AND MAROONE. CRM CALLED ED MORSE SVC MGR RICK HE STATES VEHICLE OUT SERVICE 4 DAYS. CRM CALLED LOUBACHRODT IN POMPANO BCH SVC MGR BOB NOT AVAILABLE SPOKE TO SVC ADV

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

376395

JOHN INSTEAD HE STATES VEHICLE OUT OF SERVICE 6 DAYS. CRM CALLED LOU BACHRODT IN COCONUT CREEK SVC MGR RICK NOT AVAILABLE SPOKE TO SVC ADV KC INSTEAD HE STATES VEHICLE OUT OF SERVICE 14 DAYS. CRM CALLED MAROONE SVC MGR CHRIS PATTERSON NOT AVAILABLE LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 58183; 0; 342118907  
2000-11-06

CRM CALLED SVC MGR CHRIS PATTERSON HE STATES VEHICLE IS OPERATING TO GM SPECIFICATIONS SINCE LAST VISIT. TAC NOT NEEDED. OUT OF SERVICE 6 DAYS. CRM CALLED CUSTOMER HE STATES PICKED VEHICLE UP ON NOV 2 AND VEHICLE IS FINE AT THE MOMENT BUT HE STILL WANTS A BUYBACK. CRM ADVISED WOULD CONTACT AVM FOR DECISION. CRM CALLED AVM CARL COOK FOR DECISION LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 58183; 0; 342381261  
2000-11-06

CRM RECEIVED CALL FROM AVM CARL COOK WHO STATES HE IS RESPONDING TO MESSAGE LEFT BY PREVIOUS CRM IN LEGAL CORR. AVM STATES SINCE VEH IS REPAIRED, NO CURRENT CONCERNS VEH DOES NOT QUALIFY FOR BUYBACK. AVM ADVISES TO HAVE PREVIOUS CRM ADVISED TO OFFER A GMPP POLICY.. CRM CONTACTED PREVIOUS CRM IN LEGAL CORR AND ADVISED OF AVM DECISION AND THE OFFERANCE OF A GMPP POLICY.. PREVIOUS CRM ADVISED SHE WILL CALL CUST AND MAKE OFFER, HOWEVER DOES NOT THINK CUST WILL ACCEPT THE OFFER.. CRM ADVISED WILL NOT TAKE OWNERSHIP  
KELLEY WILLIAMS/AVM CAC/TPA FORWARDING FILE BACK TO PREVIOUS CRM;  
0; 342395195  
2000-11-07

CRM CALLED CUSTOMER NOT AVAILABLE LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 58183; 0; 342457468  
2000-11-07

CUSTOMER CALLED STATING HE WILL GET A LANYER DUE TO THE FACT VEHICLE OUT SVC 30 DAYS REPAIRED OR NOT CUSTOMER SEEKS BUYBACK. CRM CLOSING FILE. DEIRDRE KING/LEGAL CORR/EXT 58183; 0; 342476447  
2000-11-08

REPURCHASE DENIED - VEHICLE REPAIRED. CUSTOMER DISSATISFIED. TARA MITCHELL/TM LEGAL CORR; 0; 342577838  
2000-11-08

LETTER APPROVED AND RELEASED. J HODGES/GOODWILL APPROVAL GROUP/TPA; 0; 342581053

\*\*\*\*\*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:

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

376395

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:

DEALER ADMINISTRATION:  
RELEASE:

GM RESTRICTED

376395

## 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:

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

Case No:	4217146	VIN Number:	1G1YY22GXX5100786
Date Opened:	9/21/2000	Model Year:	1999
Date Closed:	10/31/2000	Series:	Corvette
Dealer Code:	B13858	Mileage:	17250
Address:	WHITESIDE CHEVROLET SAINT CLAIRSVI	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING STEERING LOCK MESSAGE

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/21/2000 11:41:37 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

1\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

1\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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)

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

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

09/21/2000 11:41:37 HISTORY - WILSON

CONCERN;

TECH STS VEHICLE WAS TOWED IN WITH THE STEERING WHEEL LOCKED....

DIAGNOSIS;

TECH STS HE USED THE TECH 2 TO COMAND THE STEERING LOCK OFF AND

SINCE THEN THE CONCERN HAS NOT HAPPENED. TECH STS THERE WERE DTC'S,  
U1016,1064,1096.....B2860 AND C2100, 2105.....TECH STS HE FOUND A PI FOR  
THE U CODES A000119 AND WOULD LIKE THE INFO AND ALSO STS HE WENT THROUGH  
THE DIAGNOSIS FOR THE B2860 AND STS THERE IS NO PROBLEMS RIGHT  
NOW.....TECH LOOKING FOR OTHER CASES, ETC....

ADVISED TECH OF THE CONTENTS OF PI A000119 AND THEN ADVISED TECH OF  
PREVIOUS CASES WHERE THE LOCK ACTUATOR WAS CAUSING THE CONCERN.....

TECH WILL ADVISE.....

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

NEW PALESTINE

IN

HOME PHONE:

CASE NUMBER: 01551019

VIN:

1G1YY22GXX5112408

DATE OPENED: 2000-09-13

MODEL YEAR:

1999

DATE CLOSED: 2000-09-13

SERIES:

CORVETTE COUPE

SOURCE: Phone

MILEAGE:

17000

BRC TYPE: No

DELIVERY DATE:

DEALER NAME: BILL ESTES CHEV INC

BRC PARENT:

DEALER ADDRESS: 4105 W 96TH ST., INDIANAPOLIS, IN, 46268, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Brakes

Other

0 REPAIR ATTEMPT(S)

HIGH SPOT IN BRAKES

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

STERRING LOCKS UP

J01 Engine

Oil Pressure Light

0 REPAIR ATTEMPT(S)

LOW OIL LIGHT STAYS ON.

## SVC SATISFACTION SURVEY RESPONSE

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER STATES THAT SHE IS HAPPY WITH THE DEALERSHIP HER CONCERN IS THE PROBLEMS WITH THE VEHICLE. CUST STATES THAT SHE HAS HAD BRAKE PROBLEMS, STEERING COLUMN LOCKS UP, AND AFTER AN OIL CHANGE HER LOW OIL LIGHT CAME ON. CUSTOMER STATES THAT THIS SHOULD NOT BE HAPPENING WITH A \$50,000 CAR WITH ONLY 17,000 MILES. CRM CALLED CUST AND L/M FOR HER TO CALL CAC BACK SINCE CUST IS OUT OF COUNTRY AND CRM COULD NOT UNDERSTAND SOME OF THE WRITING IN LETTER.

\*\*\*\*MARY ELLEN KOTERBA/ATX\*\*\*\*; 0; 337706152

## \*\*\*\*\*FAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:



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



# About Your Service Consultant/Advisor - Continued

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

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The ease of getting your vehicle? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The condition in which it was returned? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No

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

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

13. How satisfied are you that your vehicle was fixed right on this service visit? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/worksheet? ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ☒ Yes ☐ No ☐ Don't know/Not sure

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Bill Estes Chevrolet? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1999 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied

19. Do you have any comments/recommendations about your

Dealership: I have brought this car in for high spot on brakes, steering column lock - replacement, 55's and changing front end. The car is a 1999 C-5 model. I took it to another shop for a complete front end and he said it's defective/oil work on this is a very multi-increased to have to keep driving. Based on 30,000.00. and the car only has 12,000 miles!

20. Are you ... ☐ Male ☐ Female
21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-223-1029

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 19822, TOLEDO, OH 44019-0822

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Mt. Ephraim

NJ

HOME PHONE:

CASE NUMBER: 1-77063106

VIN:

1G1YY22GXX5115597

MODEL YEAR:

1999

DATE OPENED: 2003-02-28

SERIES:

Corvette

DATE CLOSED: 2003-02-28

MILEAGE:

31000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: Mark Anthony Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 1000 Gateway Blvd, Westville, NJ, 08093-1325, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

STEERING LOCKED; ; 2003-02-28

2003-02-28

update; ; 2003-02-28

2003-02-28

Service Request has been Closed Satisfied.; ; 2003-02-28

## \*\*\*\*\*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:  
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:

LOCATION:

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

RESTRAINT:  
IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

WEST WARWICK

RI [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 04764410

VIN: 1G1YY22GXX5116488

MODEL YEAR: 1999

DATE OPENED: 2001-07-02

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-08-10

MILEAGE: 24000

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: No

DEALER NAME: NORWOOD MOTOR GROUP INC

SRC PARENT:

DEALER ADDRESS: 1338 POST RD, WARWICK, RI, 02888, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General  
S REPAIR ATTEMPT(S)Other  
STEERING COLUMN 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\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
  - \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
    - ( 1st attempt - offer to coordinate repair at a dealership)
    - ( Previous repairs)
      - 1) Review warranty history on "VIN Profile" tab
      - 2) Contact appropriate Service dealership to discuss
      - 3) Determine if TAC was previously contacted or is now necessary
      - 4) Establish & document a diagnosis and repair plan
  - \* Coordinate with dealership to assist with customer's repair request
  - \* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES HIS VEH HAS BEEN TO THE DLR FOR THE 6TH TIME FOR THE STEERING COLUMN LOCKING UP, MAKING VEH UNABLE TO BE DRIVEN AND HAVING TO BE TOWED TO THE DLR. CUST STATES HE HAD VEH TOWED TO DLR 6/26/01 AND IT IS STILL THERE. CUST SEEKS TO SPEAK TO AREA SERVICE MANAGER. CRM ADV CUST COULD NOT GIVE THAT INFO OUT, BUT WOULD CONTACT DLR. CRM CALLED TOM CHADWICK, SVC DIRECTOR WHO STATES THIS IS A TRANSIENT CUST TO HIM AND HAS NOT SEEN THIS CORVETTE BEFORE. TOM STATES THE CONCERN HAS NOTHING TO DO WITH STEERING COLUMN, BUT HE DOES NOT HAVE THE DIAGNOSIS DONE YET. TOM STATES HE WILL CONTACT THIS CUST AS SOON AS HE KNOWS WHAT THE PROBLEM IS. TOM STATES THE OTHER DLR THAT HAS SEEN VEH CALLED HIM AND STATED THEY HAVE NOT BEEN ABLE TO DUPLICATE CUST CONCERN. CRM WILL DOCUMENT THIS. PAM ELLISON/PDX/CAC; 0;  
362949213  
2001-07-10

CRM CALLED TOM CHADWICK FOR FOLLOW UP. CRM LEFT VOICE MESSAGE ON SVC DIRECTOR VOICE MAIL TO PLEASE CALL CAC AND UPDATE CUST FILE. \*\*\* NEXT CRM \*\*\* PLEASE UPDATE CUST FILE, THANK YOU. CRM ALSO ATTEMPTED TO CALL CUST. NO ANSWER. CRM WILL TRY TO PHONECUST AGAIN ON 7/11/01. PAM ELLISON/PDX/CAC; 0; 363638996  
2001-07-11

CRM CALLED SVC DIRECTOR, TOM CHADWICK AND WAS ADV VEH HAS BEEN REPAIRED AND CUST HAS PICKED IT UP. CRM DISCUSSED THE NEW CAMPAIGN (#1044 WHICH JUST CAME OUT IN JULY 2001 FOR CORVETTE ELECTRONIC COLUMN LOCK) WHICH CAN RESULT IN STEERING COLUMN LOCKING. CHAD STATES HE HAS NOT REC'D THIS CAMPAIGN AND THAT CUST VEH DID NOT HAVE THIS SAME PROBLEM. CRM ACKNOWLEDGED WHAT SVC DIRECTOR WAS STATING. CRM CALLED CUST FOR FOLLOW UP. NO ANSWER. CRM WILL TRY AGAIN 7/12/01 10:30 AM EASTERN TIME. PAM ELLISON/PDX/CAC; 0; 363735315  
2001-07-12

CRM MADE 2ND FOLLOW UP ATTEMPT TO CUST TO ENSURE HE IS SATISFIED WITH HIS REPAIRED VEH. AGAIN NO ANSWER AND NO VOICE MESSAGING SYSTEM. CRM WILL SEND CALL CAC LETTER. \*\*\*\*\* NEXT CRM \*\*\*\*\* PLEASE ADV CUST WE ASKED HIM TO CALL IN TO DETERMINE HIS SATISFACTION WITH HIS REPAIRED CORVETTE. DLR STATED VEH HAS BEEN REPAIRED AND WE ARE SIMPLY FOLLOWING UP ON THIS STATEMENT. THANK YOU. PAM ELLISON/PDX/CAC; 0; 363805301  
2001-07-23

GL REVIEWED AND forwarded for printing.....JOAN STATON/GOODWILL LIAISON/PDX; 0; 364777605  
2001-08-01

CUST STATES THAT THE LEFT FRONT SPEAKER IS NOT FIXED AND THAT HE HAS HAD TO PAY FOR RENTAL FOR 2 1/2 WEEKS. CUST SEEKS 1/2 OF LEASE PAYMENT OR PAY RENTAL VEH EXPENSE. CUST REQ THAT I CB, CORRECT PH # [REDACTED]..... CRM CB DLR, [REDACTED] SVC MGR, TOM CHADWICK, NOT AVAIL, TRANSFERRED TO BODY SHOP TOLD TO CB ASK FOR [REDACTED] WHO HANDLES RENTAL RE-IMBURSEMENT. CRM CB CUST, SET CB TIME FOR FRI, 8/3 12-2 EDT ROBIN DALE/CAC/PDX; 0; 365539765  
2001-08-01

CRM CB DLR, GIZELLE, SHE STATED THAT SHE PROCESSES RE-IMBURSEMENT FOR COLLISION REPAIRS. CRM TRANSFERRED TO SVC MGR, TOM CHADWICK. NOT AVAIL.....CRM WILL CB THURS AM. ROBIN DALE/CAC/PDX; 0; 365552914  
2001-08-02

CRM CB NORWOOD MOTOR GROUP, SVC MGR TOM CHADWICK. NOT AVAIL, LEFT VM TO HAVE HIM CB TEAM VM. ROBIN DALE/CAC/PDX; 0; 365620119  
2001-08-03

CRM CB DLR, SPO/W SVC MGR TOM CHADWICK, HE STATES THAT LEFT FRONT SPEAKER INOP. IS NOT IN NOTES, AND THAT CUST COULD BRING RENTAL BILL IN FOR SUBMITTAL TO AVM AND THAT SPEAKER WAS NOT CHARGED FOR REPAIR THERE. CRM WILL CB CUST AND ADVISE. ROBIN DALE/CAC/PDX; 0; 365707856  
2001-08-03

CRM CB CUST WK PHONE CUST STATES THAT LITTLETON CHEV. PURCH DLR, ED FARR, SVC MGR, AND THAT CUST HAS SUBMITTED TO THEM, BUT HAS NOT RCVD RE-IMBURSEMENT. CRM WIL CB LITTLETON CHEV, RESEARCH FOR RE-IMBURSEMENT, CB CUST NEXT FRI, 8/10 11-1 PM EDT WORK PHONE, 401-821-9120. ROBIN DALE/CAC/PDX; 0; 365710781  
2001-08-08

CRM CB LITTLETON CHEV, 603 444 5678, ED FARR, SALES MGR CUST REIMBURSEMENT. HE STATES THAT AVM, BRADY JEZEWSKI, HAS APPROVED REIMBURSEMENT FOR RENTAL EXPENSE AND THAT SERVICING DLR SHOULD BE PRESENTED WITH BILL FOR REIMBURSEMENT. CRM WILL CB CUST ATSET CB TIME, 8/10 11-1 PM EDT 98-10 pdt; 0; 366158530  
2001-08-08

previous documentation by robin dale/cac/pdx; 0; 366158558  
2001-08-10



CRM CB CUST, ADVSD CUST THAT HE NEEDS TO TAKE ORIGINAL RECIEPT TO MONWOOD, WHO DID THE WORK,  
APPROVED BY AVM FOR RE-IMBURSEMENT. NO FURTHER CONTACT NEEDED. ROBIN DALE/CAC/PDX; 0;  
366312594

## \*\*\*\*\*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:

ENGINE TYPE:  
MILEAGE & BUY-BACK: 0

MSRP: NADA: 0  
SALES TAX:  
DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH: NAME:  
ACCOUNT NUMBER:  
INTEREST RATE: INTEREST PAID:  
DEALER BUYOUT:  
ACCOUNT BALANCE:  
LEGAL: LEGAL TYPE:  
LEMON LAW:  
DEALER ADMINISTRATION: VEHICLE DESTINATION:  
RELEASE: LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

July 12, 2001

[REDACTED]  
West Warwick, RI [REDACTED]

Request: C04764410

Dear [REDACTED]

We would like to discuss your concern on your 1999 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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Pamela Ellison  
Customer Relationship Manager

RS0006-P/jas

CHEVROLET MOTOR DIVISION  
\* \* \* G M R E S T R I C T E D \* \* \*

191460  
OT88490 PAGE #: 1  
M41-015

CASE NO: 99-0485734  
DATE OPENED: 08/30/1999  
DATE CLOSED: 08/30/1999  
SOURCE: PHONE  
CUSTOMER:  
ADDRESS:  
HOME PHONE:

VIN: 1G1YY229K5115717  
MODEL YR: 99  
SERIES: YH CORVETTE  
MILEAGE: 003000  
STATE: VA  
ROADSIDE VA  
BUS. PHONE: EXT:

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

CUSTOMER STATES THAT HER STEERING COLUMN LOCKED UP. SHE TOOK IT TO DEALERSHIP AND CONFERRED WITH TECHNICIAN AND TOLD HER SHE WAS CONCERNED THIS MIGHT HAPPEN WHILE DRIVING. HE COULD NOT FIND ANYTHING WRONG BUT COULD HE CONFIRM THAT THIS WOULD NOT HAPPEN AGAIN.

CUSTOMER SEeks ASSISTANCE ON REPAIR. SHE IS VERY NERVOUS ABOUT THIS HAPPENING WHILE CAR IS IN MOTION.

CRM ADVISES TO TIER 2 /KELLY  
DEBBIE CUTTING/AUSTIN

B-30-99\*\*\*\*\*

CRM RECEIVED CALL FROM TIER 1...CRM QUESTIONED OWNER REQUEST... OWNER STATES VEH STEERING COLUMN LOCKED UP & OWNER IS AFRAID STEERING WILL LOCK UP WHILE DRIVING...OWNER STATES HAS APT W/DLR TO INSPECT VEH HOWEVER DLR HAS ADVISED OWNER WOULD NEED VEH TO LOCK UP AGAIN TO VERIFY CONCERN....OWNER REQUEST SOMEONE TECHNICAL TO ADVISE OWNER THIS COULDN'T HAPPEN WHILE DRIVING VEH...CRM ACKNOWLEDGED & APOLOGIZED FOR CONCERN...CRM ADVISED OWNER CHEV NOT A TECHNICAL CENTER...CRM ADVISED OWNER WILL RESEARCH INFO...CRM CALLED ROBY TECH...ROBY ADVISED CRM OF SAFETY FEATURE ON VEH TO PREVENT VEH FROM LICKING UP WHILE DRIVING...ROBY ADVISED CRM OWNER HAS 2 DIFFERENT CONCERNS...CRM ADVISE OWNER OF ROBY INFO...OWNER ACKNOWLEDGED...OWNER & CRM THANKED EACH OTHER...

KELLITA SCOTT/TROY-SITE

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

CODE # DEBC

CODE COMMENTS

M40 0

STEERING LOCKED UP  
CRM ADVISED OWNER WILL DOO CONCERN....