

**EA02-031**

**GM**

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

**ATTACHMENT 4F  
BOOK 18 OF 22  
PART 2 OF 3**

322495

CASE NUMBER: 01309677 VIN: 1G1YY22GXE5117060  
DATE OPENED: 08/21/00 MODEL YEAR: 1999  
DATE CLOSED: 08/31/00 SERIES: CORVETTE COUPE  
SOURCE: ADR MILEAGE: 10569  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: [REDACTED] STATE: FL  
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: LOU BACHRODT CHEVROLET INC  
BRC PARENT: 01309676 DEALER ADDRESS: 1801 W ATLANTIC BLVD., POMPANO  
BEACH, FL, 33069, USA

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

M41 Steering Column/Lock/Attaching Parts	Broken
3 REPAIR ATTEMPT(S)	Steering column locks up
T28 Possible Lemon Law	Customer Satisfaction
0 REPAIR ATTEMPT(S)	Active HSB case

Steering column locks up.

322495

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

Rcvd active BBS case #CHV0036456.; 0; 335896327  
2000-08-31

Decision: Customer agreed to a repair at Lou Sachrodt Chevrolet; svcs mgr Bob Lefler will re-evaluate and road test for steering lock up concern for possible repair if applicable. Justification: Customer is concerned will lock up again. Decision Maker: AVM Carl Cook; Robert Hall, ADR/Tampa. Follow up: Dealer to confirm appt date and evaluation; BBS case #CHV0036456 closed.; 0; 336613631

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

322495

## \*\*\*\*\*FAR INFORMATION\*\*\*\*\*

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REFURCHASE REASON:	
DEALER BAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0	BPC WARRANTY DATE:
MSRP:	MADE: 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:	

322495

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

## \*\*\*\*\*HBC CONTACT INFORMATION\*\*\*\*\*

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

To:  
Fax#:  
From:  
Aug 18, 2000

Re: Chevrolet Motor Division/CEV0036456  
TotalPages: 5

TO: Robert Hall COMPANY: Chevrolet Motor Division

AUTO LINE

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August 18, 2000

Re: m09 1718 X 1604 CHV0038458 [REDACTED] vs Chevrolet Motor Division

Mr. Robert Hall  
Chevrolet Motor Division  
Tampa, FL

Dear Mr. Hall:

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

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

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

Sincerely,

Bryan Oglesby at Extension 240



Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Case Number: CHV0038458

Start Date: 08/18/00

Customer Name: [REDACTED]

State: FL

VIN: 1G1YY22G0K5117080

This claim is ☐ IN Warranty ☐ OUT of Warranty

Is the VIN listed above correct? ☐ YES ☐ NO

If you checked NO, please indicate the correct VIN: \_\_\_\_\_

SETTLEMENT INFORMATION

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

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer has not indicated a response to the offer.

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

ARBITRATION INFORMATION

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

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

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ \_\_\_\_\_

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To:

Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBB AUTO LINE

Future contact: \_\_\_\_\_

Fax: 783.247.9780

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Customer Claim Form

Case Number: CHV0038458

Contact Date: 08/18/00

Start Date: 08/18/00

Customer Name Address

POMPANO BEACH, FL

Day Phone:

Evening Phone:

Fax Number:

E-mail address:

Vehicle Information

Name(s) that appear on vehicle title: Harry/Cornie Tidwell

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Standard

Number of vehicles owned or leased by the business: 0

Make: Chevrolet

Model: Corvette

Model Year: 1999

Current Mileage: 10389

Vehicle Identification Number: 1G1YY22GXX5117080

Servicing Dealer/City/State: Lou Bachredl Chevrolet,

Selling Dealer/City/State: Lou Bachredl Chevrolet, Pompano Beach F

Insurance Carrier:

GEICO

Policy Number: 4055489

Has vehicle been in an accident/had body damage? Yes ☐ No ☒ Date of accident:

Description of Damage:

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

Purchase Date: Mileage at purchase:

Lease Date: 02/01/99 Mileage at lease:

Purchased As:

Leased As: New

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name:

Lending Company's Name: UEMV Auto

Address:

Address:

City/State/Zip:

City/State/Zip:

Phone:

Phone: ( ) -

Resolution Sought

Customer feels this is a dangerous situation. It has happened when the car was moving. Customer wants a comparable replacement vehicle.

Signature of Owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

I am authorizing my lender/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

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

Customer Claim Form

Customer Name: [REDACTED]

Case Number: CHV0038458

Problem(s)	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering column locks up		yes	3			

(Please indicate whether each problem is current)

TO:Robert Hall COMPANY:Chevrolet Motor Division

To:

Fax#:

From:

Aug 31, 2000

Re: Chevrolet Motor Division/CEV0036456

TotalPages: 2



August 31, 2000

Pompano Beach, FL

Re: Tidwell vs Chevrolet Motor Division # CHV0038456

Dear

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

The manufacturer agrees to repair your 1999 Chevrolet Corvette for any verifiable defects under the terms of the New Vehicle Warranty. As indicated, you will be contacted by the manufacturer to set up a convenient time for the special repairs to your vehicle. You have listed the problem with the steering column locking up. Any repairs should be conducted within 30 days from the date of this letter, after which the BBB will follow up with you to verify performance.

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

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

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

Sincerely,

Amanda Goon at Extension 240

cc: Robert Hall

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4738988	VIN Number:	1G1YY22GXX5118988
Date Opened:	5/15/2001	Model Year:	1999
Date Closed:	5/17/2001	Series:	Corvette
Dealer Code:	B19224	Mileage:	12616
Address:	GOLD CHEVROLET, CADINENPORT	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING SERVICE STEERING COLUMN

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---

05/15/2001 11:43:05 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

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

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

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

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

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

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

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

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

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

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

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

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

05/15/2001 11:43:05 HISTORY - KOPAH

SERVICE STEERING COLUMN LOCK MESSAGE, AND COLUMN STAYED LOCKED AFTER STARTUP

DLR STS VEHICLE WAS TOWED IN, AND CANNOT DUPLICATE CONCERN. HISTORY CODES

U1016 U1084 U1096

ADVISED DLR ON P1 A000285 (ADDITIONAL DIAG.)

05/17/2001 14:03:49 STRETLIEN - CASE CLOSED SEE TEXT BELOW

REPLACED STEERING COLUMN LOCK MOTOR ASSY

TECH STATES; WIRES TO LOCK MOTOR ASSEMBLY WERE TWISTED TOGETHER VERY TIGHT, PULLING SOLDER OUT OF CIRCUITS, CAUSE OF INTERMITTENT CONCERN, WIRES ON LOCK MOTOR ASSEMBLY ARE CONCERN.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Troy , MI

CASE NUMBER: 1-61371024 VIN: 1G1YY22GXX5118610  
MODEL YEAR: 1999  
DATE OPENED: 2003-01-07 SERIES: Corvette  
DATE CLOSED: 2003-01-23 MILEAGE: 11000.0000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: N/AYes DEALER NAME: Mike Savoie Chevrolet, Inc.  
ERC PARENT: DEALER ADDRESS: 1900 W Maple Rd, Troy, MI, 48064-7105, USA

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

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

Inoperative

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

Steering Column Locked; ; 2003-01-07  
2003-01-07

Crm called dlr.; ; 2003-01-07  
2003-01-07

Crm Place call to AVM; ; 2003-01-07  
2003-01-09

1-61371024 Followup; ; 2003-01-09  
2003-01-15

1-61371024 Followup; ; 2003-01-15  
2003-01-14

Crm placed 2nd call to AVM; ; 2003-01-14  
2003-01-14

Avm Dave Achino called in; ; 2003-01-14  
2003-01-14

Avm update; ; 2003-01-15  
2003-01-15

SR update; ; 2003-01-15  
2003-01-21

1-61371024 Followup; ; 2003-01-22  
2003-01-23

1-61371024 followup 2nd call; ; 2003-01-23  
2003-01-23

Customer Unavailable/Contact Cac; ; 2003-01-23  
2003-01-23



Created: CAC\_RS0006. SR#1-61371024; ; 2003-01-23  
2003-01-23

Customer Unavailable/Contact CAC; ; 2003-01-23  
2003-01-23

Cust called in L/M; ; 2003-01-23  
2003-01-23

Crm called cust after recieving VM; ; 2003-01-23  
2003-01-23

Correspondence Rejected; ; 2003-01-23  
2003-01-23

Service Request has been Closed Dissatisfied.; ; 2003-01-23

\*\*\*\*\*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:

CONTACT NUMBER: 1  
CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

SOUTH BEND

IN

HOME PHONE:

CASE NUMBER: 00648206

VIN: 1G1YY22GXX5118905

MODEL YEAR: 1999

DATE OPENED: 2000-06-16

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-06-28

MILEAGE: 10000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: GATES CHEVY WORLD INC

BRC PARENT:

DEALER ADDRESS: 636 W MCKINLEY, MISHAWAKA, IN, 46545, USA

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

M41 Steering Column/Lock/Attaching Parts  
3 REPAIR ATTEMPT(S)Other  
locked up

steering column locked up/

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

Customer called states steering column has locked up. States this is the fourth time this has happened. Had same concern look at on 6/14/00, 5/15/00, 7/30/99 and most recently on 6/15/00. crm will contact dealership in south bend ind by same name to find what is going on and then will contact dealer in mishawaka for their input. Crm spoke to Rick Kostielney svc man at dealership in South Bend, he states when vehicle was brought in there was low charge on it this can cause the column to lock up. They recharged battery and tested two days in a row and no problems with steering locking up. Crm will now call Mishawaka Dealership. Allen Royce svc man at mishawaka was contacted ref customers concern and he advised he will look close at electrical/battery to see what was going on. Crm called customer advised him to look at concern one more time to see if we can correct issue once and for all. customer agreed.; 0; 99999  
2000-06-27

cust called, states: went to dlr in mishawaka, in 6/20/00 & tonight steering column locked again. dlr found on 6/20 needs retainer part on order gave veh back to cust. cust states; is safety issue, should be given loaner veh while waiting on part. crm will research & call cust betw 3-4pm indiana 6/28. julie avery--cars/.pdx.; 0; 331010152  
2000-06-28

crm spoke w/ john, svc adv, who states: cust already spoke w/ him & john set him up w/ a loaner that cust is coming back to pick up, part is already at dlr & will be repaired in a few days. part is the fix recommended by tac for this concern. ja-pdx.; 0; 331074129  
2000-06-28

crm called cust & advised per svc info, that veh should be repaired soon & to call cac if needed in future. case closed. ja-pdx.; 0; 331074351

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Woodland Hills

CA

HOME PHONE:

CASE NUMBER: 1-72163538

VIN: 1G1YY22GXX5119195

MODEL YEAR: 1999

DATE OPENED: 2003-02-12

SERIES: Corvette

DATE CLOSED: 2003-03-03

MILEAGE: 65000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME: Courtesy Chevrolet Motors

BRC PARENT:

DEALER ADDRESS: 3610 Thousand Oaks Blvd, Thousand Oaks, CA, 91362-

3605, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

recall; ; 2003-02-12

2003-02-12

concern; ; 2003-02-12

2003-02-13

concern; ; 2003-02-13

2003-02-14

concern; ; 2003-02-14

2003-02-13

follow up; ; 2003-02-13

2003-02-19

follow up; ; 2003-02-19

2003-02-19

unable to contact; ; 2003-02-19

2003-02-19

Created: CAC\_RS0006. SR#1-72163538; ; 2003-02-19

2003-02-19

Unable to contact, call CAC letter submitted for approval; ; 2003-02-20

2003-02-20

Letter final approved; ; 2003-02-20

2003-02-20

Service Request has been Closed Satisfied.; ; 2003-02-20

2003-03-03

SR in Status of Closed has been Re-Opened by WELLSKR; ; 2003-03-03

2003-03-03

cust called in.; ; 2003-03-03

2003-03-03

Service Request has been Closed Satisfied.; ; 2003-03-03

\*\*\*\*\*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:



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

TRANSMISSION:  
VEHICLE DRIVEABLE:  
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]  
Woodland Hills, CA [REDACTED]

Service Request: S1-72163538

Dear [REDACTED]

We would like to discuss your request for assistance regarding 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Brandi Johnson  
Customer Relationship Manager

RS0006-T/gib

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Northport NY [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-104811123 VIN: 1G1YY22GXX5119942  
DATE OPENED: 2003-06-02 MODEL YEAR: 1999  
DATE CLOSED: SERIES: Corvette  
SOURCE: Phone MILEAGE: 65500.000000  
BRC TYPE: N/AYes DELIVERY DATE:  
BRC PARENT: DEALER NAME: Arnold Chevrolet, Llc  
DEALER ADDRESS: 20 Merrick Road, Amityville, NY, 11701-0777,

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

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

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

locking steering; ; 2003-06-04  
2003-06-04  
call cust at 631-842-1812; ; 2003-06-04  
2003-06-02  
spoke w/ svc mgr; ; 2003-06-04  
2003-06-03  
contact dlr to inquire if diagnosis related to the recall.; ; 2003-06-04  
2003-06-03  
spoke with svc mgr; ; 2003-06-03  
2003-06-04  
svc mgr-- find out itenary.; ; 2003-06-04  
2003-06-04  
spoke w/ the svc mgr; ; 2003-06-04  
2003-06-04  
spoke w/ customer; ; 2003-06-04  
2003-06-18  
call regarding cost assistance.; ; 2003-06-04  
2003-06-05  
contact avm regarding cost assistance. let know cust just ordered a new corvette.; ; 2003-06-16  
2003-06-16  
spoke w/ svc mgr; ; 2003-06-16  
2003-06-16  
note 914055 mailbox 8480; ; 2003-06-16

2003-06-20

avm; ; 2003-06-20  
2003-06-20

contacted customer.; ; 2003-06-20  
2003-06-20

goodwill; ; 2003-06-20  
2003-06-20

contacted cust; ; 2003-06-20  
2003-07-03

calling; ; 2003-07-03  
2003-07-28

check status of docs; ; 2003-07-31  
2003-07-31

contact; ; 2003-07-31  
2003-08-16

SR in Status of Pending Documentation has been Re-Opened by SALMIN; ; 2003-08-16  
2003-08-16

REQUEST FOR ASSISTANCE Scanned: 2003-08-12-22.11.52.000000, MSXDocNum: 0322401301; ; 2003-08-16  
2003-08-16

Customer sent in docs for reimbursement.; ; 2003-08-16  
2003-09-04

reimbursement; ; 2003-09-04

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

## \*\*\*\*\*BHC CONTACT INFORMATION\*\*\*\*\*

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

Attachment 1-104811123



CHEVROLET

PO Box 33170

AUG 11 2003

DETROIT Mich 48232 - 5170

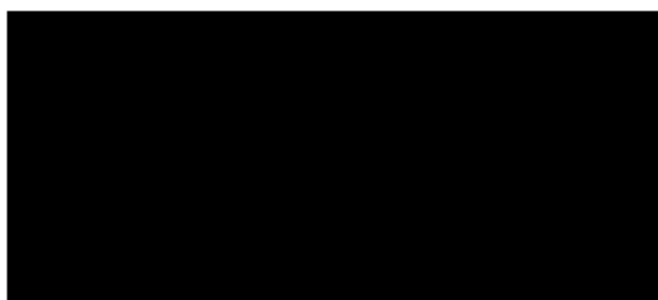
ATTN. A. SIMMS

File F104811123

48232+5170

8/7/03 ATTN: A SIMMS

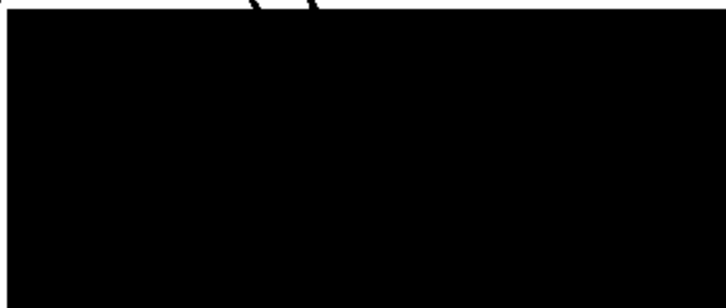
Please find my  
Enclosed Receipts for  
work completed on my  
1999 Chevrolet Corvair as  
per your direction.



Northport N.J.



Home  
WORK



---

File F104811123



(831)-264-0208  
 NY8 MV R/S 7075968  
 www.AmpidAuto.com



CUSTOMER NO.	<b>27009</b>	ADDRESS <b>LAWRENCE LAMBERT</b>	PHONE NO. <b>9828</b>	DATE OF SALE <b>06/03/03</b>	VEHICLE ID <b>CVCS90891</b>
PAYMENT METHOD [ ] CASH [X] CHECK CK NO. [ ] [ ] VISA [ ] MAST CARD [ ] DISCOVER [X] AMEX EXPRESS [ ] OTHER [ ] CHQ	LABOR RATE <b>\$3.00</b>	SALES TAX <b>69,746</b>	DEALER NAME <b>NARCON</b>	WARRANTY DATE <b>02/23/99</b>	WARRANTY TYPE <b>MILEAGE LIMIT</b>
VIN <b>1G1YY22GX5119942</b>	YEAR MAKE MODEL <b>99/CHEVROLET/CORVETTE</b>	R.T.B. NO.	S.O.S. NO.	RELEASE DATE <b>05/29/03</b>	REPAIR ORDER NO. <b>68246</b>
PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE.....					
			JOB # 6 TOTAL PARTS	0.00	
			JOB # 6 TOTAL LABOR & PARTS	0.00	
SUBLET.....POM.....MEND TIME.....INV. DATE.....DESCRIPTION.....					
JOB # 1 25037 12017 05/29/03 TOWED TO SHOP			TOTAL - SUBLET	75.80	
<b>TOTALS</b>					
*****			TOTAL LABOR....	15.80	
*****			TOTAL PARTS....	74.85	
*****			TOTAL SUBLET....	75.80	
*****			TOTAL S.O.S....	0.00	
*****			TOTAL MISC CHG..	0.00	
*****			TOTAL MISC DISC..	0.00	
*****			TOTAL TAX.....	14.88	
			<b>TOTAL INVOICE \$</b>	<b>176.52</b>	
THANK YOU FOR YOUR BUSINESS YOUR COMPLETE SATISFACTION IS OUR MAIN GOAL!					
THANK YOU! ED, LARRY, GENE, FRED, & SUE					
VISIT US ON THE WEB AT WWW.ARMOLDCHEROLET.COM					
CUSTOMER SIGNATURE _____					
CUSTOMER ACKNOWLEDGES REC'D OF COPY II _____					
<p style="text-align: center;"><b>(COP)</b></p> <p><i>Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.</i></p> <p style="text-align: right;"><b>THANK YOU</b></p>					

# ARNOLD CHEVROLET LLC

20 MERRICK ROAD  
AMITYVILLE, NEW YORK 11701  
(631)-254-0608  
NYS MV R/S 7075888  
www.ArnoldAutos.com

Chevrolet

Chevrolet

CUSTOMER NO. <b>27009</b>		NAME <b>LAWRENCE LAMBERT</b>		FAV NO. <b>9828</b>	DATE <b>06/03/03</b>	WARRANTY NO. <b>CVC590891</b>
[REDACTED]		LABOR RATE <b>85.00</b>	[REDACTED]	DEALER NO. <b>69,746</b>	COLOR <b>MAROON/</b>	MODEL YEAR <b>99/CHEVROLET/CORVETTE</b>
[REDACTED]		VEHICLE NO. <b>1G1YY22GXX5119942</b>		WARRANTY DATE <b>02/23/99</b>		WARRANTY CODE
[REDACTED]		[REDACTED]		K.O. DATE <b>05/29/03</b>		WARRANTY
[REDACTED]		[REDACTED]		WARRANTY OUT		WARRANTY IN <b>68746</b>
<p>ANY WARRANTIES ON THE PRODUCT SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY ASSUMES NOW AUTHORITY ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PRODUCT.</p> <p>GENERAL MOTORS PARTS COVERED AGAINST DEFECTS FOR 24 MONTHS OR 250,000 MILES.</p> <p><input type="checkbox"/> NO GUARANTEE ON WORK PERFORMED</p> <p><input type="checkbox"/> 90 DAYS OR 1,000 MILES WHICHEVER OCCURS FIRST</p> <p><input type="checkbox"/> 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST</p> <p><input type="checkbox"/> 18 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST</p> <p>ALL PARTS NEW UNLESS OTHERWISE NOTED.</p> <p>NYS REG NUMBER 7075888</p> <p><input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> MC <input type="checkbox"/> VISA</p> <p><input type="checkbox"/> AM. EX. <input type="checkbox"/> DISCOVER</p> <p>CUSTOMER ACKNOWLEDGES REC. OF COPY X</p> <p>Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.</p> <p>THANK YOU</p> <p><b>COPY</b></p>						
<p>LABOR &amp; PARTS</p> <p>OF 1 27CVZ01 TIGHTENING TOU TO SHIP HOURS: 1.00 TECH(S): 48</p> <p>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</p> <p>JOB # 1 TOTAL PARTS 0.00</p> <p>JOB # 1 TOTAL LABOR &amp; PARTS 0.00</p> <p>OF 2 27CVZ01 DIAGNOSE STEERING CUSTOMER STATES STEERING COLUMN LOCKED WAS REPAIRED BY CAMPAIGN HOURS: 1.00 TECH(S): 48</p> <p>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</p> <p>JOB # 2 TOTAL PARTS 0.00</p> <p>JOB # 2 TOTAL LABOR &amp; PARTS 0.00</p> <p>OF 3 70CVZ CAMPAIGN PERFORMED CAMP. HOURS: 1.00 TECH(S): 48</p> <p>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</p> <p>JOB # 3 TOTAL PARTS 0.00</p> <p>JOB # 3 TOTAL LABOR &amp; PARTS 0.00</p> <p>OF 4 70CVZ CAMPAIGN PERFORMED CAMP. HOURS: 1.00 TECH(S): 48</p> <p>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</p> <p>JOB # 4 TOTAL PARTS 0.00</p> <p>JOB # 4 TOTAL LABOR &amp; PARTS 0.00</p> <p>OF 5 70CVZ01 CORVETTE LUBE OIL &amp; FILTER SERVICE (CORVETTE). SCHEDULED MAINT. LUBE OIL &amp; FILTER SERVICE COMPLETED AS REQUESTED. HOURS: 1.00 TECH(S): 48</p> <p>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</p> <p>JOB # 5 TOTAL PARTS 67.85</p> <p>JOB # 5 TOTAL LABOR &amp; PARTS 67.85</p> <p>OF 6 70CVZ01 OWNER ADVISED OF NEEDED REPAIRS WATER PUMP LEAKING RIGHT REAR TIRE PRESSURE SENSOR HOURS: 1.00 TECH(S): 48</p> <p>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</p> <p>JOB # 6 TOTAL PARTS 74.85</p> <p>JOB # 6 TOTAL LABOR &amp; PARTS 74.85</p>						

\* \* \* \* \*

956452 3

## EXCHANGE VALUE

**COPY**

Ro#90841

SALES DRAFT

AROLD CHEVROLET LLC  
28 HERRICK RD  
AMITYVILLE, NY 11701  
TERMINAL 844389

6313837812

04/02/03 10:11:00

INVOICE 17013-002

AUTH. CODE 561638

Account #

Account #

Page 2 of 8

## Transactions Continued

May 20, 2003

CITGO 7 ELEVEN 3233AMITYVILLE NY  
CASH/MS086 670773233801  
Reference: 000773233801

May 23, 2003

CITGO 7 ELEVEN 3233AMITYVILLE NY  
CASH/MS086 606773233801  
Reference: 000773233801

May 25, 2003

ECONOMOBIL 3401448848NORTHPO NY  
IN-STORE 3401448848  
Reference: 0001448848

May 25, 2003

ECONOMOBIL 3405752423NORTHPO NY  
IN-STORE 3405752423  
Reference: 0005752423

June 3, 2003

ARNOLD CHEVROLET LLCAMITYVILLE NY  
SALES/SERVICE/REPAIR  
Reference: 0000-0000

June 3, 2003

HERTZ CAR RENTAL MASSAPEQUA NY  
Location  
Rental: MASSAPEQUA NY Date: 05/29/03  
Return: MASSAPEQUA NY Date: 06/03/03  
Agreement Number: H07547821  
Renter Name: [REDACTED]  
Reference Number: 000006

June 8, 2003

CITGO 7 ELEVEN 3233AMITYVILLE NY  
CASH/MS086 673373233801  
Reference: 00073373233801

offer  
PU Box 83170  
DETANT Hich 48232-5170

ATTN: A. SIMMS

File: F 104811123

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

NORTH PORT

NY

HOME PHONE:

CASE NUMBER: 04810898

VIN: 1G1YY22GXX5119942

MODEL YEAR: 1999

DATE OPENED: 2001-07-05

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-07-10

MILEAGE: 40000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: PALANKER CHEVROLET-GEO

BRC PARENT:

DEALER ADDRESS: 670 MONTAUK HWY, WEST BABYLON, NY, 11704, USA

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

M41 Steering Column/Lock/Attaching Parts  
1 REPAIR ATTEMPT(S)Other  
LOCKED UPA07 Referred to Dealer  
0 REPAIR ATTEMPT(S)Other  
FOR REPAIRSS13 Reimbursement Requested  
0 REPAIR ATTEMPT(S)Other  
FINANCIAL ASSISTANCE

## 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\_Corepo 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 STATED THAT AT 10000 MILES THE STEERING WHEEL LOCKED UP. CUST STATED THAT THE VEHICLE WAS REPAIRED UNDER WARRANTY. CUST STATED THAT NOW THE VEHICLE HAS EXPIRED THE WARRANTY AND AGAIN THE STEERING WHEEL HAS LOCKED UP. CUST STATED THAT WHEN THE WHEEL LOCKS UP, YOU CAN STILL PUT THE VEHICLE INTO DRIVE OR REVERSE. CUST STATED THAT HE FEELS THIS IS A SAFETY ISSUE. CUST SEEKS THE VEHICLE TO BE REPAIRED WITH FINANCIAL ASSISTANCE. CRM ADVISED SETTING UP A CALL BACK WITH THE CUST ON 7-9 BETWEEN 4-6 EST, AFTER SPEAKING WITH THE SERVICE MANAGER. LINDSAY CLARKE, PDX, CAC; 0; 363229203  
2001-07-09

CRM GOT TO FILE TOO LATE TO CONTACT SVC MGR. CRM CONTACTED CUST WIFE AND LEFT MESSAGE THAT MS. CLARK IS OUT OF THE OFFICE AND WE HAVE BEEN UNABLE TO GET IN CONTACT WITH THE SVC MGR BUT WE ARE STILL RESEARCHING CUST CONCERN. CRM ADVSD CUST THAT WE WILL DO RESEARCH AND CONTACT WITHIN 4 DAYS. BETH GILLILAND/CAC/CRM/PDX; 0; 363577687  
2001-07-10

CRM ADVISED PLACING A CALL TO ASSISTANT SERVICE MANAGER PETER. PETER STATED THAT THE CUST HAS ALREADY HAD THE VEHICLE REPAIRED, AND FINANCIAL ASSISTANCE WAS GRANTED. CRM INQUIRED ON THE 110.00 TOW THE CUST PAID FOR, AND PETER STATED THAT THEY ARE ONLY INTERESTED IN ASSISTING WITH THE REPAIR. CRM TO KEEP SCHEDULED CALL BACK TODAY 7-10 BETWEEN 1-3 PST. LINDSAY CLARKE, PDX, CAC; 0; 363649546  
2001-07-10

CRM ADVISED PLACING CALL BACK WITH CUST. CUST STATED THAT ROADSIDE ASSISTANCE NEVER SHOWED UP TO TOW THE VEHICLE. CUST STATED THAT AFTER WAITING HOURS, HE CALLED ANOTHER TOW COMPANY AND HAD IT TAKEN CARE OF. CUST STATED THAT THE DEALER DID TAKE CARE OF THE REPAIR. CUST IS SATISFIED AT THIS TIME. CRM ADVISED CUST TO KEEP REQUEST NUMBER AND TO CALL AGAIN IF FURTHER ASSISTANCE IS NEEDED. LINDSAY CLARKE, PDX, CAC; 0; 363653751

\*\*\*\*\*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:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
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:  
  
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:





CHEVROLET MOTOR DIVISION  
GM RESTRICTED

PAGE: 1

297152

CASE NUMBER: 99-0552749 VIN: 1G1YY22GXX5119942  
DATE OPENED: 10/22/99 MODEL YEAR: 99  
DATE CLOSED: 10/29/99 SERIES: YB CORVETTE  
SOURCE: PHONE MILEAGE: 12000  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] LLOYD NECK NY 11743  
HOME PHONE: [REDACTED] STATE: NY  
BUS. PHONE: [REDACTED]

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

CUST STATES THAT HE IS CONCERNED ABOUT A PROBLEM HE EXPERIENCED WITH HIS CORVETTE TODAY. CUST. STATED THAT AS HE WAS STARTING VEH. PUTTING VEH IN DRIVE, AND PUTS FOOT ON THE GAS, THE STEERING WHEEL IS LOCKED. CUST. STATED THAT IF HE HAD NOT REACTED QUICKLY HE MAY HAVE HAD AN ACCIDENT. CUST STATED THAT HE HAS HAD CAR BROUGHT TO THE DEALERSHIP AND WAS TOLD THAT DEALER COULD FIX THE PROBLEM. CUST STATED DEALER TOLD HIM THAT THIS HAS HAPPENED WITH ONE OTHER CORVETTE THAT DEALER HAS SOLD....CUST SEEKS TO HAVE THIS INFORMATION DOCUMENTED. CUST STATED THAT CUST HAS CONFIDENCE IN DEALER BUT THAT HE WANTED CRM TO TELL CUST HOW MANY TIMES THIS HAS OCCURED AND IF THIS PROBLEM COULD RE-OCCUR WHILE DRIVING ON THE HIGHWAY.

CRM APOLOGIZED FOR THE PROBLEM THAT THE CUST WAS HAVING WITH THE VEH AND LET CUST KNOW THAT CRM COULD UNDERSTAND CUST CONCERN WITH SAFETY CRM ADV HOWEVER THAT CRM HAS KNOWN INFO REGARDING THIS PROBLEM. CRM STATED THAT CUST COULD TALK FURTHER WITH DEALERSHIP AND ASK THEM

TO CHECK WITH TAC TO FIND OUT IF THEY HAVE HAD MANY QUESTIONS REGARDING THIS TYPE OF SITUATION. CRM ADV THAT CUST COULD ALSO ASK TO BE NOTIFIED WHEN THE GM REP WOULD BE THERE IF CUST WANTED TO SPEAK WITH THEM. CRM ALSO CHECKED TO SEE IF THERE WAS A CAMPAIGN ISSUED UNDER THIS VIN. CRM ADV CUST. THAT NONE WAS FOUND AT THIS TIME CUST. THANKED CRM FOR DOCUMENTING FILE....CRM THANKED CUST. WANDA CALAHAN/AUSTIN

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

CDE # DESC	CDE COMMENTS
N31 0	STEERING LOCKS UP WHILE IN DRIVE
	CASE CLOSED BY SYSTEM

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

ORLANDO, FL

CASE NUMBER: 01047441 VIN: 1G1YY22GXX5123621  
MODEL YEAR: 1999  
DATE OPENED: 2000-07-28 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-07-28 MILEAGE: 17000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: HOLLER CHEVROLET  
BRC PARENT: DEALER ADDRESS: 860 W FAIRBANKS, WINTER PARK, FL, 32789, USA

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

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

Oldsmobile Aurora's fulltime power steering

## INFORM THE CALLER:

Oldsmobile's are equipped with a Magnasteer system which is a variable steering system. It's designed to provide better 'on center' feel, Normal condition no adjustment. Oldsmobile has fulltime power steering. What they have on some newer models is "Variable Assist" steering. What this means is that the faster you go, the tighter the steering feels and the slower you go the easier it is to steer, is for parking maneuvers."

## STEERING COLUMN

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

CUST STATES VEHICLES STEERING COLUMN LOCKS UP AND VEHICLE IS INOPERABLE. CUST HAS OWNED VEHICLE FOR 1YR AND A FEW MONTHS. CUST IS HAVING VEHICLE TOWED FOR REPAIRS AT DLRSHF. THIS PROBLEM HAS OCCURRED BEFORE. CUST IS WORRIED THAT PROBLEM WILL OCCUR AGAIN AFTER IT IS FIXED. CUST SEEKS ANOTHER VEHICLE BECAUSE HE IS LEAVING OUT OF THE COUNTRY. CUST HAS THOUGHT ABOUT PURCHASING VEHICLE BUT NOW HAS SECOND THOUGHTS. CRM WILL CONTACT JEFF AT DLRSHF FOR MORE INFO AND CALL CUST BACK. CRM BARRY ALEMAN/ATX; 0; 333656463

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:

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

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:WAPPINGERS FALLS  
NY

HOME PHONE:

CASE NUMBER: 03980666 VIN: 1G1YY22GXX5125188  
MODEL YEAR: 1999  
DATE OPENED: 2001-04-27 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-04-27 MILEAGE: 27000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: HEALEY CHEVROLET-OLDSMOBILE INC  
BRC PARENT: DEALER ADDRESS: 410 FISHKILL AVE., BEACON, NY, 12508, USA

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

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

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/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 stated that the steering column lock is showing on the display and the last 3 times it showed up on the display the steering wheel locked and the vehicle could not be driven, so this time when it happen the 4th time customer drove the vehicle to the dealership before steering wheel locked up and now the dealer is telling the cust that its going to take a few days for Gm to get the parts and for them to do the repair but the dealership advised him that they cannot pay for a rental vehilce unless the vehicle is broke down and inoperable

Cust seeks to get a o k for GM to reimburse him 30 dollars a day like they did the last 3 times this happen until his vehicle is repaired

Crm called the dlrship 845-831-1975 and spoke the service mgr Don , he advised me that there has not been a diagnosis on the vehicle yet so there is not indication that the vehicle

cannot be driven and they have advised the customer that the vehicle is drivable. Crm advised cust that unless the vehicle is inoperable or unsafe to drive a rental vehicle cannot be given. Cust states he understands and will make a mad dash to the dealership to get his vehicle. Cynthia Hall/Cars Tampa; 0, 99999

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER: .  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:

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:

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:



GM RESTRICTED

381572

CASE NUMBER: 05272657 VIN: 1G1YY22GKK5126549  
 DATE OPENED: 08/10/01 MODEL YEAR: 99  
 DATE CLOSED: 08/10/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 26027  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: OH  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] BRUINWICK OH [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05272657 VIN: 1G1YY22GKK5126549  
 MODEL YEAR: 1999  
 DATE OPENED: 2001-08-10 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2001-08-10 MILEAGE: 26027  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: GALLUCCI CHEVROLET CO  
 SRC PARENT: DEALER ADDRESS: 3880 PEARL RD, MEDINA, OH, 44256, USA

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

M41 Steering Column/Lock/Attaching Parts Vibration  
 0 REPAIR ATTEMPT(S) CAMPAIGN (01044)  
 A07 Referred to Dealer Customer Satisfaction  
 0 REPAIR ATTEMPT(S) REPAIRS

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN  
 C:\Progra-1\Plus\Microsoft\Iexplore.exe  
 http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm]]
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus\Microsoft\Iexplore.exe  
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.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

GM RESTRICTED

381572

## Vehicle operation or design

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

CUST STS THAT VEH STALLED AND @ THE SAME TIME STEERING COLUMN LOCKED UP ON HIS 1999 CHEV CORVETTE @ 26000 MILES. CUST STS THAT HE IS VOICING HIS COMPLAINT BECAUSE THAT IS VERY DANGEROUS. CRM SEARCH THROUGH VIN PROFILE ON NOTICED AN OPEN CAMPAIGN(01044) FOR ELECTRONIC COLUMN LOCK. CRM CONTACTED DLR AND TALK SVR MGR (GREG) AND HE STS THAT HE IS AWARE OF THE OPEN CAMPAIGN AND VEH WILL BE AVIL @ END OF DAY. CRM ADVISED CUST THAT THERE IS AN OPEN CAMPAIGN ON VEH AND VEH WILL BE REPAIRED @ END OF DAY  
CHARLES JOHNSON/CAC/CARS/ATX; 0; 366308426

\*\*\*\*\*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:

GM RESTRICTED

381572

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:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

EL CAJON, CA

CASE NUMBER: 03700778 VIN: 1G1YY22GKX5128110  
MODEL YEAR: 1999  
DATE OPENED: 2001-04-03 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-04-03 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BOB BAKER CHEVROLET/SUBARU  
BRC PARENT: DEALER ADDRESS: 900 ARNELE AVE, EL CAJON, CA, 92020, USA

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

T22 CSI Reply	Customer Satisfaction
1 REPAIR ATTEMPT(S)	DISSATISFIED
M01 Steering General	Excessive Effort
2 REPAIR ATTEMPT(S)	LOCKS UP
J53 Starter	Inoperative
2 REPAIR ATTEMPT(S)	WON'T START

## 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\_Corepo 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\*\*\*\*\*

RECEIVED CUST SURVEY; CUST NOTES THAT THE STEERING LOCKS UP, & VEH WILL NOT START. CUST STATES THIS HAS HAPPENED TWICE, & VEH NEEDS TO BE TOWED TO DLH. PAT OLDS/CAC/PDX; 0; 355169811

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

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



## Service Satisfaction Survey

**\*\* Dissatisfied Customer \*\***

**El Cajon CA**

The above information is provided for informational purposes only. It is not intended to be used as a basis for investment decisions.

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

**Keywords:** salesperson; customer; relationship quality; trust; commitment; satisfaction; organizational citizenship behavior; turnover intentions

Charge to: C

**Flow**

Our records indicate that you had your 1999 Corvette serviced at Bob Baker Chevrolet on January 17, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Bob Baker Chevrolet

Sincerely,

Done 3/10/18

Dennis L. Wright

**Director – Customer & Relationship Services**

### **Investment Issues**

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

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

**\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 17, 2001, COMPLETE THIS SURVEY. \*\***

### About Your Chevrolet Dealer's Service Department

- |  | Completely Satisfied                                     | Very Satisfied                          | Satisfied                           | Not As 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"/>             | Don't Know <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"/>  | Not As 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     | Does Not Apply/Not Required |
|---|-------------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|-----------------------------|
| 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"/> |                             |
|   | Yes                                 | No                       | Does Not Apply/Not Required | Don't Know               |                          |                             |
| 6. Were you offered transportation options? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                          |                             |
|   | Yes                                 | No                       | Does Not Apply/Not Required | Don't Know               |                          |                             |
| 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"/> | <input type="checkbox"/>    |
|   | Yes                                 | No                       | Does Not Apply/Not Required | Don't Know               |                          |                             |
| 8. Was your vehicle ready by the original time promised? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    |                          |                          |                             |
|   | Yes                                 | No                       | Does Not Apply/Not Required | Don't Know               |                          |                             |



# About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant?.....

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
  - The ease of getting your vehicle?.....
  - The condition in which it was returned?.....
12. Were ALL of your service concerns corrected on this service visit?.....

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

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

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?.....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Bob Baker Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1988 Corvette?.....
19. Do you have any comments/recommendations about your Dealership?.....

Vehicle: Vehicle won't start and missteering wheel. Locks and has to be towed in. - It has happened twice.

20. Are you... ☐ Male ☒ Female Do you have any ideas of what is wrong?
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: 1-800-222-1020

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10002, TOLEDO, OH 44002-0002

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

CLAIREMONT

CA

HOME PHONE:

CASE NUMBER: 01395184

VIN: 1G1YY22G0K5128981

MODEL YEAR: 1999

DATE OPENED: 2000-08-28

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-08-31

MILEAGE: 17600

SOURCE: Phone

DELIVERY DATE:

SRC TYPE:

DEALER NAME: RICHARD HIBBARD CHEVROLET INC

SRC PARENT:

DEALER ADDRESS: 191 S INDIAN HILL BLVD, CLAREMONT, CA, 91711, USA

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

A04 Possible Safety Concern  
0 REPAIR ATTEMPT(S)Other  
STEERING COLUMNN41 Power Seats Motor/Switch/Wiring  
2 REPAIR ATTEMPT(S)Other  
MEMORY LOSTM41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Interference  
LOCKS UP

SEAT ADJUSTING MEMORY; STEERING COLUMN &amp; WHEEL; CUS SEEKS TO GET OUT OF VEH

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

CUS STS SHE HAS HAD CONSTANT PROBLEMS WITH THE VEH. CUS SEEKS TO GET RID OF THE CAR AND WANTS TO HAVE IT BOUGHT BACK OR A GOOD OFFER. DLRSHIP TOLD HER TO CALL US, CRM CALLED DLRSHIP AND SPOKE WITH SVC DIR JOHN MCCARTHY WHO STS SHE DIDN'T BUY THE CAR THEREAND SHES COMING THERE TO GET FIXED THINGS SHE COULDN'T GET FIXED ELSEWHERE. SVC DIR GAVE ME THE AVM'S NAME AND PH# SO I WILL HAVE A CALL PUT INTO HIM WITH THIS REQUEST. Lori Kelly/ATX; 0; 336343188  
2000-08-29

avm called and requested update documented. avm stated at this point avm and dealer is willing to repair under the terms of the original warranty avm stated he will follow up with dealership regarding this matter. avm stated customer has accumulated 17,000. miles in 15 months and this vehicle does not represent a vehilce that warrants a buy back. avm states denial of repurchase. crm advised will document this infoxmation and for previous crm. tedranne bowman//avm cac//tpa; 0; 336438214  
2000-08-29

fyi avm's number is 1 800 248-5507 box 58721 fyi\*\*\*\*\*tedranne  
bowman//avm cac//tpa; 0; 336438250

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

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:  
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:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

---

Case No:	6661691	VIN Number:	1G1YY22GXX5132254
Date Opened:	7/30/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B30733	Mileage:	70682
Address:	HILLER CHEVROLET GEORGETTOWN	State:	TX
Dealer Phone:			

---

SYMPTOM ABSTRACT-- COLUMN LOCK COLUMN WOULD NOT UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/30/2003 10:07:37 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

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

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JAMES CABALLERO TECH

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN WOULD NOT UNLOCK.

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

TECH STATES THAT THERE ARE NO CODES AND IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC INFORMED TECH THAT RECALL 01044 WAS DONE INCORRECTLY, COLUMN WILL NOT LOCK IF DONE RIGHT. SUGGEST CONTACTING THE AVM.

07/30/2003 10:07:37 HISTORY - COLEMAN

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Powder Springs  
GA

HOME PHONE:

CASE NUMBER: 1-119136935

VIN: 1GL1YV22GXX5132979

DATE OPENED: 2003-07-14

MODEL YEAR: 1999

DATE CLOSED: 2003-07-14

SERIES: Corvette

SOURCE: Phone

MILEAGE: 46500.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Jim Ellis Volkswagen, Inc.

1628, USA

DEALER ADDRESS: 5855 Peachtree Industrial Blvd, Chamblee, GA, 30341

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

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

Inoperative

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

steering column locking; ; 2003-07-14  
2003-07-14

Service Request Ownership has changed FROM: TEMPCATA TO: REYNOLDT; ; 2003-07-14  
2003-07-14

Steering Lock; ; 2003-07-14  
2003-07-14

Svc Mgr; ; 2003-07-14  
2003-07-14

Dissat closing approval from John Littlefield, TM; ; 2003-07-14  
2003-07-14

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

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:  
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\*\*\*\*\*

COMMENTS:

**TREATED:**

**LOCATION:**

**RESTRAINT:**

IF SO, WHERE:

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

**DATE:**

**TITLE NAMES:**

**BUSINESS:**

4 BUSINESS. 0

**ACCIDENT:**

**DATE OF ACCIDENT:**

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

**PURCHASE/LEASE AS:**

DOES OWNER HAVE POSSESSION OF VEHICLE:

**RESOLUTION SOUGHT:**

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

CONTACT NUMBER: 1

**COMPANY:**

**CONTACT TYPE:**

**CONTACT PHONE:**

**ADDRESS:**



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

SOQUEL, CA

CASE NUMBER: 04221379 VIN: 1G1YY22GXY5101331  
MODEL YEAR: 2000  
DATE OPENED: 2001-05-16 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-11-03 MILEAGE: 17611  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: OCEAN CHEVROLET HONDA  
BRC PARENT: DEALER ADDRESS: 4400 AUTO PLAZA DR., CAPITOLA, CA, 95010, USA

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

M03 Ignition System Wiring/Switches  
2 REPAIR ATTEMPT(S)Inoperative  
CYLINDER REPLACEDM01 Steering General  
2 REPAIR ATTEMPT(S)Broken  
LOCK REPLACEDD01 A/C  
1 REPAIR ATTEMPT(S)Inoperative  
CONTROL ASSEMBLYJ34 Fan/Belt/Pulley  
1 REPAIR ATTEMPT(S)Broken  
SHROUD ASSEMBLYT55 Protection Plan Administration (GM Purchase)  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
MG 60/75 \$100 DEDUCTS85 Dealer Resolved With Goodwill  
0 REPAIR ATTEMPT(S)Dealer Resolved With Good  
MG 60/75 \$100 DEDUCT

## Final Repair Attempt

## CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[ State Lemon Laws and Other Statutes RUN

C:\Progra-1\Plus1\Micros-1\Iexplore.exe

[http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3\\_1.pdf](http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3_1.pdf)]]

TED

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

CST STS HE'S HAD 3 REPAIRS FOR IGNITION SWITCH ON HIS VEH....CST ASKS A FINAL REPAIR AND AN ENGINEER TO BE INVOLVED....CRM CONTACTED DUSTIN-SVC ADV WHO ADV'D CST NEEDS DIAGN 1ST, FOR CST TO C/ FOR APPT FOR MON, AND HE'D REQ AN ENGINEER TO BE INVOLVED....CRM ADV'D CST OF DLR INFO AND OFFERED FURTHER ASST-CST DECLINED.

DAVIDM.GOLDBERG-PDX/CAC.; 0;

358908489

2001-05-21

CUST STATES THERE WAS NO ENGINEER WHEN TOOK VEH IN FOR REPAIR. CUST SEEKS RESOLUTION TO HIS CONCERN. CUST STATES DLR WANTED TO KEEP HIS VEH AT DLR AND HAVE SOMEONE GO OUTSIDE EVERY 2 MINUTES TO TURN THE VEH ON UNTIL VEH DOESN'T TURN ON. CUST STATES THAT WOULDN'T MAKE MUCH SENSE SINCE VEH HAS ONLY NOT STARTED 5 TIMES IN THE 15000 MILES HE'S DRIVEN, AND THE PROBABILITY THAT THE VEH WILL NOT START AT DLR IS SLIM. CUST SEEKS NOTICE THAT IF VEH DOES NOT START ONE MORE TIME THAT GM WILL REPLACE IGNITION SYSTEM. CRM ADVISED CUST A CALL TO THE DLR WILL NEED TO BE MADE. CRM WILL CONTACT DLR BEFORE 2 PM PST TOMORROW AND CONTACT THE CUST TOMORROW 5/22 BETWEEN 2 AND 4 PM PST.

DANIEL PALLAS/CAC/PDX; 0; 359343910

2001-05-21

CRM CONTACTED DLR SPOKE WITH NOLAN SERV MGR. HE STATES THEY HAD THE VEH AND ATTEMPTED TO REPAIR, HOOKED UP TO COMPUTER AND NO BAD PARTS WERE FOUND. DLR CALLED TAC AND THEY INFORMED THAT COMPUTER HAD PROBLEM WITH WATER GETTING IN IT SO THEY REPLACED THE PCM PER TAC, AND THAT DIDN'T FIX THE PROBLEM. DLR STATES THEY CANNOT FIND THE PROBLEM, IF THEY COULD THEY WOULD FIX IT. DLR CURRENTLY IS JUST WAITING FOR THE VEH TO NOT START, SO HE CAN TRACE THE PROBLEM THROUGH THE VEH AND REPAIR IT. DLR STATES HE WOULD HAVE NO PROBLEM THROWING PARTS AT THE CAR AS SOON AS THEY KNOW WHERE THE PROBLEM IS COMING FROM, BUT UNTIL THEY EXPERIENCE THE PROBLEM THERE IS NOTHING THEY CAN DO ABOUT IT. RIGHT NOW THERE IS NOTHING WRONG WITH HIS VEH. CRM HAS SET CALL BACK TO CUST TOMORROW BETWEEN 2 AND 4 PM PST.

DANIEL PALLAS/CAC/PDX; 0; 359345046

2001-05-22

CRM CONTACTED CUST AND INFORMED HIM OF WHAT SERV MGR STATES. CUST THOUGHT OF DIFFERENT IDEAS OF HAVING VEH TOWED TO DLR WHEN CAN'T START SO THEY CAN FIX THE PROBLEM. CRM STATES WOULD BE A GOOD IDEA. CUST WILL DO SO. AND CALL IN IF ANY OTHER COMMENTS FOR CASE. NO FURTHER ACTION REQUIRED.

DANIEL PALLAS/CAC/PDX; 0; 359423123

2001-10-23

CUST SEEKS TO UPDATE FILE -CUST STATES HE IS AT 20000 MILES AND TAKING HIS VEH IN FOR A REMOTE KEYLESS ENTRY WHICH IS NOT PICKING UP SIGNAL INSIDE DOOR--CUST SEEKS TO KNOW WHAT OPTIONS HE HAS AVAILABLE TO HIM BEYOND WRNTY--CRM GAVE CUST PHONE # FOR GMPP FOR EXT WRNTY CONSIDERATION--CUST TOOK # AND THANKED CRM FOR INFORMATION--REQUEST ALREADY CLOSED--BENSONJ

CAC/ATX; 0; 372726115

2001-10-23

Cust states: that he needs to only speak w/ a supervisor. has had numerous problems. The dealership has replaced computer twice. Current issue w/ veh is the remote keyless entry. The dealership states that it is in the receiving end, not in the remote control part. Cust seeks: to know if we can give him any kind of extended warranty. CRM advised: will call dealership and get right on this. Dealership # is 831-464-1500. Customer satisfied. Angela Macelli/cac/pdx; 0; 372727152

2001-10-23

CRM called dealership and spoke w/ svc mgg Greg Willis. Cust did not purchase veh at this dealership. He was one of the first cust to come in with steering wheel locking up, prior to recall. One oil change at 18000 miles. They did an internal oil change at 15000 miles that dealership paid for. Cust did oil change at 12,000 miles and 10,000 miles. Tires are not rotatable. Svc Mng is willing to run by Area Rep. to see about getting cust an extended warranty on this veh. Svc mgg states he will have answer in about a week. Angela Macelli/cac/pdx; 0; 372737893

Macelli/cac/pdx; 0; 372737893

2001-10-23

CRM left message for [REDACTED] on voicemail. Let him know that this will be going through the Area Rep and that I am working on getting an extended warranty for him. Let him know that I will be calling him back on Tues Oct 30th from 11am -1pm Pacific time.

Angela Macelli/cac/pdx; 0; 372738078

2001-10-29

CRM called dealership and spoke w/ svc mgg Greg Willis. He states that someone from the center and was rude and did not put any notes in my file. Svc Mng is trying to get the cust a

Major Gaurd fro 5 years /70,000 miles w/ 100.00 deductible. Waiting for areply from AVM.  
angela macelli/cac/pdx; 0; 373236831  
2001-10-30

CRM called cust as scheduled and left voicemail on machine that I am working on this and that  
I am waitin for reply from AVM. angela macelli/cac/pdx; 0; 373236831  
2001-10-31

AVM WALTER HENRY 800-248-5507 EXT 58649 STATES THAT CUST HAS ACCEPTED OFFER OF A GMPP MAJOR  
GUARD 60/75 \$100 DEDUCT. AVM STATES THAT OFFER WAS MADE DUE TO CUST CONCERNS WITH THE  
FOLLOWING: ECL RELAY HARNESS, STEERING LOCK 2X, IGNITION LOCK CYLINDER 2X, A/C CONTROL  
ASSEMBLY, PCM REPLACE 2X, UPPER SHROUD PANEL REPLACE, AND DOOR LOCK. AVM SEEKS TO RESTORE  
CONFIDENCE IN CHEVROLET. CRM VERIFIED CUST ADDRESS AND PHONE NUMBER. CRM ADVISED  
PROCESSING GMPP AND FORWARDING TO T/M FOR APPROVAL. AVM STATES CUST IS THE ORIGINAL OWNER  
OF VEH AND VEH IS REPAIRED AT THIS TIME. GOODWILL BEING ISSUED, REQUEST CLOSED SATISFIED.  
TRACY RAY/AVM TEAM/TAMPA; 0; 373415268  
2001-10-31

TEAM LEAD HAS REVIEWED REQUEST FOR MAJOR GUARD 60/75\$100 DEDUCT. REQUEST FROM AVM MEETS SC  
GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING. FRITZANN  
ALEXANDER/TEAM LEAD FOR AVM TEAM/TAMPA 10-31--01; 0; 373415629  
2001-11-01

PRE-APPROVED REQUEST FOR GMPP MAJOR GUARD 60/75 \$100.00 DEDUCTIBLE; REQUESTED BY AVM, WALTER  
HENRY. CONTRACT # 000957810. VIN SEARCH COMPLETE. MARK KAZMIERSKI, TAMPA, APPROVAL GROUP  
0; 373474080  
2001-11-01

FINAL APPROVAL GMPP MAJOR GUARD AT 60/75 W/\$100.00 CRAIG KING/TAMPA/GOODWILL LIAISON; 0;  
373485465  
2001-11-02

GMPP on its way letter 00550113 requested 11/02/01. Cookie McCormick/Goodwill  
Liaison/Tampa; 0; 373561811  
2001-11-03

GMPP ON IT'S WAY LETTER RELEASED ON 11/3/01 REFERENCE #00550113  
DONNA CAVE/GOODWILL LIAISON/TAMPA; 0; 373647617  
2001-11-10

CONTRACT REGISTRATION FOR GMPP HAS ARRIVED. CRM ATTACHING TO REQUEST. MARIA DA  
COSTA/CAC/TAMPA; 0; 374267612

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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 :		

November 2, 2001

[REDACTED]  
Soquel, CA

Request: C04221379

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Major Guard plan for your 2000 Chevrolet Corvette, Vehicle Identification Number 1G1YY22GXY5101331, is for the following:

- 60 months or 75,000 miles, whichever occurs first
- Standard rental
- A \$100.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Patricia McCormick  
Customer Relationship Manager

RS0011-T/djc

# GMPP REQUEST FOR PROCESSING

MetLife Insurance Corporation  
National Mechanical Service Center  
P.O. Box 8855  
Chicago, IL 60680-8855



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

Customer Name: [REDACTED]

Request Number: 004221379

Personal Use: X Commercial Use:       

Reason for offering GMPP: end delay because steering lock 2x, ign lock cyl 2x;

Vehicle Information: (Circle one below) 1/c control assembly, upper thread panel

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1YY226XY5101331

Year: 2000 In-Service Date: 10/12/99 Mileage: 17,611

Division Dealer Code Information: (Circle one below)

Pontiac - 2-88101

Buick - 4-88001

Medium Duty Truck - 9-81788

GMC Truck - 4-81784

Chevrolet - 1-78011

Oldsmobile - 3-88001

Cadillac - 6-88000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

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

Special Instructions:

- ☐ Transferable ☒ Non-Transferable  
☐ Transfer all claims to new policy  
☐ Endorse selling dealer code to Division code.  
 (Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:

CFM (decision maker): Tracy Ray per AVM Walter Henry

Plan Selection: Major Guard 60/75 \$100 No

Team Manager/Supervisor: Carla Urbata Date: 10/31/01

00550113

Revised 10/06/01

## Contract Registration

GMP ☒ MP ☐ Off Cam ☐ Off Cam ☐ Off Cam ☐

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

PLAN PURCHASE DATE

161YY22BXYS101331 10/31/01

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

2000 Chevrolet Corvette 17611

Customer

FIRST NAME

LAST NAME

FLEET

EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite if applicable)

CITY

STATE

ZIP CODE

Soquel

CA

You Plan provider is authorized to charge my account for the cost of the agreement, and any steps of any subsequent cancellations.

DEALER NAME

DEALER CODE

PROMOTION CODE

Chevrolet Division

170011

ADDRESS

CITY

STATE

ZIP CODE

P.O. Box 33170

Detroit

MI

Lessor

NAME

ADDRESS

CITY

STATE

ZIP CODE

Chevrolet Division

P.O. Box 33170

Detroit

MI

LEASE

RENTAL

MAJOR GRAIN

VALUE GUARD

ECHO GUARD

SMART PROTECTION

SMART PROTECTION PLUS

☒☒☒

ORIGINAL

## MECHANICAL TERM

This term is provided by the Plan of the vehicle coverage for the term stated below begins at the date this agreement is signed.

THE TERM OF THE AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE

LIMITED WARRANTY

This term is provided by the Plan of the vehicle coverage for the term stated below begins at the date this agreement is signed.

OUT-OF-WARRANTY

This term is provided by the Plan of the vehicle coverage for the term stated below begins at the date this agreement is signed.

Plan Coverage and Price

VEHICLE IDENTIFICATION NUMBER	OPTIONAL COVERAGE	PRICE
10/12/99	60/75.00	\$ .00
MAJOR GRAIN	VALUE GUARD	\$ .00
RENTAL	SMART PROTECTION	\$ .00
MAJOR GRAIN	VALUE GUARD	\$ .00
RENTAL	SMART PROTECTION	\$ .00
MAJOR GRAIN	VALUE GUARD	\$ .00
RENTAL	SMART PROTECTION	\$ .00
MAJOR GRAIN	VALUE GUARD	\$ .00
RENTAL	SMART PROTECTION	\$ .00

By signing this agreement, I acknowledge that I have read and understand the terms and conditions of this agreement. I agree to pay the amount of the agreement and to pay the amount of the agreement.

CUSTOMER SIGNATURE

DATE

SUBTOTAL \$ .00

TAX \$ .00

TOTAL \$ .00



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

CASE NUMBER: 04370610 VIN: 1G1YY22GKY5101877  
MODEL YEAR: 2000  
DATE OPENED: 2001-05-30 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-05-30 MILEAGE: 33128  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: WOODFIELD CHEVROLET, INC.  
BRC PARENT: DEALER ADDRESS: 1100 E GOLF RD., SCHAMBERG, IL, 60173, USA

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

M01 Steering General Other  
0 REPAIR ATTEMPT(S) locked  
  
F10 Front Suspension Other  
0 REPAIR ATTEMPT(S) grinding noise

Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\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\_Corapoint.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 STATED VEH STEERING WHEEL LOCKED UP, AND UNDRIVABLE. CUST STATED ROADSIDE ASSISTANCE IS TOWING VEH TO WOODFIELD CHEVROLET IN SCHAMBERG, IL PHONE# 847-882-2200. CUST STATES FRONT END MAKES GRINDING NOISE WHEN TURNING & CRM NOTIFIED CUST OF SAFETY RECALL #2000034 LAP BELT. CUST SEEKS DLR TO CORRECT CONCERNS & PROVIDE CUST W/RENTAL VEH. CRM ADVISED CUST OF FILE#. CRM OFFERED TO CALL DLR ON CUST BEHALF HE DECLINED. CRM NO FURTHER ACTION NEEDED CHRISTINE GRAY/CAC/PDX; 0; 360113657

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

PAR STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CASE NUMBER: 05476634 VIN: 1G1YY22GXY5102057  
MODEL YEAR: 2000  
DATE OPENED: 2001-09-07 SERIES: Corvette  
DATE CLOSED: 2001-10-18 MILEAGE: 15976  
SOURCE: Phone DELIVERY DATE:  
HRC TYPE: No DEALER NAME: RAMP CHEVROLET INC  
HRC PARENT: DEALER ADDRESS: 1395 RTE 112, PORT JEFFERSON  
STATION, NY, 11776, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
1 REPAIR ATTEMPT(S) UNEXPECTED LOCKING OF STEERING COLUMN

M41 Power Seats Motor/Switch/Wiring Other  
1 REPAIR ATTEMPT(S) STATES FAILURE, PINNING DRIVER TO  
STEERING COLUMN/ALSO INOPERABLE SEAT MEMOR

M40 Steering Wheel Other  
1 REPAIR ATTEMPT(S) PULLS TO LEFT

L01 Fuel System Other  
1 REPAIR ATTEMPT(S) GAUGE MISREADS

FINAL- NY

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

CRM REC'D REQUEST FOR REVIEW. CRM DID NAME/VIN SEARCH AND FOUND #C03515172, CRM FINDS TO MANY NOTES TO COPY FROM PREVIOUS REQUEST, CUST HAS HAD MANY REPAIRS AND INCONVINCE, AND CRM HANDLING THAT REQUEST OFFERED CUST ONE MONTH PAYMENT OF \$332.50, AS OF TODAY THIS REQUEST IS BEING HANDLED BY THE LIASON. CRM TO CALL DLR AND AVM TO ADVISE OF CUST ATTORNEY INVOLVEMENT. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369009262

2001-09-10

CRM CALLED DLR AND SVC MGR NOT IN NOW, SPOKE TO FRAN LAGASI WHO STATED TO CALL 631-473-0001 TO SPEAK TO SVC MGR MATT,

CRM TRIED TWICE TO CALL SVC MGR AND PHONE LINE VERY BAD, DLR COULD NOT HEAR CRM AND SOUNDS ECHOED BACK, CRM TO TRY AGAIN LATER. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369009652

2001-09-10

CRM CALLED AND LEFT MESSAGE FOR AVM FRANK ANGELICO TO PLEASE RESPOND SINCE HE HAS BEEN INVOLVED WITH THE CUST CONCERNS ON PREVIOUS REQUEST. CRM AWAITING RESPONSE. YVONNE BEATH/L. EGAL CORR/ EXT58286/TAMPA; 0; 369009924

2001-09-11

CRM REC'D MESSAGE FROM AVM FRANK ANGELICO, WHO STATED THAT HE HAS PERSONALLY SPOKEN TO THE CUST IN LATE JUNE01, EARLY JULY01, AND DISCUSSED CUST CONCERNS AT THAT TIME, AVM STATES THAT HE TRIED TO WORK THE CUST TO SOLVE HIS CONCERNS, HOWEVER THE CUST BECAME VERBALLY ABUSIVE AND HUNG UP THE PHONE, AVM STATES THAT HE IS NOT SHOWING ANY FURTHER REPAIRS IN HISTORY SINCE PAST JUNE, HE

THINKS THAT THE CUST IS JUST REITERATING THE SAME CONCERNS THAT HE HAS HAD IN THE PAST, THAT HAVE ALREADY BEEN REPAIRED. AVM STATES HE IS NOT SURE WHAT ELSE WE CAN DO TO SATISFY THE CUST, CRM CAN CALL HIM ON HIS CELL PHONE [REDACTED] AFTER 8:30AM TO DISCUSS.

YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369065743  
2001-09-12

CRM REC'D ANOTHER MESSAGE FROM AVM FRANK ANGELICO WHO STATED THAT HE WENT OVER HIS NOTES AGAIN AND FOUND THAT THE LAST TIME HE SPOKE TO CUST WAS 7/2/01, VEHICLE HAD APPROX 15,600 MILES, CUST WAS NOT SATISFIED AT THAT TIME EITHER, AND HE HAS NOT HEARD ANYTHING FROM CUST OR DLR. AVM STATES THE VEHICLE IS 2 YEARS OLD, AND IF CRM WOULD LIKE TO CALL HIM HE CAN BE REACHED BY HIS [REDACTED] OR HE CAN BE REACHED AT MESSENGER CHEVY TODAY ONLY AT 631-758-2200.

CRM TO CALL AND DISCUSS. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369155815  
2001-09-12

CRM TRIED AVM CELL PHONE# AND ADVISED NO CONNECTION. CRM TO TRY ALTERNATE #, CRM CALLED MESSENGER CHEVROLET AS REQUESTED BY AVM AND SPOKE TO SERVICE DIRECTOR RAY BRATTER WHO TOOK MESSAGE FOR CRM TO HAVE AVM CALL ME. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369156100  
2001-09-12

CRM CALLED AVM CP# AND CUST PHONE IS UNAVAILABLE, CRM TO CALL AND LEAVE MESSAGE WITH TIME I AM AVAILABLE TO CALL TODAY. YVONNE BEATH/LEGAL CORR/EXT58286/TAMPA; 0; 369169838  
2001-09-12

CRM CALLED CUST ATTORNEY AND SPOKE TO SECRETARY ELAINE WHO TOOK MESSAGE TO CALL CRM BACK IN REGARDS TO CST LETTER OF COMPLAINT. YVONNE BEATH/LEGAL CORR/ EXT58286; 0; 369170013  
2001-09-13

CRM REC'D MESSAGE FROM CUST ATTORNEY AND HE STATES THAT AS OF LAST NIGHT THE VEHICLES SERVICE TRACTION CONTROL LIGHT AND ABS LIGHT IS ON AND THE CUST WILL NOT DRIVE THE VEHICLE STATING IT IS UNSAFE.

ATTORNEY SEEKS TO HAVE VEHICLE TOWED TO DLR. MRKREBS ASK TO HAVE DLR CALL HIM TO MAKE ARRANGEMENTS.

CRM TO CALL DLR SVC MGR WITH INFO. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369245991  
2001-09-13

CRM CALLED DLR AND SVC MGR NOT AVIALABLE , CRM LEFT MESSAGE FOR HIM TO PLEASE CALL CRM TO DISCUSS. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369246024  
2001-09-13

CRM CALLED AND SPOKE TO AVM FRANK ANGELICO TO ADVISE OF CURRENT INFO AND THAT ATTORNEY SEEKS TO HAVE VEHICLE TOWED, TO DLR, CRM ADVISED TO CALL DLR BACK AND ASK FOR JOHN CONSOLIE AND GIVE INFO AND HE WILL ALSO CALL HIM TO BRING HIM UP TO SPEED ON CUST CONCERNS.

CRM THANKED FRANK FOR INFO. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369246974  
2001-09-13

CRM CALLED AN SPOKE TO ASSIST SVC MGR JOHN CONSOLIE AND ADVISED OF INFO AND TO PLEASE CALL CUST ATTORNEY MR. KREBS TO ARRANGE FOR TOWING OF VEHICLE. CRM ALSO ADVISED OF NEW RECALL 01044 ON VEHICLE AND TO MAKE SURE COMPLETED (THIS PER AVM).

CRM ALSO REQUEST A RETURN CALL TO CRM TO LET ME KNOW WHEN VEHICLE WILL BE AT DLR FOR FOLLOW UP.

JOHN AGREED. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369247107  
2001-09-17

CRM REC'D CALL FROM CUST ATTORNEY IN REGARDS TO TOWING OF THE VEHICLE, [REDACTED] STATED THAT THE DLR HAS NOT CALLED WITH ARRANGEMENTS YET AND THAT HE WOULD LIKE TO HAVE THIS DONE TODAY, AS BOTH HIMSELF AND THE CUST WILL BE OBSERVING THE JEWISH HOLIDAYS UNTIL THURSDAY 9/20/01, CRM ADVISED I WILL CALL DLR TO CHECK ON STATUS, AND CALL HIM BACK, ATTORNEY AGREED. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369593609  
2001-09-17

CRM CALLED AND SPOKE TO JOHN CONSOLIE WHO STATED THAT HE TURNED THE INFO OVER TO THE SVC MGR MATT, MATT IS NOT AVAILABLE UNTIL THURSDAY SO HE WILL SPEAK TO THE ASSISTANT MGR AND CALL ATTORNEY TO MAKE ARRANGEMENTS AS HE IS NOT AUTHORIZED TO DO SO, CRM ALSO ADVISED CUST SEEKS A RENTAL FOR USE.

YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369593699  
2001-09-17

CRM CALLED AND LEFT MESSAGE WITH [REDACTED] AT ATTORNEYS OFFICE THAT DLR SHOULD BE CALLING TODAY TO MAKE ARRANGEMENTS. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369593734  
2001-09-21

CRM CALLED AND SPOKE TO SVC ADV JOHN CONSOLIE WHO STATED THE VEHICLE WILL BE TOWED IN PER CUST WIFE ON 9/26/01 EARLY IN AM.  
CRM TO FOLLOW UP WITH DLR AT THAT TIME..  
YVONNE BEATH/LEGAL CORR/ EXT58286; 0; 369940413  
2001-09-21

CRM CALLED CUST ATTORNEY TO ADVISE OF INFO AND HE STATED THAT HE APPRECIATED MY CALL WITH INFO, HE ALSO STATED THAT THE CUST HAD REC'D A CALL FROM CHARLES RAMPORE THE OWNER OF THE DEALERSHIP IN REGARDS TO THIS MATTER AND WANTS TO TRY AND WORK SOMETHING OUT.  
CRM THANKED [REDACTED] FOR INFO AND WILL CALL HIM TO DISCUSS WHAT HE IS PLANNING SO THAT GM IS AWARE AND CAN NOTE DLR INVOLVEMENT WITH CUST CONCERNS.  
CRM ADVISED I WILL FOLLOW UP WITH ATTORNEY AFTER INSPECTION.  
YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369940539  
2001-09-21

CRM TRIED TO CALL DLR OWNER [REDACTED] HIT ZERO AND ASK TO BE TRANSFERRED TO HIM (THIS PER [REDACTED] T DLR, HE IS AT ANOTHER BUILDING.)  
CRM TRIED THIS AND IT WAS VERY BAD CONNECTION, LIKE SOMEONE WAS TRYING TO LISTEN IN, DLR COULD NOT HEAR CRM.  
CRM TRIED AGAIN AND SAME THING HAPPENED.  
CRM TO TRY AGAIN LATER.  
YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369940644  
2001-09-21

CRM CALLED AND LEFT MESSAGE ON OWNERS ANSWER MACHINE INREGARDS TO CUST CONCERNS AND INFO ATTORNEY HAD PROVIDED TO CRM. AND IF HE COULD PLEASE CALL CRM TO DISCUSS CUST CONCERNS AND WHAT HE IS CONSIDERING. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 369940928  
2001-10-02

CRM CALLED AND SPOKE TO SVC MGR MATT WHO STATED THAT VEHICLE IS NOW AT DLR FOR REPAIRS. THEY HAVE ORDERED A NEW MIRROR AND IT WILL BE PAINTED TO MATCH VEHICLE. THEY FOUND A WHEEL SPEED SENSOR HARNESS THAT WAS BAD AND HAVE ORDERED THE PART, AND THEY HAVE BEEN UNABLE TO DUPLICATE THE CONCERN WITH THE SEAT MEMORY. THE VEHICLE SHOULD BE READY FOR PICK UP IN ABOUT 1/2 DAYS. CRM ADVISED THAT I WILL CHECK BACK THEN TO SEE HOW THINGS WENT.  
CRM ALSO TO CALL CUST ATTORNEY TO ADVISE OF PROGRESS. SVC MGR AGREED. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 370886571  
2001-10-02

CRM CALLED CUST ATTORNEY AND SPOKE TO RECEPTIONIST AND SHE TOOK MESSAGE FOR [REDACTED] TO PLEASE CALL CRM. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 370886702  
2001-10-15

CRM CALLED SVC MGR AND L/ M WITH [REDACTED] TO HAVE HIM CALL CRM TO DISCUSS REPAIRS. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372028569  
2001-10-15

CRM REC'D MESSAGE FROM CUST ATTORNEY WHO STATED THAT INSPECTION WAS DONE, VEHICLE WAS REPAIRED AND NOW THE VEHICLE IS BROKE DOWN AGAIN, ATTORNEY WANTS VEHICLE TOWED BACK TO DLR AND MATTER RESOLVED.  
CRM TO CALL DLR SVC MGR TO DISCUSS AND THEN CALL [REDACTED] AS TO NEXT COURSE OF ACTION.  
YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372032450

2001-10-15

CRM CALLED DLR SVC MGR AND PLACED ON HOLD. THEN L/M FOR SVC MGR TO PLEASE CALL CRM.  
YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372032683  
2001-10-15

CRM CALLED AND SPOKE TO ATTORNEY [REDACTED] WHO STATED THAT HE WANTS THE VEHICLE PICKED UP AND THEY CAN KEEP IT, HE WANTS A NEW VEHICLE FOR THE CUST, ATTORNEY STATES THEY ARE SEEKING REPLACEMENT OF THE VEHICLE, OR REIM OF ALL PAYMENTS MADE ON VEHICLE, OR THEY WILL PERSUE WITH LEGAL ACTION AND GET A VEHICLE FOR CUST TO DRIVE AT NO COST TO CUST. CRM ADVISED THAT I HAVE PLACED A CALL TO SVC MGR TO DISCUSS AND ADVISE OF NEW INFO AND ALSO CALL AVM TO DISCUSS OPTIONS. CRM WILL FOLLOW UP WITH ATTORNEY WHEN INFO IS REC'D. [REDACTED] AGREED. YVONNE BEATH/LEGAL CORR/E XT58286/TAMPA; 0; 372033139  
2001-10-15

CRM CALLED AND L/M FOR AVM FRANK ANGELICO WITH NEW INFO AND CUST DEMANDS. CRM AWAITN RETURN REPLY FROM AVM. YVONNE BEATH/LEGAL CORR/E XT58286/TAMPA; 0; 372033172  
2001-10-16

CRM REC'D MESSAGE FROM AVM FRANK ANGELICO WHO STATED THAT HE SPOKE TO THE SVC MGR WHO ALSO INVOLVED SVC ADV JON CONSOLI AND THEY ARE SENDING A TECH OUT TO THE CUST VEHICLE TODAY ABOUT 8:30 AM TO LOOK AT THE CAR. THAT THE CONCERN SOUNDS LIKE IT IS UNRELATED TO THE PREVIOUS CONCERNS. AVM STATES THAT THE SVC MGR SOKE TO [REDACTED] YESTERDAY AND THAT SHE MADE NO MENTION AS TO REPURCHASE OF THE VEHICLE, AVM STATES HE BELIEVES THAT THE CUST ATTORNEY IS PUSHING THE ISSUE, THAT IF THEY KEEP COMPLAINING THAT WE WILL GIVE IN AND REPURCHASE THE VEHICLE, AVM STATES THAT SINCE THE CUST HAS A LEASED VEHICLE THEY WILL BE LOSING NOTHING AND THAT THE ATTORNEY MAY BE TRYING TO GET SOMETHING MORE FOR THE CUST. AVM STATES HE WILL CALL CRM ON 10/16/01 ABOUT 9:30/10AM TO DISCUSS FURTHER ON WHAT COURSE OF ACTION TO TAKE.  
YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372089115  
2001-10-16

CRM REC'D CALL FROM AVM FRANK ANGELICO WHO STATED HE WOULD LIKE TO DO A THREE WAY CONFERENCE CALL WITH ASST SVC MGR JOHN CONSOLI AS TO STATUS OF CUST VEHICLE BROUGHT IN TODAY, CRM CALLED AND THREE WAY'D THE CALL. CRM /AVM/ASST SVC MGR DISCUSSED CUST NEW CONCERNS OF THE POSSIBLE ALTERNATOR CONCERN AND VEHICLE NOT STARTING. AVM ASKED JOHN IF THE VEHICLE HAD BEEN TOWED IN AND JOHN STATED THAT SVC MGR MATT ADVISED THAT IT WOULD BE TOWED IN ON WEDNESDAY 10/17/01 BETWEEN 6/8:30AM. AVM STATED HE THOUGHT IT WAS TO BE TODAY, AND JOHN ADVISED NO BUT TOMORROW. AVM STATES THAT AFTER INSPECTION/REPAIRS OF VEHICLE IF THE FINDINGS ARE NO CONCERNS FOUND THAT CRM SHOULD CLOSE THE REQUEST DISSAT AND SEND A LETTER TO CUST ATTORNEY ADVISING OF THIS DECISION OF NO REPURCHASE AND ATTORNEY CAN PERSUE HOW HE FEELS NECESSARY. THAT IT IS IN HIS OPINION (AVM FRANK ANGELICO) THAT THE ATTORNEY WILL NOT STOP PERSUING GM UNTIL HE GETS A REPURCHASE AND THE AVM DOES CONT//////////, 0; 372109629  
2001-10-16

CONT//////////DOES NOT BELIEVE THIS IS WARRANTED. THAT THIS CASE NEED TO COME TO AN END. CRM ADVISED I WILL NOT THIS INFO. ADM CRM WILL CLAL ASST SVC MGR JOHN ON 10/17/01 BETWEEN 3/4 PM TO DISCUSS OUTCOME OF INSPECTION. AND DO AS REQUESTED BY AVM IF THIS BE THE CASE. AVM /JOHN AGREED. CRM TO FOLLOW UP ATOMORROW WITH DLR. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372109733  
2001-10-18

CRM REC'D MESSAGE FROM CUST ATTORNEY WHO STATED THAT HE HAS NOT HEARD ANYTHING LATELY AND SEEKS A RETURN CALL WITHIN 48 HOURS AND A LETTER IN WRITING FROM THE LEGAL DEPT OF THE RESOLUTION OF COMPLAINT/. CRM TO CALL DLR AND UPDATE INFO ON INSPECTION WHICH WAS SBT FOR 10/17/01. AND THEN CALL ATTORNEY. [REDACTED] YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372280052  
2001-10-18

CRM CALLED AND L/M FOR ASST SVC MGR JON CONSOLIE TO PLEASE CALL CRM TO DISCUSS OUTCOME OF 10/17/01 INSPECTION. CRM WOULD LIKE TO CALL CUST ATTORNEY WITH INFO ADN TRY TO RESOLVE TODAY. YVONNE BEATH/LEGAL CORR/E XT58286/TAMPA; 0; 372280417  
2001-10-18

CRM CALLED AND SPOKE TO ASST MGR JON CONSOLIE WHO STATED THE VEHICLE WAS TOWED IN AND THE SERPENTINE BELT WAS REPAIRED DUE TO SQUEAK. VEHICLE WAS READY SAME DAY AND CUST CALLED BETWEEN 2/3 PM AND [REDACTED] REFUSED TO PICK UP THE VEHICLE. CRM TO ALL ATTORNEY AND ADVISE OF INFO FROM AVM OF NO REPURCHASE. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372290582  
2001-10-18

CRM CALLED CUST ATTORNEY [REDACTED] AND ADVISED OF "NO REPURCHASE" AND THAT THE VEHICLE IS READY FOR PICK UP AND CUST REFUSED. DLR NO RESPONSIBLE FOR ANY DAMAGES IF CUST LEAVES ON PREMISES.

[REDACTED] STATED THAT THEY WILL NOT PICK UP AND ACCORDING TO MY STATE LAWS DLR IS RESPONSIBLE IF ANYTHING HAPPENS TO CAR. HE WILL BE FILING A LAWSUIT WITH GM AND PROCEEDING ACCORDINGLY. CRM ADVISED IT IS IN THE BEST INTEREST TO PICK UP THE VEHICLE AND HE AGAIN REFUSED. CRM ADVISED I WILL ADVISE DLR SO. CRM TO ALSO CALL AVM WITH INFO. CLOSING DISSAT AND SENDING ARE LETTER. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372290741  
2001-10-18

CRM CALLED JOHN CONSOLIE AND ADVISED OF INFO AND HE STATED THEY CAN CHARGE A \$25 PER DAY STORAGE FEE IF NOT PICKED UP AND THAT IF CRM IS CALLING AVM TO ADVISE PLEASE LET HIM KNOW THIS INFO.

CRM ADVISED I WILL DO SO.

CRM ADVISED JON TO LET HIS OWNER/GENERAL MGR KNOW THIS INFO ALSO SO DLR IS AWARE VEHICLE IS NOT BEING PICKED UP, JON STATED HE WILL DO SO.

YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372290833  
2001-10-18

CRM CALLED AND LEFT INFO FOR AVM AS TO ACTION BY ATTORNEY AND GAVE AVM [REDACTED] PH# [REDACTED] SO IF HE CHOOSE TO CALL HIM ABOUT THE PICK UP OF THE VEHICLE.

CRM CLOSING REQ AND SENDING ARE LETTER. YVONNE BEATH/LEGAL CORR/E XT58286/TAMPA; 0; 372291162  
2001-10-18

CRM CLOSING REQUEST DISSAT WITH TM JOHN KETTERING OVER THE SHOULDERS APPROVAL, AVM INVOLVED AND ADVISED NO REPURCHASE AND TO SEND ARE LETTER TO CUST ATTORNEY FOR RECORDS.

NO FURTHER ACTION TO BE TAKEN. SENDING ARE LETTER. YVONNE BEATH/LEGAL CORR/ EXT58286/TAMPA; 0; 372291257  
2001-10-18

Letter approved.

Jessica Tate/Tampa/Goodwill Liaison; 0; 372305552  
2001-10-19

CRM REC'D MESSAGE FROM AVM WHO THANKED CRM FOR INFO, AND STATED THAT THE ATTORNEY CAN RECITE LAWS ALL DAY, HOWEVER THE CUST HAS A LEGAL CONTRACT FOR THE LEASING OF THE VEHICLE AND HE OWNS IT UNTIL THE LEASE IS UP, AND IS RESPONSIBLE FOR THE CAR. IF THE CUST LEAVES IT AT THE DLR THEY ARE NOT RESPONSIBLE FOR ANY DAMAGES, THE CUST INSURANCE WOULD BE THAT THE CUST HAS ON VEHICLE. ALSO THAT IF THE DLR WANTS TO CHARGE STORAGE FEES THAT IS THEIR RIGHT TO DO SO SINCE THEY HAVE NOTIFIED THE CUST IT IS READY FOR PICKUP AND CUST REFUSED. THEY HAVE A FULL CAR LOT AND THEY CAN DO SO.

AVM STATES/TAMPA THAT IF THEY FILE THE LAWSUIT GM WILL FIGHT IT IN COURT. YVONNE BEATH/LEGAL CORR/ EXT; 0; 372348375

\*\*\*\*\*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:

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

October 18, 2001

[REDACTED]  
Great Neck, NY [REDACTED]

Request: C05476634

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 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,

Yvonne Beath  
Customer Relationship Manager

MN0001-T/jt

\_\_\_\_\_

**CERTIFIED MAIL**



7000 0400 0027 0066 2776

U.S. POSTAGE  
PAID  
LITTLE ROCK, AR  
11253  
AUG 27, 81  
FIRST CLASS

**\$3.94**  
8043250-01

**XXXXXXXXXXXXXXXXXXXXXXXXXXXX**

[REDACTED]  
GREAT NECK, N.Y.  
[REDACTED]

August 17, 2001

Ramp Chevrolet, Inc.  
1395 Route 112  
Port Jefferson Station, New York 11776

Mr. Frank Angelico  
G.M. Area Service Representative  
Chevrolet Customer Assistance Center  
P.O. Box 4360006  
Pontiac, Michigan 48343-6806

Chevrolet Motor Division  
Customer Assistance Center  
P.O. Box 7047  
Troy, Michigan 48007-7047

Re: [REDACTED]  
[REDACTED] Muttontown, New York [REDACTED]  
Vehicle: 2000 Chevrolet Corvette  
VIN #: 1G1YY22GXY5102057

Gentlemen:

This firm represents [REDACTED] the lessee of the above-referenced Chevrolet vehicle from the lessor, Ramp Chevrolet, Inc.

This shall serve as notice that [REDACTED] is asserting a claim under N.Y.S. Lemon Law (General Business Law 198-a) for repair or return of this vehicle due to the vehicle's substantial defects involving:

1. Repeated and unexpected locking of the steering column,
2. Failure of power seats resulting in pinning of driver against steering column,
3. Inoperable seat memory,
4. Steering wheel pulling to the left when braking, and

HOWARD S. KREBS, P.C.  
ATTORNEY AT LAW

5. Misreading fuel gauge:

Please contact the undersigned to arrange for vehicle repair or replacement.

Very truly yours,

  
Howard S. Krebs

**CERTIFIED MAIL**



7000 0600 0027 00LL 2789

**Mr. Frank Angelico**  
G.M. Area Service Representative  
Chevrolet Customer Assistance Center  
P.O. Box 4360006  
Pontiac, Michigan 48343-6806  




U.S. POSTAGE  
PAID  
LITTLE ROCK, AR  
PERMIT NO. 11  
\$3.94  
001-200-01

**HOWARD S. KREBS, P.C.**  
**ATTORNEY AT LAW**  
425 NORTHERN BOULEVARD • SUITE ONE  
GREAT NECK, N.Y. 11021-4903  
TEL: (516) 773-4099 FAX: (516) 773-4522  
E-MAIL: hskrebs@aol.com

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1395 Route 112  
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Chevrolet Motor Division  
Customer Assistance Center  
P.O. Box 7047  
Troy, Michigan 48007-7047

Re: [REDACTED]  
[REDACTED] Jutontown, New York [REDACTED]  
Vehicle: 2000 Chevrolet Corvette  
VIN #: 1G1YY22GXY5102057

Gentlemen:

This firm represents [REDACTED] the lessee of the above-referenced Chevrolet vehicle from the lessor, Ramp Chevrolet, Inc.

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1. Repeated and unexpected locking of the steering column,
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HOWARD S. KREBS, P.C.  
ATTORNEY AT LAW

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Very truly yours,

*Howard S. Krebs*  
Howard S. Krebs

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

SYOSSET , NY

CASE NUMBER: 03515172 VIN: 1G1YY22GKYS102057  
MODEL YEAR: 2000  
DATE OPENED: 2001-03-19 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-09-18 MILEAGE: 14000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: RAMP CHEVROLET INC  
ERC PARENT: DEALER ADDRESS: 1395 RTE 112, PORT JEFFERSON  
STATION, NY, 11776, USA

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

T22 CSI Reply	Customer Satisfaction
0 REPAIR ATTEMPT(S)	SURVEY
J44 Fuel Pump	Inoperative
1 REPAIR ATTEMPT(S)	REPLACED PUMP
S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	\$665.00
M41 Steering Column/Lock/Attaching Parts	Inoperative
4 REPAIR ATTEMPT(S)	LOCK LIGHT ON
W10 Lamps/Signal/General	Other
2 REPAIR ATTEMPT(S)	REPLACED
S86 CAC Resolved With Goodwill	CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)	REIM \$665.00

## SURVEY

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

SVC MGR STS THAT THE "LEMON LAW" IS 18 MON PERIOD AND 30 DAYS W/OUT VEH FOR THERE AREA... CRM CONTACTED CUST AND ADVISED SEC. THAT CRM WILL CONTACT CUST ON 7/18/01 1/4 CENTRAL TIME

HAMPTONJ/CARS/TX; 0; 363916159  
2001-03-19

CUST STATES PER CSI SURVEY THAT HE WAS COMPLETELY SATISFIED W/DLR AND SOMEWHAT SATISFIED W/VEHICLE BUT STATES HE HAS HAD TOO MANY PROBLEMS W/THE ELECTRICAL COMPUTER COMPONENTS AND REQUIRED VEHICLE TO HAVE NUMEROUS SVC APPOINTMENTS, CRM WILL DOCUMENT AND SUSPEND FILE PENDING CONTACT W/CUST. TRACY HARRIS/TPA CAR COR; 0; 99999  
2001-03-28

CRM CALLED CUST PER CSI SURVEY, CRM LEFT A DETAILED VM FOR CUST TO CONTACT CHEVY CAC W/ANY CONCERNS, CRM WILL DOCUMENT AND SUSPEND FILE PENDING CONTACT FROM CUST. TRACY HARRIS/TPA CAR COR; 1ST ATTEMPT; 0; 354657660  
2001-03-29

CRM CALLED CUST PER CSI SURVEY, CRM LEFT ANOTHER DETAILED MESSAGE FOR CUST TO CONTACT CHEVY CAC IF HE HAS ANY CONCERNS, CRM WILL DOCUMENT AND CLOSE FILE SENDING CUST AN UNABLE TO CONTACT LETTER. TRACY HARRIS/TPA CAR COR; 2ND ATTEMPT; 0; 354754812

2001-04-02

AUDITOR IS APPROVING THE LETTER  
FARAH IBRAHIM/TAMPA; 0; 355106974  
2001-04-17

CUST STS THAT HE SENT A LETTER WITH CONCERN COMP STS THAT 3X SVC COLUM LOCKLIGHT COME ON  
CUST STS THAT DLR CAME OUT TO RESIDENCE AND REPAIRED OTHER 2X FLAT BEDDED STS ANYTHING THAT  
IS CONNECTED W/ANY TYPE COMP PROBLEM. CUST LEASED VEH HAS 1 YR LEFT HAVING NUMEROUS  
PROBLEMS AND COMP. CUST STS THAT HE WOULD NOT LEASE OR PURCHASE ANOTHER GM VEH. CUST HAS HAD  
SEVERAL  
CUST SEEKS ANOTHER VEH FOR THE REMAINDER OF LEASE ABOUT 1YR AND 5MON. IF NOT REIM ON THE  
PAST FEW MON ON LEASE. CUST CELL [REDACTED]  
CRM ADVISED THAT DLR WAS CONTACTED SPOKE W/SVC MGR MATT STS THAT THE COLUM LOCK IS  
INTERMITTENT STS THAT THE PARTS ARE A ELECTRONIC PROBLEM AND HAS UPDATED; EVERY PART HAS  
BEEN UPDATED W/LATEST DESIGN CANNOT PIN POINT PROBLEM. SVC MGR STS THAT CUST IS A GREAT  
CUST AND WOULD LIKE TO CONTINUE TO DO BUSINESS W/CUST, BUT FEELS THAT VEH IS REPAIRED AND  
WOULD LIKE CRM TO ENCOURAGE CUST THAT VEH SHOULD BE WORKING PROPERLY DUE TO THE LATEST  
DESIGN PARTS.

JENNIFER HAMPTON/CARS/ATX; 0; 356372348  
2001-04-17

CRM WILL CONTACT CUST ON 4/19/01 2/4 CENTRAL

JENNIFER HAMPTON/CARS/ATX; 0; 356372377  
2001-04-18

CRM CONTACTED DLR SPOKE W/MATT SVC MGR BUT HE IS UNAVA. CRM WILL TRY TO CONTACT DLR ON  
4/19/01

JENNIFER HAMPTON/CARS/ATX; 0; 356484713  
2001-04-19

CRM CONTACTED DLR SPOKE W/MATT SVC MGR AND STS THAT CUST VEH HAS HAD SEVERAL CONCERNS  
W/THE STEERING LOCK COLOUM. DLR STS THAT VEH IS REPAIRED NOW. CUST IS A MAINTANCE CUST  
AND CUST HAS NOT HAD ANY PRE. GOOD WILL. DLR STS THAT THE CUST COULD NOT CAUSE CONCERNS  
W/VEH AND THE VEH IS IN GOOD CONDITION. SVC MGR WILL CONTACT HIS AVM ON MATTER AND CRM WILL  
CONTACT DLR ON 4/23/01 FOR UPDATE.

JENNIFER HAMPTON/CARS/ATX; 0; 356558441  
2001-04-19

CRM SPOKE W/WIFE BARBARA IDLESON AND STS THAT THE ELECTRONIC LIGHT FLASHED STTING THAT  
THERE WAS NOT ANY FUEL AND GAS LINE WHEN DOWN TO EMPTY. CUST STS THAT THEY TRIED TO PUT  
GAS PUT TANK HAD GAS ALREADY. VEH THE WENT BACK TO NORMAL, DLR STS THAT CUST WOULD NEED  
TO BRING VEH IN WHEN THERE IS A PROBLEM OTHERWISE DLR CANNOT DUF CRM ADVISED CUST THAT AVM  
WILL BE CONTACTED AND THE SVC MGR WILL CONTACT AVM BUT THAT THERE WAS NOT A GUAR. CRM  
ADVISED CUST THAT A CALL BACK ON 4/24/01 2/4 CENTRAL

JENNIFER HAMPTON/CARS/ATX; 0; 356565082  
2001-04-24

AVM RESPONSE:

avm states spoke to svc mgr & it does not look like there is much that can be done, but avm  
will be researching further to find out if anything can be done & contact svc mgr & let him  
know, avm will also leave msg for crm to advised of what decision avm has come to.. sara  
flores/atx/cars; 0; 356985040  
2001-04-24

CRM CONTACTED CUST TO INFORM CUST THAT AVM IS STILL RESEARCHING FILE AND WILL BE IN CONTACT  
W/BOTH SVC MGR AND CRM.

JENNIFER HAMPTON/CARS/ATX; 0; 356985761  
2001-04-24

CRM WILL CONTACT CUSTON 4/27/01 2-4 CENTRAL W/ANY NEW UPDATE.

JENNIFER HAMPTON/CARS/STA; 0; 356985792  
2001-04-27

CRM CONTACTED DLR SPOKE W/ASST SVC MGR STS THAT SVC MGR MATT WILL NOT BE IN UNTIL MON MORNING.

JENNIFER HAMPTON/CARS/ATX; 0; 357236779  
2001-04-27

CRM CONTACTED DLR AGAIN AND SPOKE W/WIFE AND STS THAT THE VEH IS STILL HAVING THE STEERING AND SEAT CONCER AS BEFORE. CRM INFORMED CUST THAT SVC MGR WILL NOT BE IN UNTIL MON AND THAT CRM WILL CONTACT DLR TO FIND OUT IF AVM HAS HAD ANY OTHER RESPONSE. CUST STS THAT SHE HAS OBT CONFIDENCE IN VEH. CRM WILL CONTACT CUST ON 4/30/01 2/4 CENTRAL

JENNIFER HAMPTON/CARS/ATX; 0; 357255345  
2001-05-01

CRM CONTACT DLR SPOKE W/MATT SVC MGR AND STS THAT PER AVM NO LEASE PAYMENTS WOULD BE MADE. CRM ALSO ASKED SVC MGR IF THERE WAS ANYTHING ELSE THAT WE CAN DO FOR THE CUST AND THE SVC MGR STS NO. CRM WILL CONTINUE TO DO RESEARCH, WILL CALL CUST ON 5/4/01 2/4 CENTRAL TIME

JENNIFER HAMPTON/CARS/ATX; 0; 357589079  
2001-05-04

CRM CONTACTED CUST AND LEFT MESS ON MACH THAT A CALL BACK ON 5/8/01 2/4 CENTRAL FOR MORE RESEARCH WILL REVIEW FILE W/LIASION

JENNIFER HAMPTON/CARS; 0; 357864558  
2001-05-08

CALL WAS ESCALATED TO CAM AND NAM. DLR MISUNDERSTOOD CONVERSATION BETWEEN CRM AND CUST. DLR ASSUMED THAT CRM INFORMED CUST THAT GM OR DLR WOULD REIM 2 MONTHS OF LEASE PAYMENTS. CRM DID NOT OFFER ANY TYPE OF REIM TO CUST. TM REVIEWED CALL TO VERIFY INFO. LIASION ADVISED CRM TO DO FURTHER REASERCH.

JENNIFER HAMPTON/CARS/ATX; 0; 358192922  
2001-05-08

CRM CONTACTED DLR AND SPOKE W/SVC MGR MATT AND INFORMED CRM THAT HE WAS UNSURE OF THE AMOUNT OF TIME CUST WAS W/OUT USE OF VEH. SVC MGR STS THAT CUST CONCERN IS A SMALL MECHANISM IN THE STEERING COLUMN THAT FAILED NOT DEFECTIVE CAUSING THE STEERING COLUMN TO LOCK. AVM DENIED ASST DUE TO NOT IN THE SHOP FOR AN EXTENDED AMOUNT OF TIME TO JUSTIFY WHAT THE CUST IS ACTUALLY SEEKING.

CRM WILL CALL CUST TO INFORM CUST TO SEND IN PROOF OF MONTHLY PAYMENT, OWNERSHIP, AND ACTUAL PAYMENT IN:CHECK AND TO SEND IN RO'S THAT PERTAIN TO THE STEERING COLUMN. CRM CONTACTED CUST TO INFORM CUST CANNOT GUAR. ANY TYPE OF ASST BUT WILL REIVEN FOR POSS REIM ON 1 MON OF LEASE PAYMENT AND TO SEND APPROP. DOCS. CRM WILL CONTACT CUST ON 5/18/01 2/4 CENTRAL TIME

JENNIFER HAMPTON/CARS/ATX-; 0; 358193898  
2001-05-15

CRM RECIEVED DOCS REQUESTED BY PREVIOUS CRM. CRM WILL FORWARD FILE AND SENT AN ALARM.  
MONISHA CARTER/ATX/CORR; 0; 358818684  
2001-05-16

CRM REC'D ALARM FROM CRM AND CRM IS CURRENTLY REVIEWING FILE

JENNIFER HAMPTON/CARS/ATX; 0; 358897198  
2001-05-18

CRM CONTACTED CUST TO INFORM CUST THAT A COPY OF THE LEASE CONTRACT IS NEEDED.....CUST  
STS THAT SHE WILL FAX DOC TO CRM...CRM GAVE CRM STATION # NAME AND 'M NAME, FAX # TOO...CRM  
WILL CONTACT CUST ON 6/1/01 2/4 CENTRAL FOR UPDATE

JENNIFER HAMPTON/CARS/ATX; 0; 359065206  
2001-05-31

CRM CONTACTED CUST AND LEFT MESS ON MACH THAT A CALL BACK ON 6/8/01 2/4 CENTRAL

JENNIFER HAMPTON/CARS/ATX; 0; 360200946  
2001-06-12

CRM CONTACTED CUST TO ADVISED CUST THAT A CALL BACK IS NEEDED ON 6/19/01 FOR UPDATE ON REIM  
ON LEASE PAYMENT.....CRM ADVISED CUST THAT THE FAX WAS REC'D BUT STILL NEEDS TO GO THROUGH  
TO BE SCANNED INTO CUST'S FILE...CRM WILL REVIEW W/LIASION

HAMPTONJ/CARS/ATX; 0; 361209519  
2001-06-20

CUST CALLED AND STATED THAT VEH IS BACK IN THE DLRSHIP CLOSEST TO HOME INSTEAD OF PREV.  
DLRSHIP FOR A SVC. NOTICE ON THE FUEL SENDER. CUST SEEKS TO HAVE PREV. CRM JENNIFER CALL  
HIM ON UPDATE. CRM ADVISED CUST THAT SHE WILL SEND MESS TO JENNIFER AND THAT IF JENNIFER  
DOESN'T CB BY FRI. 6/22 THIS CRM WILL TAKE OVER THE CASE. TERESA FREY/ATX/CARS; 0;  
361921776  
2001-06-20

CRM REC'D ALARM FROM PRE CRM FREY AND CUST STS THAT NAME IS [REDACTED] AND # IS [REDACTED]

HAMPTONJ/CARS/ATX; 0; 361926880  
2001-06-20

CRM ATTEMPTED TO CONTACTED CUST BUT LINE WAS BUSY....CRM WILL CONTACT CUST ON 6/22/01 2/4  
CENTRAL

HAMPTONJ/CARS/ATX; 0; 361928994  
2001-06-21

CRM WILL CONSULT W/TM ABOUT FILE

HAMPTONJ/CARS/ATX; 0; 361995317  
2001-06-22

CRM CONSULTED W/TM ABOUT CONSIDERATION FOR THE REIM OF 1 LEASE PAYMENT..CRM WILL CONSULT  
W/LIASION

HAMPTONJ/CARS/ATX; 0; 362085740  
2001-06-22

CRM CONTACTED CUST AND LEFT MESS ON MACH THAT CRM WILL CONTACT CUST ON 6/26/01 2/4 CENTRAL  
FOR UPDATE ON FILE CRM LEFT # AND FILE #

HAMPTONJ/CARS/ATX; 0; 362102604  
2001-06-26

CUS.T STS. A SERVICE BULETIEN WAS PERFORMED ON VEH. REGARDING FUEL GAUGE CUST. STS. PARTS  
WERE UNAVAILABLE AT THE TIME CUST. STS. DLR REC'D 2 PARTS BUT DIDN'T OBTAIN THE LAST ONE..  
CUST. STS. HAD CALL OTHER DLRSHIPS TO SEE IF PART WAS AVAILABLE DUE TO DLR WAS UNWILLING TO

CALL.. CUST. STS..HAS HAD MORE THAT ONE PART ON VEH. REPLACED 3X.. CUST. STS. WHEN LEAVING VEH. SEAT IS SUPPOSED TO RECLINE AND STEERING WHEEL IS SUPPOSED TO RETRACT CUST.8 TS. WHEN LEAVING VEH. THE SEAT GOES TOWARD THE STEERING WHEEL AND THE STEERING WHEEL GOES TOWARDS THE SEAT.. CUST. SEEKS.. FOR ADDRESS OF CHEV. CEO..CRM ADV.. PROVIDED INFORMATION REQUESTED  
MARK ARRIAGA/ATX/CAC; 0; 362431176  
2001-06-26

CRM WILL CONTACT DLR ABOUT THE LENGTH OF TIME WHEN OUT OF VEH...CRM WILL CONSULT W/TN

HAMPTONJ/CARS/ATX; 0; 362435006  
2001-06-26

CRM CONTACTED CUST AND STS THAT THE FUEL WAS NOT PUMPING THROUGH THE ENGINE....CUST STS THAT THE DLR NAMED OYSTER BAY HAD TO REPLACE 3 COMPONENTS....CUST STS THAT THE STEERING COLUMN IS STILL NOT REPAIRED, AND THAT CUST WAS ADVISED BY DLR THAT TO BRING THE VEH IN ONLY WHEN VEH IS DOING THE INTERMITTENT CONCERN...CUST STS THAT SHE IS CURRENTLY WAITING FOR THE 4X TO HAVE THE CONCERN SHOW UP...

HAMPTONJ/CARS/ATX; 0; 362448289  
2001-06-26

CRM WILL CONTACT CUST ON 6/29/01 2/4 CENTRAL

HAMPTONJ/CARS/ATX; 0; 362448310  
2001-06-29

CRM WILL CONTACT DLR TO INQUIRE ABOUT # MANY DAYS WAS THE CUST OUT OF USE W/THE VEH...IF THE CONCERN W/THE COLUMN LOCK IS A KNOWN CONCERN, AND INQUIRE ABOUT THE FUEL CONCERN.

HAMPTONJ/CARS/ATX; 0; 362704463  
2001-06-29

CRM ATTEMPTED TO CONTACTED SVC MGR BUT UNAVA...

HAMPTONJ/CARS/ATX; 0; 362705020  
2001-07-02

CRM LEFT MESSAGE ON MACH W/# AND FILE # CRM WILL CONTACT CUST ON 7/6/01 2/4 CENTRAL

HAMPTONJ/CARS/ATX; 0; 362965665  
2001-07-10

CRM CONTACTED CUST AND LEFT MESSAGE W/SEC. THAT CRM IS STILL RESEARCHING FILE AND WILL CONTACT CUST ON 7/12/01 2/4 CENTRAL

HAMPTONJ/CARS/ATX; 0; 363657246  
2001-07-11

CRM CONTACTED RAMP DLR AND SPOKE W/SVC MGR MATT STS THAT HE IS TOO BUSY TO TALK TO CRM AND WILL HAVE TO CONTACT HIM LATER..

HAMPTONJ/CARS/ATX; 0; 363742001  
2001-07-11

CRM CONTACTED HALLOCK DLR IN OYSTER BAY, NY BUT SVC MGR MR. SHAFNER WAS NOT AVA...

HAMPTONJ/CARS/ATX; 0; 363742751  
2001-07-13

CRM CONTACTED RAMP CHEVY AND SPOKE W/JOHN SVC ADVISOR AND STS THAT HE CANNOT GIVE CRM ANY TYPE OF INFO DUE TO THE COMPS ARE DOWN...CRM CONTACTED HALLOCK DLR IN OYSTER BAY AND SPOKE W/SVC MGR TIFFANY AND STS THAT THE CUST IS VERY DEMANDING AND DEMANDING...SVC MGR STS THAT SHE TOLD THE CUST NOT TO RETURN TO HER DLR... SVC MGR STS THE DLR REPLACED RIGHT FUEL

SENDER'S ASSY AND LEFT FRT SENSOR REPLACED PER BULLETIN DUE TO GAUGE READ INPROPERLY READING AS PER BULLETIN # 01-06-04-022, SVC MGR STS THAT THE CUST DOES ABUSE THE RIGHT TO BE A CUST.....SVC MGR STS THAT SHE DID ADVISE AVM FRANK ANGELICO OF WHAT WAS THE ISSUE W/THE CUS AND STS HE AGREES W/SVC MGR..... SVC MGR ALSO STS THAT THE CUST DID NOT HAVE AN ADPT, ORDER PARTS ESPECIALLY FOR THE CUST, AND FIXED SAME DAY.....SVC MGR STS THAT CHEVY CANCELLED A PART, SVC MGR DID ATTEMPT TO EXPLAIN TO THE CUST....CUST DID NOT ALLOW SVC MGR TO EXPLAIN AND BEGAN TO CURSE..HAMPTONJ/CARS/ATX; 0; 363916045  
2001-07-20

CRM CONTACTED RAMP CHEVY AND THAT THERE WAS NO ANSWER IN THE SVC DEPT...CRM ATTEMPTED TO CONTACT SVC MGR 2X..

HAMPTONJ/CARS/ATX; 0; 364520927  
2001-07-20

CRM CONTACTED CUST AND LEFT MESS W/SEC THAT A CALL BACK IS NEEDED ON 7/23/01 2/4 CENTRAL

HAMPTONJ/CARS/ATX; 0; 364521136  
2001-07-27

CRM CONTACTED DLR AND LEFT MESS ON VM. CRM LEFT THE MESS AS A PRIORITY MESS DUE TO CRM HAS ATTEMPTED ON SEVERAL OCCASIONS TO CONTACT SVC MGR. \*\*\*NEXT CRM PLS GET INFO FROM SVC MGR\*\*\*\*\*CRM WILL CONTACT CUST ON 7/30/01 2/4 CENTRAL AS WELL AS DLR IF THERE HAS NOT BEEN RESPONSE.

HAMPTONJ/CARS/ATX; 0; 365125552  
2001-08-01

CRM CONTACTED DLR AND THE SVC MGR WAS NOT AVA AGAIN. CRM ATTEMPTED TO RETRIEVE INFO NEEDED BY OTHER RESOURCES AT THE DLR BUT NO ONE WAS ABLE TO ASST CRM.... CRM LEFT MESS W/TRACT TO HAVE SVC MGR CONTACT CAC TO ADVISE CRM OF THE LENGTH OF TIME CUST HAS BEEN OUT OF THE VEH (2ND MESS ATTEMPTED BY CRM).

HAMPTONJ/CARS/ATX; 0; 365551191  
2001-08-01

CRM CONTACTED CUST TO ADVISE CUST THAT CRM IS STILL RESEARCHING FILE AND WILL CONTACT THE CUST ON 8/7/01 2/4 CENTRAL..\*\*\*\*\*NOTE TO CRM ONLY\*\*\*\*\*CRM CONSULTED W/TM ABOUT CUST CONCERN AND WILL REVIEW RO IN FILE....

HAMPTONJ/CARS/ATX; 0; 365557722  
2001-08-08

CRM CONTACTED CUST AND LEFT MESS ON MACH N/# AND FILE #. CRM ADVISED CUST THAT CAMPAIGN #01044 MUST BE PERFORMED BY A DLR AND DELETED FROM THE VIN PROFILE BEFORE ANY TYPE OF FUTUR REVIEW OF THE CUST FILE CAN BE DONE...CRM WILL CONTACT CUST ON 8/17/01 2/4 CENTRAL FOR A FOLLOW TO SEE IF THE VEH HAS BEEN REPAIRED.; 0; 366156190  
2001-08-08

CRM IS SUBMITTING FOR REIM IN THE AMOUNT OF \$332.50 FOR THE FOLLOWING BUSINESS REASONS:

1. TO RESTORE FAITH IN GM/VEH DUE TO VEH WAS IN THE SHOP FOR 2WKS.
2. CUST HAS BEEN SEVERLY INCONVENIENCED
3. CUST HAS HAS NUMEROUS CONCERNS W/VEH. (STEERING COLUM LOCK 4X'S IN SHOP, FUEL PUMP ASS 1X, LAMPS 1)
4. CUST IS AN EXCELLENT MAINTANCED CUST

CRM WILL SUBMIT TEAM RESEARCH FORM TO MARCIA HERRMANN...

HAMPTONJ/CARS/ATX; 0; 366156721  
2001-08-08

CRM IS SUBMITTING FOR REIM IN THE AMOUNT OF \$332.50 FOR THE FOLLOWING BUSINESS REASONS, TO RESTORE FAITH IN GM/VEH DUE TO VEH WAS IN THE SHOP FOR 2WKS, OUR CUST HAS BEEN SEVERLY INCONVENIENCED, THE CUST HAS HAD NUMEROUS CONCERNS W/VEH. (STEERING COLUM LOCK 4X'S IN SHOP, FUEL PUMP ASSY 1X, LAMPS 1), TO KEEP THE CUST A LOYAL TO GM/DLR AND FINALLY THE CUST IS AN EXCELLENT MAINTAINED CUST

HAMPTONJ/CARS/ATX; 0; 366157197  
2001-08-10

CUST CALLING IN STATING SHE HIRED AN ATTY AND FILED W/ LEMON LAW. CUST STATED SHE IS WORKING W/ THEM. CRM INFORMED CUST CAC IS UNABLE TO ASSIST SINCE SHE HAD FILED W/ LEMON LAW AND HIRED AN ATTY. CUST UNDERSTANDS AND THANKED CRM FOR UPDATING FILE. SAMANTHA KNEPPER PDX CAC.  
0; 366318315  
2001-08-24

CRM HAS REVIEWED W/TM MARCIA HERRMANN AND STS TO SUBMIT FOR REVIEW FOR A DISSATISFIED CLOSING..

HAMPTONJ/CARS/ATX; 0; 367544067  
2001-08-29

CRM HAS REC'D A RESPONSE FROM TM MARCIA HERRMANN FOR APPROVAL FOR 1 MONTH LEASE PAYMENT. CRM WILL REVIEW W/LIASION FOR FURTHER INFO AND RESEACH IF NEEDED.

HAMPTONJ/CARS/ATX; 0; 367962526  
2001-09-06

CRM FORWARDING TO GL MICHELE FOR FURTHER PROCESSING

HAMPTONJ/CARS/ATX; 0; 368668884  
2001-09-10

Liaison reviewed request. Pls see feedback.  
alan stephenson/gwl/austin; 0; 368996945  
2001-09-18

CRM CONSULTED W/TM ABOUT REQ. CRM WAS ADVISED THAT CRM NEEDS TO CONTACT BRC FOR FURTHER INFO..

HAMPTONJ/CARS/ATX; 0; 369689827  
2001-09-18

CRM CONTACTED BRC AND SPOKE W/GEORGE BERINGER AND STS THAT A LEGAL CORR REP YVONNE BEATH X 58286 IS CURRENTLY WORKING W/ATTY, DLR, AND CUST..CRM CLOSING FILE AS PER TM MARCIA HERRMAN APPROVAL...NO FURTHER ACTION NEEDED AND NO BBB LETTER...

HAMPTONJ/CARS/ATX; 0; 369693882

\*\*\*\*\*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  
MERP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

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:

April 2, 2001

[REDACTED]  
Syosset, NY [REDACTED]

Request: C03515172

Dear [REDACTED]

Thank you for your response to our customer satisfaction survey regarding your 2000 Chevrolet Corvette. Feedback from customers, such as you, as to your impressions and experiences, allows us to improve our products and increase customer satisfaction.

Unfortunately, we have been unable to reach you at the telephone number listed in our records.

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. The telephone conversation should only take a few minutes and would be greatly appreciated. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Virginia Harris  
Customer Relationship Manager

SU0003-T/fi



\_\_\_\_\_

**Herman Melville**

Charges to: 1 2 3

**De**

Our records indicate that you had your 2000 Corvette serviced at Ramp Chevrolet on January 22, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

**Thank you for having your vehicle serviced at Ramo Chevrolet**

**Sincerely,**

Carolyn L. Winkler

**Director - Customer & Relationship Services**

**Keywords:**

**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 2000 Corvette, and return the questionnaire.

**\*\* FLAGS HAVE THE PROCON VEHIC FOR SEIZURE ON JANUARY 21, 2021. COMPLETE THIS ACTIVITY. \*\***

### About Your Chevrolet Dealer's Service Department

- |  | Completely<br>Satisfied             | Very<br>Satisfied        | Satisfied                | Dissatisfied             | Not At All<br>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? .....                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input 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? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### About Your Service Description/Review

- |  | Completely<br>Satisfied             | Very<br>Satisfied        | Satisfied                         | Somewhat<br>Satisfied    | Not At All<br>Satisfied  | Does Not<br>Apply/Not<br>Required |
|--|-------------------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|-----------------------------------|
| 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"/> |                                   |
|  | Yes                                 | No                       | Does Not<br>Apply/Not<br>Required | Not<br>Known             |                          |                                   |
| 6. Were you offered transportation options? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> |                          |                                   |
|  | Completely<br>Satisfied             | Very<br>Satisfied        | Satisfied                         | Somewhat<br>Satisfied    | Not At All<br>Satisfied  | Does Not<br>Apply/Not<br>Required |
| 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"/> | <input type="checkbox"/>          |
|  | Yes                                 | No                       | No Time<br>Provided               |                          |                          |                                   |
| 8. Was your vehicle ready by the original time promised? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |                          |                          |                                   |



16 177233375 102057 03107

21 102306578 00000111270 160081

060

### 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 ☐ Dissatisfied ☐ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ 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 ☐ Dissatisfied ☐ Not At All Satisfied
  - The ease of getting your vehicle? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Not At All Satisfied
  - The condition in which it was returned? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ 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 ☐ Dissatisfied ☐ 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 Ramo Chevrolet? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Right/ Might/ Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 2000 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Dissatisfied ☐ Not At All Satisfied

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

Dealership: Outstanding Dealership - Salesman Jeff Peck and service dept

Vehicle: Too many problems with electronic/computer components of car requiring numerous service appointments

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: 1-800-222-1020

Please return this questionnaire in the self-addressed, postage-paid envelope.

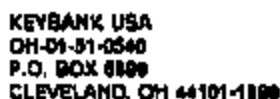
CHEVROLET MOTOR DIVISION, P.O. BOX 14000, TOLSON, OH 43080-0000

CERTIFIED MAIL



7099 3220 0008 2298 9572





\_\_\_\_\_

MUTTONTOWN, NY

ck.3596

LEASE NUMBER	DESCRIPTION	AMOUNT	TOTALS
<div></div>	TERM: 39 MONTHS DUE DT: 04-25-01 00 CHEVROLET CORVETTE		
	BASE RENT	<div></div>	
		TOTAL AMOUNT DUE	<div></div>

PLEASE REMIT YOUR PAYMENT IN THE ENCLOSED ENVELOPE. PAYMENTS RECEIVED AFTER THE INVOICE DATE WILL BE REFLECTED ON YOUR NEXT STATEMENT. THANK YOU FOR LEASING WITH KEY BANK. IF YOU HAVE QUESTIONS CONCERNING YOUR LEASE, PLEASE CALL 1-800-860-8030.

IF YOU DISPUTE YOUR OBLIGATION WITH RESPECT TO THIS DEBT, ALL COMMUNICATION AND PAYMENTS, INCLUDING ANY PARTIAL PAYMENTS MARKED "PAID IN FULL," "WITHOUT RECOURSE" OR SIMILAR LANGUAGE, CONCERNING THE DEBT MUST BE MARKED FOR SPECIAL HANDLING AND SENT TO KEYBANK, SUITE L, P.O. BOX 5788, CLEVELAND, OH 44101-8788.

Please return bottom portion with your payment. Retain upper portion of statement for your records.

As per Jennifer I am sending this information.


Request # C03515172

Att. Reimbursement Dept.

[Redacted]

Date 3/25/01

Pay to the Order of Kaybank \$ [Redacted]

 **THE ROSLYN SAVINGS BANK**  
MEMBER FDIC  
ROSLYN, NY 11576

For [Redacted]

[Redacted]

©2001 Roslyn Savings Bank

[Redacted]

[Redacted]

007735272







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# RAMP

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PARTS: (831) 331-3000  
FAX NO.: (831) 473-8208

COPY

820120V08107441

CUSTOMER NO 87775	ADDRESS JOHN P CONNOLLY 258	TAKE NO.	WORK DATE 01/24/01	WORK NO. CVC5160867
	LABOR RATE 79.00	VEHICLE NO. 12116	COLOR DARK BOWLM	PRICE NO.
	YEAR / MAKE / MODEL 2000 / CHEVROLET / CORVETTE COUPE		DELIVERY DATE 08/25/00	DELIVERY MILE 0
MUTTONTOWN, NY	VEHICLE ID NO. 1B1YY220XY5102087		SELLING DEALER NO.	PRODUCTION DATE
	P 1 & NO.	P 2 NO.	R 4 DATE 01/22/01	
TELEPHONE	BUSINESS PHONE	ADDRESS	NO: 12116	

LABOR & PARTS				WARRANTY		
J# 1 20CV28A7	ALL BATTERY	HOURS:	TECH(S):04			
MOBILE UNIT DISPATCHED - SERVICE COLUMN LOCK ON DISPLAY CALLED T.A.C. FOR INSTRUCTIONS - REPLACE COLUMN LOCK RELAY REPLACED RELAY-CHECKED FOR CODES-RECHECK FOR OPERATION						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 1	1	12193601	RELAY 9.277		0.00	
JOB # 1 TOTAL PARTS				0.00		
JOB # 1 TOTAL LABOR & PARTS				0.00		
J# 2+07CV2H75C	MISCELLANEOUS	HOURS:	TECH(S):00	INTERNAL		
DIFFERENCE OF TOW. CHARGE TO NEW CAR SALES						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 2					0.00	
JOB # 2 TOTAL PARTS				0.00		
JOB # 2 TOTAL LABOR & PARTS				0.00		
J# 3+23CVZLOANER	LOANER CAR	HOURS:	TECH(S):00	WARRANTY		
GREAT NECK ENTERPRISE CHARGE TO CHEVROLET						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 3					0.00	
JOB # 3 TOTAL PARTS				0.00		
JOB # 3 TOTAL LABOR & PARTS				0.00		
SUBLET	POP	VEND	INN	INN DATE	DESCRIPTION	WARRANTY
JOB # 4	105239	0000		01/24/01	TOWED TO SHOP	INTERNAL
JOB # 5	105239	0000		01/24/01	DIFFERENCE OF TOW.	INTERNAL
JOB # 6	105261	0000		01/24/01	RENTAL	INTERNAL
JOB # 7	105261	0000		01/24/01	DIFF IN RENTAL	INTERNAL
TOTAL - SUBLET				0.00		

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY  
ARE VOIDED BY THE MANUFACTURER THE SELLER  
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES  
EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED  
WARRANTY OF MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT  
ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID  
PRODUCTS (SEE BACK)

**GM LIMITED EXPRESS WARRANTY**  
LABOR AND PARTS ARE WARRANTED FOR  
12 MONTHS OR 12,000 MILES WHICHEVER  
OCCURS FIRST. THE DEALER HEREBY LIMITS  
ANY IMPLIED WARRANTIES OF MERCHANT-  
ABILITY AND FITNESS TO THE SAME PERIOD.  
\* IN NO EVENT SHALL  
BE LIMITED BY MANUFACTURER OPTION  
\* THE WARRANTY DOES NOT COVER CONSEQUENT DAMAGE  
FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS

**Goodwrench  
Service**  
*Plus*

Thank you  
for this opportunity to serve you.

REPAIR SHOP AUTHORIZATION NO. R 704 6050

**Goodwrench  
QUICK LUBEplus**

CUSTOMER ACKNOWLEDGES RECEIPT  
OF COPY.

13:49:26



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PARTS: (831) 331-3000  
FAX NO.: (831) 473-8208

**COPY**

3261107000000000

CONSUMER NO 87775	ADDRESS JESSICA J MILLER 265	VEHICLE YEAR/MAKE/MODEL 08/25/00 DARK BOWLIN	WARRANTY YEAR/MAKE/MODEL 08/25/00 0
DATE OF SALE 08/25/00	VEHICLE NO 1B1YY228XYK102087	VEHICLE TYPE CORVETTE COUPE	VEHICLE COLOR 08/25/00
VEHICLE MAKE/MODEL CORVETTE COUPE	VEHICLE YEAR/MAKE/MODEL 08/25/00	VEHICLE TYPE CORVETTE COUPE	VEHICLE COLOR 08/25/00
VEHICLE MAKE/MODEL CORVETTE COUPE	VEHICLE YEAR/MAKE/MODEL 08/25/00	VEHICLE TYPE CORVETTE COUPE	VEHICLE COLOR 08/25/00

LABOR & PARTS  
J# 1 20CVZTOWEDIN VEHICLE TOWED IN HOURS: TECH(S):04  
TOWED TO SHOP//STEERING COLUMN LOCK CAME UP ON DASH.  
PLEASE CHECK  
VERIFIED COMPLAINT, FOUND BCM FAILED.  
REPLACED BCM - RETESTED - OK.

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	3301499	REPLACE 2 BCM	
JOB # 1	1	20000160	LOCK 2 BCM	

WARRANTY  
0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

J# 2-23CVZLOANER LOANER CAR HOURS: TECH(S):00  
LOANER CAR SUPPLIED  
GREAT MILEAGE ENTERPRISE  
DUE TO CHEVROLET DUE TO DRIVEABILITY  
2 DAY RENTAL

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

WARRANTY

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

J# 3-07CVZHISC MISCELLANEOUS HOURS: TECH(S):00  
DIFFERENCE OF TOW/CHI TO NEW CAR SALES.

INTERNAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				

WARRANTY

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

SUBLET	FOR	VENO INW	TRY DATE	DESCRIPTION
JOB # 1	302711		08/25/00	TOWED TO SHOP
JOB # 2	302703	0000	08/25/00	2 DAY RENTAL
JOB # 3	302711		08/25/00	DIFFERENCE OF TOW/CHI TO NEW CAR

WARRANTY  
INTERNAL  
0.00

TOTAL - SUBLET

ANY WARRANTIES ON THE PRODUCT SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY AGREES NOT TO AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS (SEE BACK)

ON LIMITED EXPRESS WARRANTY  
LABOR AND PARTS ARE WARRANTED FOR 12 MONTHS OR 100,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.  
THIS IS NOT SATISFIED  
WARRANTED AT MANUFACTURER'S OPTION  
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**Goodwrench Service**  
*Plus*

Thank you  
for this opportunity to serve you.

REPAIR SHOP AUTHORIZATION NO. R 104 8288

**Goodwrench**  
**QUICK LUBE** plus

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

11:42:30

G.C.



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1306 Route 112  
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SERVICE: (831) 473-8400  
PARTS: (831) 331-3000  
FAX NO.: (831) 473-8208

039124V08184618

2 Pro's

DATE: 5/7/75	ADDRESS: GREGORY E ZITH JR 06410	ZIP NO.	ORDER NO. 0025810	WORKSHEET NO. CMTS100810
	LABOR NO. 73.00	INVOICE NO. 0006	DEALER DARK ROWLIN	WORKSHEET NO. Y0262
	VEHICLE MAKE/TYPE: 1961 CHEVROLET CORVETTE/CONVETTE CRIMP	VEHICLE YEAR: 1961	VEHICLE COLOR: 0025408	VEHICLE MAKE: 0
	VEHICLE VIN: 1G1YY228YR102087	VEHICLE TYPE: P 5 NO.	VEHICLE MAKE/TYPE: 0	VEHICLE MAKE/TYPE: 0
LOCATION: MONTICELLO, NY			VEHICLE MAKE/TYPE: 0	VEHICLE MAKE/TYPE: 0
REPAIR ORDER NO.	VEHICLE MAKE/TYPE	VEHICLE MAKE/TYPE	VEHICLE MAKE/TYPE	VEHICLE MAKE/TYPE

**LABOR & PARTS**

J# 1 01CVZ NEW YORK STATE INSPE HOURS: TECH(S):24 10.00  
CUSTOMER STATES NEEDS NEW YORK STATE INSPECTION.  
PER CUSTOMER REQUEST  
PASSED NEW YORK STATE INSPECTION ISSUED STICKER

**PARTS**-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 1 TOTAL PARTS 0.00  
JOB # 1 TOTAL LABOR & PARTS 10.00

J# 2 11CVZ0002 MISC TRIM HOURS: TECH(S):24 WARRANTY  
C.S. DRIVERS SEAT WILL NOT MOVE AFTER TURNING VEHICLE OFF  
STEERING WHEEL MOVES TO YOU WHEN GETTING OUT INTERMITTENT  
SEAT MEMORY INOP  
VERIFIED COMPLAINT/ PINCHED WIRE-GROUND CIRCUIT 702  
CODES 2605 AND 2608  
TECH REPAIRED WIRE, CLEARED CODES. RETEST OK

**PARTS**-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 04CVZ CHECK BRAKES HOURS: TECH(S):24 0.00  
C.S. CHECK BRAKES- THEY ROAR  
TECH ROAD TESTED VEHICLE-CHECKED ALL BRAKES  
ALL OK AT THIS TIME

**PARTS**-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 3 TOTAL PARTS 0.00  
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 11CVZNLSCINT INTERIOR TRIM HOURS: TECH(S):24 WARRANTY  
C.S. INSTALL SOR CONSOLE LOCK. LOCK GETS JAMMED  
VERIFIED COMPLAINT/ CONSOLE LOCK ASSY FAILED  
TECH REPLACED CONSOLE LOCK ASSY. RETEST OK

**PARTS**-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 4 TOTAL PARTS 0.00  
JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 07CVZNLSC MISCELLANEOUS HOURS: TECH(S):24 WARRANTY  
C.S. CONSOLE DOOR STUFF WHEN OPENING  
COULD NOT VERIFY/ CHECKED CONSOLE DOOR OPERATION  
OPERATING AS PER DESIGN

**PARTS**-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 5 TOTAL PARTS 0.00

**ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES WITHIN EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FURTHER AGREES NOT TO AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS .206 EACH.**

**GM LIMITED EXPRESS WARRANTY**

LABOR AND PARTS ARE WARRANTED FOR 12 MONTHS OR 12000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM ABUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

Thank you  
for this opportunity to serve you.

REPAIR SHOP AUTHORIZATION NO. R 754 8086

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12:53:44

O.C.



CHEVROLET

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CHEVROLET**COPY**

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FAX NO.: (631) 473-8208mtd - parts 8/2/01  
taken about 4 weeks  
will call re status  
of plate

01018CVCS183734

CUSTOMER NO 67775	ADDRESS JESSICA J MILLER 286	TRADE NO.	INVOICE DATE 08/11/00	INVOICE NO CVCS183734
	LABOR RATE 73.00	LEASING NO.	COLOR DARK BOWLIN	STOCK NO Y0282
	YEAR / MAKE / MODEL 00/CHEVROLET/CORVETTE/CORVETTE COUPE	MESSAGE 8959	ORDER DATE 08/25/00	ORDER NO 0
MUTTONTOWN, NY	PRODUCT NO. 181YY228XY6102057		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.T.E. NO.	A.C. DATE 08/11/00	REPRINTS 1
	REMARKS	REMARKS	NO: 8959	

LABOR & PARTS  
JOB # 1 11CVZ0002 MISC TRIM HOURS: TECH(S):24 0.00  
CUST STS CHROME PLATE IS PITTING/PLEASE CHECK  
VERIFIED LIMITED EDITION #0002 CHROME EXHAUST PLATE  
PITTING  
REMOVED PLATE TO SEND OUT TO BE REFINISHED.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 1 TOTAL PARTS 0.00  
JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 11CVZ0002 INTERIOR TRIM HOURS: TECH(S):24 WARRANTY  
CUST STS O/S SEAT INT. WILL NOT MOVE BACK AFTER TURNING  
VEHICLE OFF//ALSO, TELESCOPIC WHEEL MOVES OUTWARD WHEN THIS  
HAPPENS, PLEASE CHECK  
VERIFIED COMPLAINT, FOUND SEAT CONTROL MODULE FAILED.  
REPLACED SEAT CONTROL MODULE, CLEARED CODE, RETESTED--OK.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 2 1 9350841 MODULE 11.958 0.00  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
DELETED OPERATION(S)  
01CVZ0002 MISCELLANEOUS

TOTALS-----

THANK YOU FOR YOUR PATRONAGE. WE ARE HERE FOR YOUR  
SERVICE MONDAY THRU FRIDAY, FROM A 30 MINUTE QUICK LUBE  
TO BODY REPAIR, WE ARE A FULL SERVICE FACILITY AND OUR AIM  
IS TO PLEASE. FOR YOUR CONVENIENCE, YOU MAY ASK FOR OUR  
SERVICE MANAGEMENT TEAM: JESSICA MILLER, EREN ZITO, AND  
JOHN CONSOLI, OUR FULL LINE EXPERTS FOR ALL YOUR  
AUTOMOTIVE NEEDS.  
THANK YOU, NATE ETTS, SERVICE MANAGER.

CUSTOMER SIGNATURE

TOTAL LABOR..... 0.00  
TOTAL PARTS..... 0.00  
TOTAL SUBLET..... 0.00  
TOTAL S.O.G..... 0.00  
TOTAL NISC CHG..... 0.00  
TOTAL NISC DESC..... 0.00  
TOTAL TAX..... 0.00  
TOTAL INVOICE \$ 0.00

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HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,  
OTHER COPIES OF IMPLIED, INCLUDING ANY IMPLIED  
WARRANTY OF MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT  
ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID  
PRODUCTS (SEE BACK)

## GM LIMITED EXPRESS WARRANTY

LABOR AND PARTS ARE WARRANTED FOR  
12 MONTHS OR 10,000 MILES WHICHEVER  
OCCURS FIRST. THE DEALER HEREBY LIMITS  
ANY IMPLIED WARRANTIES OF MERCHANT-  
ABILITY AND FITNESS TO THE SAME PERIOD.

TUES AND SATURDAYS

WARRANTY AT MANUFACTURER'S OPTION

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING  
FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS

**Goodwrench  
Service**  
*Plus*

Thank you

for this opportunity to serve you.

REPAIR SHOP AUTHORIZATION NO. R 704 8088

**Goodwrench  
QUICK LUBE<sup>plus</sup>**

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G.C.



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SERVICE: (831) 473-8400  
PARTS: (831) 331-3000  
FAX NO.: (831) 473-8206

00011090801131

INVOICE NO. 57776	ADDER JOHN F CONSOLI 250	DATE 6/11/08	MOBILE NO. 0406400	PHONE NO. CVC8151321
	LABORATORY 73.00	CLERK NO.	MOBILE NO. 0406400	PHONE NO. CVC8151321
	YEAR/MAKE/MODEL 00/CHEVROLET/CORVETTE/CORVETTE COUPE	MOBILE NO. 101YY228XY6102067	MOBILE NO. 0406400	PHONE NO. CVC8151321
MUTTONTOWN, NY	P.C.E. NO.	P.C.E. NO.	MOBILE NO. 0406400	PHONE NO. CVC8151321
			MOBILE NO. 0406400	PHONE NO. CVC8151321

LABOR & PARTS  
JP 1 22CVZ ALL LOCKS HOURS: TECH(S):24 WARRANTY  
CUSTOMER STATES/ REMOVE KEY-INTERMITTENT-SEAT BELTS FORWARD  
WHEEL MOVES FORWARD  
SCAN FOR CODES-2508, 2507, VERTICAL AND HORIZONTAL SEAT  
POSITION SENSOR FAILURE  
RHS SEAT ASSY-REPLACE SEAT TRACK ASSY-CLEARED DTCS-  
RECHECK OPERATION-NO RETURN DTCS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12403333	ADJUSTER 11.561		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JP 2+1CVZZ ALL LITES HOURS: TECH(S):24 WARRANTY  
CUSTOMER STATES// HEADLIGHTS OUT OF ALIGNMENT  
MISS-ADJUSTED  
A/R HEADLIGHTS TO SPEC

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

TOTALS

THANK YOU FOR YOUR PATRONAGE ! WE ARE HERE FOR YOUR  
SERVICE MONDAY THRU FRIDAY. FROM A 30 MINUTE QUICK LUBE  
TO BODY REPAIR. WE ARE A FULL SERVICE FACILITY AND OUR AIM  
IS TO PLEASE. FOR YOUR CONVENIENCE, YOU MAY ASK FOR OUR  
SERVICE MANAGEMENT TEAM: JESSICA MILLER, GREG ZITO, AND  
JOHN CONSOLI, OUR FULL TIME EXPERTS FOR ALL YOUR  
AUTOMOTIVE NEEDS.  
THANK YOU, HATT ETTS, SERVICE MANAGER.

CUSTOMER SIGNATURE

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL TAX	0.00
TOTAL DISC	0.00
TOTAL DISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

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HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,  
OTHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED  
WARRANTY OF MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE. NO OTHER ASSUMES FOR IT  
ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID  
PRODUCTS (SEE BACK)

ON LIMITED EXPRESS WARRANTY  
LABOR AND PARTS ARE WARRANTED FOR  
12 MONTHS OR 12,000 MILES WHICHEVER  
OCCURS FIRST. THE DEALER HEREBY LIMITS  
ANY IMPLIED WARRANTIES OF MERCHANT-  
ABILITY AND FITNESS TO THE SAME PERIOD.  
THIS IS NOT A RETURN  
WARRANTY AT MANUFACTURER'S OPTION.  
THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING  
FROM ABUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS

**Goodwrench Service Plus**

Thank you  
for this opportunity to serve you.

REPAIR SHOP AUTHORIZATION NO. R 704 8028

**Goodwrench QUICK LUBE plus**

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PARTS: (631) 331-3000  
FAX NO.: (631) 473-8200

920125014040

4. THESE ARE THE TERMS AND CONDITIONS OF SALE OF THE GOODS AND SERVICES OFFERED BY THE COMPANY TO THE CUSTOMER. THE CUSTOMER'S ACCEPTANCE OF THESE TERMS AND CONDITIONS SHALL BE DEEMED TO BE AN ACCEPTANCE OF THE COMPANY'S POLICY ON THE PROTECTION OF PERSONAL DATA.

OWNER NO 57776	APPROVED JESSICA J MILLER 265	YAK NO.	ISSUE DATE 01/19/00	ISSUE NO CVC8140808
[REDACTED]	LABORATORY 79.00	LABORATORY 4254	ISSUE DARK BOWLIN	ISSUE NO YL282
	VEHICLE MAKE MODEL DODGEVOLVETICORVETTESCORVETTE COUPE		LABORATORY DATE 08/28/99	LABORATORY LAB NO 9
	VEHICLE CL. NO. 1B1YY228XY6102067		LABORATORY LOCATION [REDACTED]	LABORATORY DATE
361TTONYDMM, NY [REDACTED]	P. C. NO.	P. C. NO.	A. C. DATE 01/18/00	
LABORATORY NAME	LABORATORY NAME	LABORATORY	MD-4265	

LABOR & PARTS: MISC. TELESCOPIC WHEEL ACTUATOR. W/IL. MOVE OUT AFTER SHUTTING  
OFF. INT. W/IL. BE YRDS. PLEASE CHECK  
VEHICLE COMPLAINT. FOUND TELESCOPIC WHEEL ACTUATOR  
REPAIRED TELESCOPIC WHEEL ACTUATOR--RETESTED--OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	26061873	ACTUATOR 6.614	
				JOB # 1 TOTAL PARTS
				JOB # 1 TOTAL LABOR & PARTS

JP 2 11CVZ0002 MISC TRN HOURS: TECH(S):24  
CUST SITS D/S SEAT MEMORY TMR//SEAT WILL GO FORWARD INSTEAD  
OF BACKWARD AFTER SHUTTING VEHICLE OFF.  
CHECKED & COULD NOT VERIFY CUSTOMER'S COMPLAINT.  
SEAT MEMORY OPERATING AS PER DESIGNED AT THIS TIME.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS
				JOB # 2 TOTAL LABOR & PARTS

J# 3 11CZNT5C78 MISC TRK REPAIR HOURS: TECH(S):BA  
 CUST SITS WHEN STARTING VEHICLE SEAT BELT WILL MOVE TOO FAR  
 FORWARD. PLEASE CHECK.  
 CHECKED & COULD NOT VERIFY CUSTOMER'S COMPLAINT.  
 SEAT BELT NOW OPERATING AS PER DESIGNED AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 3 TOTAL PARTS
				JOB # 3 TOTAL LABOR & PARTS

JF 4-D4CVTRES NIM TRES NURS TECH(S) 124  
CUST STS 2/R TIME VALVE IS LEAKING/HARDS AIR WHEN REMOVING  
CAP. PLEASE CHECK  
VERIFIED DEBRIS STUCK IN VALVE CAUSING LEAK.  
CLEANED VALVE. RESET ALL TIME PST-24.

PARTS	QTY	FF NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 4 TOTAL PARTS
				JOB # 4 TOTAL LABOR & PARTS

JP 6-17CVZZ ALL LITES HOURS: TECH(S):24  
CUST SITS HEADLIGHTS DO NOT LIGHT UP ROAD. PLEASE  
CHECK ALIGNMENT.  
VERIFIED FOR LIGHTS OUT OF ADJUSTMENT.  
ADJUSTED FOR LIGHTS TO FACTORY SPEC--OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	1	1000	1000	1000
2	1	2000	2000	2000
3	1	3000	3000	3000
4	1	4000	4000	4000
5	1	5000	5000	5000
6	1	6000	6000	6000
7	1	7000	7000	7000
8	1	8000	8000	8000
9	1	9000	9000	9000
10	1	10000	10000	10000
11	1	11000	11000	11000
12	1	12000	12000	12000
13	1	13000	13000	13000
14	1	14000	14000	14000
15	1	15000	15000	15000
16	1	16000	16000	16000
17	1	17000	17000	17000
18	1	18000	18000	18000
19	1	19000	19000	19000
20	1	20000	20000	20000
21	1	21000	21000	21000
22	1	22000	22000	22000
23	1	23000	23000	23000
24	1	24000	24000	24000
25	1	25000	25000	25000
26	1	26000	26000	26000
27	1	27000	27000	27000
28	1	28000	28000	28000
29	1	29000	29000	29000
30	1	30000	30000	30000
31	1	31000	31000	31000
32	1	32000	32000	32000
33	1	33000	33000	33000
34	1	34000	34000	34000
35	1	35000	35000	35000
36	1	36000	36000	36000
37	1	37000	37000	37000
38	1	38000	38000	38000
39	1	39000	39000	39000
40	1	40000	40000	40000
41	1	41000	41000	41000
42	1	42000	42000	42000
43	1	43000	43000	43000
44	1	44000	44000	44000
45	1	45000	45000	45000
46	1	46000	46000	46000
47	1	47000	47000	47000
48	1	48000	48000	48000
49	1	49000	49000	49000
50	1	50000	50000	50000
51	1	51000	51000	51000
52	1	52000	52000	52000
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56	1	56000	56000	56000
57	1	57000	57000	57000
58	1	58000	58000	58000
59	1	59000	59000	59000
60	1	60000	60000	60000
61	1	61000	61000	61000
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65	1	65000	65000	65000
66	1	66000	66000	66000
67	1	67000	67000	67000
68	1	68000	68000	68000
69	1	69000	69000	69000
70	1	70000	70000	70000
71	1	71000	71000	71000
72	1	72000	72000	72000
73	1	73000	73000	73000
74	1	74000	74000	74000

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### ON LIMITED EXPENSE WARRANTY

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DOES FIRST THE DEALER HEREBY LIMITS  
ANY IMPLIED WARRANTIES OF MERCHANTABILITY  
AND FITNESS TO THE SAME PERIOD

THE WARRANTY DOES NOT COVER EXPENSES FOR THE  
REPAIR OR REPLACEMENT OF THE FOLLOWING:



**Goodwrench  
Service**

**Thank you**

for this opportunity to serve you.

REPAIR SHOP AUTHORIZATION NO. R 724 8888

 **Goodwrench**  
**QUICK LUBE<sup>plus</sup>**

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**SERVICE: (831) 473-8400**  
**PARTS: (831) 331-9000**  
**FAX NO.: (831) 473-8206**

51.01.9502001.01.94.0

\*030UCVCS145749\*

PLANT/WORK CENTER 67776	ADDITIONAL MICHAEL R. BROSDORN 88487	PLANT NO. 12/28/89	WORK CENTER NO. CVC3145749
	LEAD TIME 73.00	ORDER NO. 3609	COLOR DARK BOWLIN
	REMARKS CORVETTE COUPE	DELIVERY DATE 08/21/89	DELIVERY NO. 8
MUFFONTOWN, NY	VEHICLE ID. NO. 181YY229XY510X057	VEHICLE PLANT NO.	PRODUCTION DATE
	P. 1. E. NO.	P. 2. E. NO.	N. 3. E. NO.
			12/28/89
PRODUCED BY	Manufacturing Protocol	ACCOUNTS	MO: 3506

## LABOR & PARTS

1562

MISC. CONCERN 2 HOURS: 762N(5):24  
MEMORY SETTINGS WILL NOT HOLD AT TIMES SEAT AND STEERING  
WILL COME FORWARD TRAPPING DRIVER UNTILL NORMAL ADJUSTING  
REPROGRAM BCU AS PER T.A.N.  
FUNCTIONING PROPERLY AT THIS TIME.

**JOB # 1 TOTAL LABOR & PARTS**

0.50

## WARRANTY

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3 2406VZ

CUSTOMER STATES STEERING PULLS TO LEFT AT TIMES WHEN  
DRIVING ON FLAT SURFACE.  
IMPROPERLY SET REAR TIE.  
VERIFIED CONCERN AND PERFORMED ALIGNMENT, INSPECTED  
BRAKES AND FOUND NO FAULT AT THIS TIME.

**JOB # 2 TOTAL LABOR & PARTS**

5.00

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#### OTA LIMITED EXPENSE WARRANTY

LABOR AND PARTS ARE WARRANTED FOR  
12 MONTHS OR 12,000 MILES WHICHEVER  
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AND FITNESS TO THE SAME PERIOD.

**TABLE 1. Study Site Characteristics**

MANUFACTURED BY MANUFACTURING COMPANY

THE WARRANTY DOES NOT INCLUDE CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR A TYPING

14-00000  
JN 3-23CV2MISC

SC NISC CONCERN 1 HOURS TECH(S):24  
CUSTOMER STATES BIRD NOISE FROM L/F DOOR WINDOW AT HIGH SPEED  
INTECHNICALLY ADJUSTED DOOR GLASS  
RETESTED CONCERN. REPORTED DOOR PANEL TO REAR-LEFT WINDOW

**JOB # 3 TOTAL LABOR & PARTS**

0.00

**WISN TV****TOTALS**

THANK YOU FOR YOUR PATRONAGE ! WE ARE HERE FOR YOUR SERVICE MONDAY THRU FRIDAY, FROM A 30 MINUTE QUICK LUBE TO BODY REPAIR. WE ARE A FULL SERVICE FACILITY AND OUR AITH IS TO PLEASE. FOR YOUR CONVENIENCE, YOU MAY ASK FOR OUR SERVICE MANAGEMENT TEAM: JESSICA MILLER, GREG ZITO, AND EDDIE ROSARIO; OUR FULL LINE EXPERTS FOR ALL YOUR AUTOMOTIVE NEEDS.

THANK YOU, NATT ETTS, SERVICE MANAGER.

**CUSTOMER SIGNATURE**

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBMIT	0.00
TOTAL S.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
-----	
TOTAL INVOICE \$	0.00



**Goodwrench**  
**Service**  
*Plan*

Thank you  
for this opportunity to serve you.

REF ID: A64040

**Goodwrench**  
**QUICK LUBE<sup>plus</sup>**

☒ CUSTOMER ACKNOWLEDGES RECEIPT  
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**13:20:00**

**D.C.**







NY-62071 (1/98)

NEW YORK STATE REGISTRATION RECEIPT



PAS  
BF305C  
2000 CHEVR NONTRANSFERABLE  
2DSD GR 1G1YY22GXY5102057  
003184 G 8 BL954701 AUG 25 1999  
Wt/Sum Fuel/Cyl JMT ACO848

Expires 08/24/01

\*NYMA\*

20.75

MUTTONTOWN NY

ANNUAL CHG  
AND FEE (NYS AND CHG)

BL954701 VOID IF ALTERED EXCEPT FOR ADDRESS

62.00

# MSX Request Form

Step  
1

If a Corepoint Request file exists, print out ALL attachments and attach them to this request form.

Step  
2

5.23.01  
Today's Date

Jennifer Hampton  
Request Name

Step  
3

## Customer Information

Request # 03515172

Washnet  
Division

Customer Name

MSX Timestamp

4 Number of pages, INCLUDING THIS COVER.

Step  
4

## Action to be taken by MSX

### SEND ORIGINAL DOCUMENTS TO:

☐ Portland ☐ Austin ☐ Tampa ☐ Customer

☐ OTHER \_\_\_\_\_

Address: \_\_\_\_\_

City/ST/Zip: \_\_\_\_\_

☐ PLEASE NOTE: Original/Faxed docs are attached to this request form.

☒ Scan documents. Attach to Request Number: 03515172

☐ Scan documents. Put in Corr Assign Only.

☐ Return attached documents to storage.

☐ Rescan documents

☐ Confirm if RO (Repair Order) is original

Step  
5

I have reviewed the information being submitted by the CRM. I verify that this is a necessary request and that all pertinent steps above have been completed.

[Signature]  
TMI Approval/Signature and Date

Step  
6

TMI turns in the request form and attachments to the designated SITEL management at the designated central location for customer requests (Haley @ station 57) (2/18)



BANK CHEVROLET, INC.

## MOTOR VEHICLE LEASE AGREEMENT

Printed on 05/22/01

Lessor BANK CHEVROLET, INC. Lessee N/A  
 Address 1385 ROUTE 112 Co-Lessee [REDACTED]  
PORT JEFF, STA. NY 11176 Address WYCKOFF, NJ  
AUGUST 25, 1999

MEANING OF WORDS — In this document "Lease" means this Motor Vehicle Lease Agreement. "Vehicle" means the vehicle described below and any equipment and accessories non or hereafter attached to the Vehicle. "We," "us," "our," and "Lessor" means the party identified above as Lessor or any party to whom this Lease is assigned, also known as "Assignee." "You," "your," and "Lessee" means both the Lessee and Co-Lessee, if any, identified above.

LEASE — You agree to lease from us the Vehicle described below in accordance with the terms and conditions of this Lease. You agree that this is a true lease and you will not own or have any equity in the Vehicle or its replacement parts unless you exercise one of the purchase options provided in this Lease.

VEHICLE NEW or USED 1999 GM CHEVROLET CORVETTE 2DR SPORT VEHICLE IDENTIFICATION NUMBER 1G1XX266X9102057 DEALER'S RECORD

USE OF VEHICLE — You intend to use the Vehicle primarily for Personal only applicable use:

Personal Business, commercial, or agricultural purposes

WARNING: Important consumer protections may not apply if this Lease indicates that the Vehicle is being leased primarily for business, commercial or agricultural use.

## FEDERAL CONSUMER LEASING ACT DISCLOSURES

AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Standard Below)	MONTHLY PAYMENTS	OTHER CHARGES (Not part of your monthly payments)	TOTAL OF PAYMENTS (The amount you will have paid by the end of the lease)
\$ <u>2894.92</u>	Your first monthly payment of \$ <u>665.00</u> is due on <u>08/25/99</u> followed by <u>36</u> payments of \$ <u>665.00</u> on the <u>25</u> of each month beginning <u>08/25/99</u> . The total of your monthly payments is \$ <u>25935.00</u>	Termination fee (if you do not purchase the Vehicle) \$ <u>350.00</u> <u>N/A</u> Total \$ <u>350.00</u>	<u>27839.92</u>

## ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

Amount Due at Lease Signing or Delivery:	Have the Amount Due at Lease Signing or Delivery will be paid:
Capitalized Cost Reduction \$ <u>1462.92</u>	Net Trade-In Allowance \$ <u>N/A</u>
First Monthly Payment \$ <u>665.00</u>	Rebates and Noncash Credits \$ <u>2894.92</u>
Refundable Security Deposit \$ <u>675.00</u>	Amount to be Paid in Cash \$ <u>N/A</u>
Tire Fees \$ <u>20.00</u>	
Registration Fees \$ <u>72.00</u>	
Total \$ <u>2894.92</u>	Total \$ <u>2894.92</u>

## YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

Gross Capitalized Cost — The agreed upon value of the Vehicle (\$ <u>33362.25</u> ) and any taxes you pay over the Lease Term (such as sales taxes, insurance, and any outstanding prior credit or lease balance). (Standard Below)	\$ <u>47276.43</u>
Capitalized Cost Reduction — The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	<u>1462.92</u>
Adjusted Capitalized Cost — The amount used in calculating your Base Monthly Payment	<u>46113.51</u>
Residual Value — The value of the Vehicle at the end of the lease used in calculating your Base Monthly Payment	<u>29800.41</u>
Depreciation and any Amortized Amounts — The amount charged for the Vehicle's decline in value through normal use and for other taxes paid over the Lease Term	<u>16313.10</u>
Rent Charge — The amount charged in addition to the depreciation and any amortized amounts	<u>9621.90</u>
Total of Base Monthly Payments — The depreciation and any amortized amounts plus the Rent Charge	<u>25935.00</u>
Lease Term — The number of months in the Lease	<u>36</u>
Base Monthly Payment	<u>665.00</u>
Monthly Sales/Use Tax	<u>N/A</u>
Total Monthly Payment	<u>665.00</u>

Early Termination — You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

Excessive Wear and Use — You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 1000 miles per month at the rate of \$0.15 per mile.

Purchase Option at End of Lease Term — You have an option to purchase the Vehicle at the end of the Lease Term for \$ 29800.41, plus a purchase option fee of \$100 and any other fees and taxes imposed in connection with the purchase.

Other Important Terms — See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

## ITEMIZATION OF GROSS CAPITALIZED COST

1. Agreed Upon Value of the Vehicle \$ 33362.25 2. Net Negative Trade Equity \$ N/A

2. Insurance Tax ..... \$441.74  
 3. Luxury Tax ..... \$441.74  
 4. Acquisition Fee ..... \$441.74  
 5. Sales Tax ..... \$441.74  
 6. Title Tax ..... \$441.74  
 7. License Tax ..... \$441.74  
 8. Other Taxes ..... \$441.74  
 Gross Capitalized Cost \$ 47,576.43

5. AND TAXES - Total estimated amount you will pay for official and license fees, registration, title and taxes over the term of this Lease, whether included in your Total Monthly Payment or stated otherwise \$ 3,999.18

DESCRIPTION OF TRADE-IN VEHICLE - If you traded in a vehicle in connection with this Lease, following is a description of the trade-in.

YEAR 1999 MAKE CHEVROLET MODEL CHEVROLET VIN 1J4CZABZ2NC148135

PHYSICAL CONTRACTS - None of the following contracts is required by us or will be used as a factor in approving the Lease. If the premium for any of these contracts is included in the Gross Capitalized Cost, the premium will be subject to rent charges.

Mechanical Breakdown Protection - By signing this form, you agree to purchase, at your own expense, a contract for the repair of certain major mechanical breakdowns of the Vehicle up to

\$ of coverage  
 Term: The earlier of 12 months or 12 months.

Premium \$ of coverage  
 Term: The earlier of 12 months or 12 months.

Service Contract - By signing this form, you agree to purchase, at your own expense, a contract for certain service to the Vehicle up to

\$ of coverage  
 Term: The earlier of 12 months or 12 months.

Extended Warranty - By signing this form, you agree to purchase, at your own expense, a contract for an extended warranty on the Vehicle

Extended Warranty - By signing this form, you agree to purchase, at your own expense, a contract for an extended warranty on the Vehicle

SURANCE - You will provide and maintain during the term of this Lease, at your own expense, primary insurance satisfactory to us, and naming both of us as the insureds. The insurance will, at a minimum, provide the following: (a) PHYSICAL DAMAGE TO THE VEHICLE - Collision \$500 deductible, Comprehensive (including fire and theft) \$500 deductible, listing us as Lost Paper and Additional Insured; and (b) LIABILITY TO THIRD PARTIES - Bodily Injury - \$100,000 per person/\$200,000 per occurrence; Property Damage - \$50,000 per occurrence. Your insurance will be provided by:

Insurance Agent's Name THOMAS TRAPANI AGENCY Agency Name ALL STATE  
 Agency Address/Telephone No

PHYSICAL DAMAGE OR LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS ARE NOT INCLUDED IN THIS LEASE.

WARRANTIES - If the Vehicle is new, you shall be entitled to the benefit of the standard manufacturer's warranty on the Vehicle.

If the Vehicle is used, no warranty applies. The following warranty applies to the Vehicle: You understand that LESSOR MAKES NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED AS TO THE DESIGN, OPERATION OR CONDITION OF THE VEHICLE, OR AS TO THE QUALITY OF THE MATERIAL, OR WORKMANSHIP OF THE VEHICLE, AND WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER. ALL SUCH RISKS ARE TO BE BORNE BY YOU AND YOU WAIVE THE BENEFITS OF ANY AND ALL IMPLIED WARRANTIES OF LESSOR. LESSOR SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

FEES - For each Total Monthly Payment not paid in full within ten (10) days after it is due, you will pay a late charge of \$25. The late charge will not be refundable for partial payments.

TERMINATION - You may terminate this Lease at any time if you are in full compliance with the terms of this Lease and satisfy any early termination obligations.

END OF LEASE TERM LIABILITY - If you do not purchase the Vehicle at the end of the lease Term, you agree to pay the following: (a) a termination fee of \$336, or such lesser amount as may be required by state law, plus (b) any unpaid Total Monthly Payments, late charges and other amounts owing under this Lease; plus (c) any excess mileage charges; plus (d) any charge for excess wear and tear; plus (e) any official fees and taxes imposed in connection with the termination of this Lease.

#### STATE LAW DISCLOSURES

Capitalized Cost \$ 47,576.43 The sum of the Adjusted Capitalized Cost and any Capitalized Cost Reduction. The Capitalized Cost and the amount of the Base Monthly Payment may be negotiable.

Adjusted Capitalized Cost \$ 46,113.51 The amount which is capitalized in connection with the Lease and is used in determining the amount of your periodic payment. This amount will be used in determining your early termination liability. The Adjusted Capitalized Cost may be used to compare the early termination provisions of competing leases.

Estimated Residual Value \$ 29,800.41

ASSIGNMENT - YOU ACKNOWLEDGE THAT YOU MAY NOT ASSIGN OR IN ANY MANNER TRANSFER OR DEPOSE OF ALL OR ANY PART OF YOUR RIGHTS OR OBLIGATIONS UNDER THIS LEASE, FOR EXAMPLE BY SUBLEASING, WITHOUT OUR PRIOR WRITTEN CONSENT. We may assign our rights under this Lease.

#### ASSIGNMENT OF LEASE AGREEMENT

VALUE RECEIVED, Lessor hereby assigns, transfers and sells to

KEY BANK USA, N.A. (Assigned on the Date of Lease) The less and payor is due and owing under this Lease and Lessor's right and vest in and to the vehicle, the vehicle, any Guaranty relating thereto which is subject of the Lease and the Security Deposit or any part thereof. Lessor certifies that it is satisfied the insurance coverage for the Vehicle as required in this Lease and has had that the Lessee and Co-Lessee each have a valid, unexpired driver's license apt for corrective lenses issued by the state of their residency. This Assignment is made in accordance with the provisions of a Dealer Agreement between Lessor and Assignee and shall be effective as of the date Lessor signed this Lease.

or accepts this Lease and assigns the Lease to Assignee under the Assignment of Lease agreement.

BY RAMP CHEVROLET, INC.

BY

BY

LICENSE, DELIVERY AND RELEASE CERTIFICATION - By signing below, you hereby certify that you have a valid, unexpired driver's license (except for corrective lenses issued by the state of your residence) indicated above. You also certify and acknowledge delivery and release of the Vehicle in satisfactory condition on the Date of Lease.

NOTICE TO LESSEE - (1) Do not sign this Lease before you read it or if it contains any blank space; (2) You are entitled to a completely filled in copy of this Lease when you sign it.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETELY FILLED IN COPY OF THE LEASE

#### MOTOR VEHICLE LEASE AGREEMENT

Lessee X

Co-Lessee X

GUARANTY: The undersigned hereby guarantees Lessee's obligations under this Lease in accordance with the guaranty terms set forth on the reverse side of this Lease.

Guarantor X

Notice: See other side for other important terms and conditions.

LESSEE COPY

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Waterford MI [REDACTED]  
HOME PHONE:  
CASH NUMBER: 1-126787009 VIN: 1G1YY22GXY5102754  
DATE OPENED: 2003-08-05 MODEL YEAR: 2000  
DATE CLOSED: 2003-08-15 SERIES: Corvette  
SOURCE: Phone MILEAGE: 21000.00000000  
BRC TYPE: N/Ayes DELIVERY DATE:  
BRC PARENT: DEALER NAME: Joe Lunghamer Chevrolet, Inc.  
DEALER ADDRESS: 475 Summit Dr, Waterford, MI, 48328-3368, USA

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

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

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

cust's steering wheel has locked up; ; 2003-08-05  
2003-08-05  
contact dlr for heads up; ; 2003-08-05  
2003-08-06  
contact dlr for diagnosis Cust David Nadeau SR#1-126787009; ; 2003-08-06  
2003-08-06  
Call [REDACTED]; 2003-08-06  
2003-08-06  
contact dlr for diagnosis Cust David Nadeau SR#1-126787009; ; 2003-08-06  
2003-08-06  
Call [REDACTED]; 2003-08-06  
2003-08-07  
contact dlr for diagnosis Cust David Nadeau SR#1-126787009; ; 2003-08-08  
2003-08-07  
Call [REDACTED]; 2003-08-07  
2003-08-06  
Cust called back; ; 2003-08-06  
2003-08-07  
Cust not at number provided; ; 2003-08-07  
2003-08-07  
Crm contacted; ; 2003-08-07  
2003-08-08  
Call [REDACTED] Status on Veh; ; 2003-08-08  
2003-08-08



contact dlr for diagnosis [REDACTED] ; 2003-08-08  
2003-08-08

Contact cust for info; ; 2003-08-08  
2003-08-14

call [REDACTED] VEH at dlr yet; ; 2003-08-15  
2003-08-15

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

\*\*\*\*\*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:

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:

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: 04534784 VIN: 1G1YY22GXY5103192  
MODEL YEAR: 2000  
DATE OPENED: 2001-06-13 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-06-13 MILEAGE: 16000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: MIKE HALL CHEVROLET INC  
ERC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
0 REPAIR ATTEMPT(S) LOCKED UP  
  
T04 General Information Other  
0 REPAIR ATTEMPT(S) REIM REQ FOR CAR

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/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 Lin  
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 HER STEERING COLUMN LOCKED UP. STATES IT IS GETTING FIXED UNDER WRNTY AND NORMALLY SHE WOULD BE ABLE TO GET A RENTAL, BUT SINCE THE FLOOD, THERE ARE 80 PEOPLE AHEAD OF HER WAITING FOR RENTAL VEHICLES. CUST SEEKS TO KNOW CAN SHE TAKE CAR AND THEN GET REIM FOR HER INCONVENIENCE? CRM ADV COULDN'T GUARANTEE THAT SHE WOULD, BUT THAT SHE COULD AND THEN JUST SEND IN THE RECPTS FROM THE CAR AND A LETTER FROM RENT PLACE OR DLRSHD STATING THERE WERE X AMOUNT AHEAD OF HER FOR LOANER/RENTAL VEH. WHEN DOC WERE RECVD SOMEONE WILL REVIEW AND CONTACT HER TO LET HER KNOW WHETHER OR NOT WE CAN OR CAN'T DO REIM FOR THIS INCONVENIENCE.

DEBBIEGUEMAN/ATA/CAC TIER 1; 0; 361295983

\*\*\*\*\*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:

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 BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Somerset, PA [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-119554914 VIN: 1G1YY22GXY5103421  
MODEL YEAR: 2000  
DATE OPENED: 2003-07-15 SERIES: Corvette  
DATE CLOSED: 2003-07-31 MILEAGE: 10800.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/A Yes DEALER NAME: Watkins Chevrolet, Inc.  
SRC PARENT: DEALER ADDRESS: Routes 219 And 30, Boswell, PA, 15531-9803,

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

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

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

RFI Steering column locking; ; 2003-07-15  
2003-07-15

RFI Recall 01044; ; 2003-07-15  
2003-07-15

Service Request Ownership has changed FROM: TEMPELLE TO: FULLERS; ; 2003-07-15  
2003-07-15

Svc Mgr-Don Bialas; ; 2003-07-15  
2003-07-22

BR 1-119554914; ; 2003-07-22  
2003-07-22

DLR (814) 629-6644; ; 2003-07-22  
2003-07-22

Cust; ; 2003-07-22  
2003-07-29

1-119554914; ; 2003-07-29  
2003-07-29

Created: CAC\_RS0006. SR#1-119554914; ; 2003-07-29  
2003-07-29

Submit for Approval; ; 2003-07-31  
2003-07-31

Service Request has been Closed Satisfied.; ; 2003-07-31

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

October 22, 2003

[REDACTED]  
Somerset, PA [REDACTED]

Service Request: 1-119554914

Dear [REDACTED]

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

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

Sincerely,

Sonja Fuller  
Customer Relationship Manager

RS0006-P/dsg

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:CASE NUMBER: 02208530 VIN: 1G1YY22GXY5104620  
MODEL YEAR: 2000  
DATE OPENED: 2000-11-10 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-11-10 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CHAMPION CHEVROLET  
BRC PARENT: DEALER ADDRESS: 11400 RESEARCH BLVD., AUSTIN, TX, 78759, USA

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

M01 Steering General Inoperative  
0 REPAIR ATTEMPT(S)

CUST SEEK ASSIST WITH VEH

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

CUST STATED THAT STEERING COLUMN LOCKED UP AND CUST SEEK LOANER OR RENTAL VEH UNTIL VEH IS OUT OF SHOP. CUST STATED THAT DLR WILL NOT OFFER CAR. CRM CONTACTED DLR AND WAS TOLD THAT VEH WAS NOT DIAGNOSED AND AS SOON AS VEH IS DIAGNOSED, CUST WILL GET VEH. CRM ADV CUST OF INFO AND CUST OKAY. NEXT CRM IF CUST CALL BACK IF NEED ASSIST PLS ASSIST CUST IN RENTAL IF DLR WONT HELP. FANEICIAFUNDERBURKE/ATK; 0; 99999

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:  
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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] CEDAR PARK TX [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 03199466 VIN: 1G1YY22GXY5104620  
DATE OPENED: 2001-02-14 MODEL YEAR: 2000  
DATE CLOSED: 2001-02-27 SERIES: CORVETTE COUPE  
SOURCE: Mail MILEAGE: 24000  
BRC TYPE: DELIVERY DATE:  
BRC PARENT: DEALER NAME: CHAMPION CHEVROLET  
DEALER ADDRESS: 11400 RESEARCH BLVD, AUSTIN, TX, 78759, USA

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

T22 CSI Reply 0 REPAIR ATTEMPT(S)	Other SURVEY
S08 Loaner Vehicle Not Provided 1 REPAIR ATTEMPT(S)	Other LOANER VEH NOT PROVIDED
M01 Steering General 1 REPAIR ATTEMPT(S)	Inoperative LOCKS UP
C07 Window 1 REPAIR ATTEMPT(S)	Broken WINDOW MECHANISM
N10 Lamps/Signal/General 1 REPAIR ATTEMPT(S)	Inoperative SVC LIGHT COMES ON
S01 Service General 1 REPAIR ATTEMPT(S)	Customer Satisfaction CUST NOT TREATED FAIRLY

## CSI/SURVEY: MULTIPLE CONCERNS

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

CUST STATES SHE IS SATISFIED WITH DLR AND IS SOMEWHAT SATISFIED WITH VEH. CUST STATES SHE BELIEVES WHEN YOU BRING IN A CORVETTE OR ANY OTHER HIGH END CAR THE CUST SHOULD BE GIVEN A LOANER CAR. CUST STATES LEXUS, BMW, MERCEDES, ETC. PROVIDE A LOANER CAR. CUST STATES THIS VEH HAS BEEN IN THE SHOP NUMEROUS TIMES FOR WARRANTY REPAIRS & CUST IS NOT OVERLY SATISFIED WITH THE QUALITY OF CONCERN FROM CHEV IN GENERAL. CUST STATES THIS IS HER 3RD CORVETTE & THINGS AREN'T GETTING ANY BETTER. CRM WILL CONTACT CUST. TELICIA HENDERSON/CARS/TAMPA; 0; 99999 2001-02-27

CRM CONTACTED CUST ON 2/27/01 AND CUST STATES STEERING LOCKS UP, WINDOW MECHANISM, SVC LIGHT COMES ON. CUST STATES THE LAST REPAIR WAS TAKEN CARE OF AND NOW VEH HAS TO GO BACK TO DLR FOR A PREV PROBLEM. CUST STATES SHE HAS NOT BEEN TREATED FAIRLY IN THE PAST NOR THE PRESENT EVER SINCE CUST HAS OWNED A CORVETTE. CUST STATES SHE THINKS SHE DESERVES TO BE TREATED FAIRLY EVEN JUST BECAUSE CUST OWNS A CORVETTE. CUST STATES BECAUSE OF THE WAY SHE HAS BEEN TREATED WITH PREV CHEVY DLRS, CUST IS DEBATING WHETHER OR NOT HER NEXT VEH WILL BE ANOTHER CHEVY. CRM ADVISED CUST THAT ALL OF CUST CONCERNS WILL BE DOCUMENTED AND ADVISED CUST OF REQUEST AND CAC'S NUMBER FOR CUST TO CONTACT CAC WITH ANY FURTHER CONCERNS. TELICIA HENDERSON/CARS/TAMPA; 0; 352170968

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*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 BOUGHT:

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:





# Service Satisfaction Survey

Please make any corrections to your

Impound TX

Impound TX

Home telephone

Change to

Dear

Our records indicate that you had your 2000 Corvette serviced at Champion Chevrolet on November 10, 2000. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our efforts to ensure the highest satisfaction of our customers.

Thank you for having your vehicle serviced at Champion Chevrolet.

Sincerely,

*Dawn 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 2000 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON NOVEMBER 10, 2000, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                    | Very Satisfied              | Satisfied                           | Not Satisfied                           | Not at All Satisfied                |
|--|---|-----------------------------|-------------------------------------|---|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input type="checkbox"/>                | <input type="checkbox"/>    | <input checked="" 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"/> | Don't Know <input type="checkbox"/> | Not Applicable <input type="checkbox"/> | Not at All <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input 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? ..... | <input type="checkbox"/>                | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/>                | <input type="checkbox"/>            |

## About Your Service Consultant/Advisor

- |   | Completely Satisfied                    | Very Satisfied              | Satisfied                           | Not Satisfied                           | Not at All Satisfied                |
|---|---|-----------------------------|-------------------------------------|---|-------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? .... | <input type="checkbox"/>                | <input type="checkbox"/>    | <input type="checkbox"/>            | <input checked="" type="checkbox"/>     | <input type="checkbox"/>            |
| 6. Were you offered transportation options? .....   | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> | Not Applicable <input type="checkbox"/> | Not at All <input type="checkbox"/> |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                       | <input type="checkbox"/>                | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>                | <input checked="" type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? .....  | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> | Not Applicable <input type="checkbox"/> | Not at All <input type="checkbox"/> |

# About Your Service Consultant/Advisor - Continued

8. 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 ☒
19. 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 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/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 Chevrolet Chevrolet? Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied ☐
17. Would you recommend this dealership for service? Definitely Would ☐ Probably Would ☒ Right/Not Sure ☐ Probably Not ☐ Definitely Not ☐
18. Overall, how satisfied are you with your 2000 Corvette? Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied ☐
19. Do you have any comments/recommendations about your Dealer? *I believe when you bring in a Corvette on any other high end car the customer should be given a better car - Lexus, BMW, Mercedes, etc. provide better service. This vehicle has been in the shop numerous times for warranty repairs + I'm not overly satisfied with the quality of service from Chevrolet in general. This is my 3rd Corvette + things aren't getting any better!*
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: 1-800-322-1820

Please return this questionnaire in the self-addressed, postage-paid envelope **639399**  
CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 44000-0001

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

CORAL SPRINGS

FL

HOME PHONE:

CASE NUMBER: 06006703

VIN: 1G1YY22GXY5105606

MODEL YEAR: 2000

DATE OPENED: 2001-12-10

SERIES: UNKNOWN

DATE CLOSED: 2001-12-26

MILEAGE: 21000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: LOU BACHMUT CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 1801 W ATLANTIC BLVD, , POMPANO BEACH, FL, 33069, US

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

M01 Steering General  
3 REPAIR ATTEMPT(S)Inoperative  
STERRING WHEEL LOCKING

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\_Corepo 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 ORIGINAL OWNER FROM SHOWROOM VEH.....CUST SEEKS TO FILE A COMPLAINT AND GIVE GM HIS VEH BACK AS HE HAS BEEN STRANDED THREE TIMES FOR HIS STERRING WHEEL LOCKING UP ON HIM..... CUST STATES LAST TIME HIS VEH WAS TOWED IN,,, THEY PERFORMED THE RECALL WORK ON THIS STERRING WHEEL LOCKING UP AND IT HAS HAPPENED AGAIN.... CUST VEH IS CURRENTLY AT DEALERSHIP NOW FOR THE SAME THING... CRM ADVISED CUST OUR PRIORITY IS TO REPAIR THE VEH UNDER WARRANTY....CRM ADVISED WILL RESEARCH... CRM WAS NOT ABLE TO GET THROUGH TO DEALERSHIP IN COCONUT CREEK @954-247-3000 AS ALL CIRCUITS ARE BUSY... CRM WILL TRY LATER AND SET CALL BACK WITH CUST FOR TODAY ON CELL OF [REDACTED] BETWEEN --4-6PM EST....TEISHA DAVISON/FL PILOT/TPA/57932.; 0; 376863399  
2001-12-10

CRM CALLED DEALERSHIP @954-247-3000 AND SPOKE TO SERVICE MGR RICK RITACO WHO INFORMED ME THAT THEY DID THE CAMPAIGN AND IT APPEARS THEY RECEIVED A DEFECTIVE PART THAT WAS PUT IN AN ISO UNDER PARTS WARRANTY ..... THEY REPLACED STERRING COLUMN LOCK MOTOR AND THE PROBLEM APPEARS TO BE FIXED.... CRM WILL APOLOGIZE AND INFORM CUST OF THIS AT SCHEDULED CALL BACK TIME...TEISHA DAVISON/FL PILOT/TPA/57932.; 0; 376871015  
2001-12-10

CRM CALLED CUST ON CELL OF [REDACTED] AND INFORMED HIM OF THE INFORMATION FROM THE DEALERSHIP AND TO EXPLAIN TO HIM THAT OUR JOB IS TO TRY TO REPAIR THE VEH UNDER THE TERMS OF HIS WARRANTY AND CUST STATES HE UNDERSTANDS BUT IS NOT HAPPY WITH TRUSTING THE VEH IS

REPAIRED CORRECTLY THIS TIME..... CRM INFORMED CUST THAT HIS VEH DOES NOT MEET THE QUALIFICATIONS OF REPURCHASE AND HE STATES HE UNDERSTANDS BUT IS STILL NOT HAPPY.... CRM WILL HAVE TO CLOSE AS DISSATISFIED WITH THE SENDING OF ARB LETTER..... TRISHA DAVISON/FL PILOT/TPA/57932.; 0; 376875190  
2001-12-17

TL REVIEWED FILE, CRM NEEDS TO GIVE AVM A HEADS-UP ON DISSAT CLOSING W/ARB LETTER. DOUG SMITH/TL/TPA/PILOT; 0; 377461801  
2001-12-17

CRM RECEIVED TRANSFERRED FILE AND CALLED AVM DENNIS THEROUX TO INFORM HIM OF THE DISSAT CLOSING AND SENDING OF ARB LETTER AS CUST VEH HAS BEEN REPAIRED BUT CUST IS STILL NOT SATISFIED AND WANTS GM TO REPURCHASE HIS VEH..... CRM WILL WAIT 48HRS FOR A RESPONSE..... TRISHA DAVISON/FL PILOT/TPA/57932.; 0; 377468298  
2001-12-26

CRM IS CLOSING FILE DISSATISFIED AND SENDING ARB LETTER AS AVM DENNIS THEROUX HAS BEEN CONTACTED...  
TRISHA DAVISON/FL PILOT/TPA/57932.; 0; 376230671  
2001-12-26

TW REVIEWED AND AGREES W/DISSAT CLOSING W/ARB LTR, AVM CONTACTED. T BAKER TW/TPA; 0; 378236891  
2001-12-26

letter approved, no other files  
Jessica Tate/Tampa/Goodwill Liaison; 0; 378243300

\*\*\*\*\*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:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

December 26, 2001

[REDACTED]  
Coral Springs, FL [REDACTED]

Request: C06006703

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 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,

Teisha Davison  
Customer Relationship Manager

MN0001-T/jt

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

CASE NUMBER:	01536244	VIN:	1G1YY22GXY5106125
DATE OPENED:	2000-09-12	MODEL YEAR:	2000
DATE CLOSED:	2000-09-25	SERIES:	CORVETTE COUPE
SOURCE:	Phone	MILEAGE:	15200
BRC TYPE:		DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	
		DEALER ADDRESS:	

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

M41 Steering Column/Lock/Attaching Parts	Other
2 REPAIR ATTEMPT(S)	customer states looks up

## VEHICLE ISSUES

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

crm received file from bbb rep and made 1st contact with customer. i will contact dealersh  
for further information; 0; 337821418  
2000-09-14

customer states they would like manufacturer to repurchase vehicle. also steering column  
locks up and engine perfoms not well. i will contact sv mgr and verify vehicle concerns; 0  
337821513

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

INCIDENT DATE:	INCIDENT TIME:
INCIDENT LOCATION:	

DRIVER NAME:	DRIVER AGE:
DRIVER DISABILITY:	

OWNER DESCRIPTION:

## ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

## PROPERTY DAMAGE:

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



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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
ERC 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:  
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:

CBEB 9/11/00 5:08 PAGE 1/4  
TO: John Nodar COMPANY: Chevrolet Motor Division

RightFAX Attachment 01536244

To: John Nodar  
Fax#: [REDACTED]  
From: [REDACTED]  
Sep 11, 2000

Re: Chevrolet Motor Division/CHV0039229  
TotalPages: 4



AUTO LINE

September 11, 2000

Re: m01 1716 X 1608 CHV0039229 :Gleason vs Chevrolet Motor Division

Mr. John Nodar  
Chevrolet Motor Division  
Tampa, FL

Dear Mr. Nodar:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

Haftza White at Extension 555

Customer Claim Form

Case Number: CHV0039228  
Contact Date: 09/11/00  
Start Date :

Customer Name Address

TUSCALOOSA, AL

Day Phone :

Evening Phone:

Fax Number:

E-mail address :

Vehicle Information

Name(s) that appear on vehicle title: Darvy Grison

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Corvette

Model Year: 2000

Current Mileage: 15200

Vehicle Identification Number:

Servicing Dealer/City/State : Premier Chevrolet,

Selling Dealer/City/State : Adventure Chevrolet, Reform, AL

Insurance Carrier :

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage :

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

Purchase Date: 12/01/99 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : New

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: \_\_\_\_\_

Lending Company's Name:

Address: \_\_\_\_\_

Address:

City/St/Zip: \_\_\_\_\_

City/St/Zip:

Phone: ( ) - \_\_\_\_\_

Phone:

Resolution Sought

Customer would like for manufacturer to repurchase vehicle.

Signature of Owner(s): \_\_\_\_\_

Date: \_\_\_\_\_

I am authorizing my lender/lessor to disclose to the BBS AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

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

COMPANY: Chevrolet Motor Division

### Customer Class Form

**Customer Name:**

**Case Number:** CHYD038228

[illegible]

(Please indicate whether each problem is current)

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

HELOTES , TX

CASE NUMBER: 04195653 VIN: 1G1YY22GXY5107243  
MODEL YEAR: 2000  
DATE OPENED: 2001-05-15 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-05-15 MILEAGE: 24000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: No DEALER NAME: THE ANCIRA-WINTON CHEVROLET INC  
SRC PARENT: DEALER ADDRESS: 6111 BANDERA AT WURZBACH, SAN  
ANTONIO, TX, 78238, USA

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

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

## REQUEST FOR INFORMATION

## INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."\*\*Use the dealer locator process if the caller would like to locate their nearest dealer.

## STEERING COLUMN LOCKS UP

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

CUST STS THAT HIS STEERING COLUMN HAS LOCKED UP TWICE CAUSING THE CUST TO BE STRANDED  
CUST STS THAT THE VEH IS CURRENTLY IN THE SHOP AT ANCIRA WINTON CHEV  
CUST ASKS IF THE STEERING LOCK COULD BE REMOVED  
CUST STS THAT THE DLR STS THEY WILL NOT DO IT BECAUSE IT ALTERS THE ORIGINAL DESIGN OF VEH  
CRM ADVISED CUST THAT HE WOULD NEED A SIGNED FORM FROM HIM AND INSURANCE COMPANY STATING  
THAT ANY THEFT, OR DAMAGES INCURRED BY REMOVAL OF THE STEERING LOCK WOULD NOT BE HELD  
AGAINST GM, AND THIS WOULD BE DONE AT CUST COST  
CHRIS CANNON/ATA/CAC; 0; 358790924

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

## PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:ACCOUNT BALANCE:  
LEGAL:LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:



RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	4 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

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

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

HIALEAH, FL

CASE NUMBER: 03765465 VIN: 1G1YY22GKY5108280  
MODEL YEAR: 2000  
DATE OPENED: 2001-04-09 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-04-25 MILEAGE: 17000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: ROGER DEAN CHEVROLET, INC.  
BRC PARENT: DEALER ADDRESS: 2236 OKENCHOKE BLVD, WEST PALM  
BEACH, FL, 33409, USA

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

M01 Steering General Other  
5 REPAIR ATTEMPT(S) STEERING LOCKS  
J50 Engine Electrical Other  
5 REPAIR ATTEMPT(S) TURN CAR OFF LIGHT  
T55 Protection Plan Administration (GM Purchase) Other  
0 REPAIR ATTEMPT(S) GMPP MG 60/60 0 DED

## DLR DISSATISFACTION

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

CUST STATES THAT THE STEERING LOCKS AND WILL NOT UNLOCK. CHROME PEELLED OFF THE BACK. DLR TOLD HIM THEY WOULD FIX IT. THEY GAVE CUST THE PACKAGE AND TOLD CUST THAT HE COULD DO IT. VEHICLE HAS LEFT CUST & WIFE STRANDED AT LEAST 5 TIMES. CUST STATES WIFE IS AFRAID TO DRIVE CAR. CUST SEEKS ANOTHER CAR. CRM ADVISED CUST THAT HE WOULD BE TRANSFERRED. THERESA THACKRAY/CARS/TAMPA; 0; 355682338  
2001-04-09

CRM CALLED THE CUST TO GET ADDITIONAL INFO AND TO FIND OUT WHAT DLR HE IS WORKING. CUST WAS NOT AVAIL AND CRM WAS INFORMED TO CALL THE CUST BACK AROUND 4:00 PM TODAY. CRM WILL CALL CUST BACK TO GET THE INFO NEEDED. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355695761  
2001-04-09

CUST STATES THAT HE HAS MULTIPLE PROBLEMS W/ THE VEH. CUST SEEKS TO HAVE HIS VEH REPLACED FOR THE SAME TYPE OF VEH (COLOR AND ALL). CUST STATES THAT HE LOVES HIS VEH. CUST STATES THAT HE HAS HAD COMPUTER PROBLEMS LIKE DOORS AJAR SIGNAL WHEN THERE HASBEEN NO DOORS AJAR. HE STATES THAT HE HAS HAD BLOWING NOISE LIKE A BIG FAN W/ THE CAR. CRM ADVISED THE CUST THAT DLR WOULD HAVE TO BE CONTACTED. ....CONTD.....; 0; 355703775  
2001-04-09

CRM SPOKE W/ SVC MGR RICK BOTHEN AND HE STATED THAT THE CUST HAS COME IN THREE DIFFERENT TIMES FOR DIFFERENT THINGS. HE STATED THAT THE MOST RECENT REPAIRS WERE W/ THE STEERING COLUMN AND IGNITION STARTER WHICH THEY REPAIRED. HE ALSO STATED THAT THE CUST ONLY CAME IN ONE TIME FOR STERRING REPAIR. MR BOTHEN ALSO STATED THAT THE CUST MUST HAVE BOUGHT VEH @ ANOTHER DLR, BECAUSE HE DOES NOT HAVE ANY HISTORY ON THE VEH BEFORE LAST MONTH. CRM WILL GET ADDITIONAL INFO. CUST STATES THAT THE CAR HAS ELECTRICAL PROBLEMS. HE STATED THAT DLR TOWED THE CAR IN TWICE. HE STATED THAT THE CAR WOULD NOT START @ TIMES. CUST STATES THAT THERE IS SOMETHING WRONG W/ THE ELECTRICAL SYSTEM. CUST STATES THAT THE CAR HAS BEEN THERE 5 - 6 TIMES FOR THE SAME THING. CUST STATES THAT HE WILL GET A READING TO WAIT 10 SECONDS TO START THE CAR. PROBLEM STARTED A MONTH AGO. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355704629

2001-04-09

CRM ADVISED THE CUST THAT CRM WILL LIKE TO GET VEH REPAIRED AND RUNNING PROPERLY. CUST STATED THAT HE WILL NOT BE SATISFIED W/ HIS VEH THAT HE HAS NOW AND WANTS A NEW ONE. CRM ADVISED CUST THAT MORE RESOURCES WOULD HAVE TO BE UTILIZED. CRM ASKED THE CUST WHAT HIS CONCERNS WERE AND HE STATED THAT THERE WERE ELECTRICAL PROBLEMS W/ THE VEH AND THAT IS WHAT HE IS CONCERNED W/. CRM WILL DO ADDITIONAL RESEARCH. KISSHA FIELDS, CARS, TPA.; 0; 355705263

2001-04-09

CUST CALL BACK WEDNESDAY 4-11-01 BETWEEN 11 AND 1. KISSHA FIELDS, CARS, TPA, TIER 2.; 0; 355705322

2001-04-09

CRM DISCUSSED THE SITUATION W/ TEAM LEAD, SHANNON AND SHE ADVISED CRM TO CONTACT DLR AND LET THEM KNOW THAT CUST IS SEEKING TO GET OUT OF THE VEH AND LET THE CUST KNOW THAT SINCE THE VEH IS IN WARRANTY THAT THE MAIN CONCERN IS TO REPAIR THE VEH AND THEREIS NOT CAC CAN DO. CRM WILL CALL THE DLR AND CUST BACK AND LET THEM KNOW THAT INFO. CRM WILL NOT WAIT FOR CALL BACK TIME TO DO SO. KISSHA FIELDS, CARS, TPA, TIER 2.; 0; 355705764

2001-04-09

CRM CALLED CUST BACK AND ADVISED HIM THAT THERE WAS NOT MUCH THAT CAC COULD DO AS FAR AS EXCHANGING THE VEH AND CRM ADVISED THE CUST TO WORK W/ DLR, BECAUSE VEH IS STILL IN WARRANTY. CUST REFERRED TO CUSTOMER SATISFACTION PROCEDURE IN THE BACK OF HIS MANUAL AND STATED THAT HE DID NOT WANT TO GO TO STEP THREE. CUST STATES THAT HE WOULD LIKE SOME KIND OF EXTENDED SVC PLAN TO BE PROVIDED BY CHEV. CRM ADVISED CUST THAT MORE RESEARCH WOULD HAVE TO BE DONE. CRM DISCUSSED THE SITUATION W/ TEAM MGR, JENIFER. SHE ADVISED THAT A COMPONENT LETTER MAY BE APPLICABLE, BUT THERE WOULD HAVE TO BE A DEFINITE COMPONENT. CRM ADVISED CUST THAT CRM WOULD HAVE TO CALL THE DLR AND GET A DIAGNOSIS, BECAUSE ACCORDING TO THE CUST THE VEH IS @ DLR NOW. CRM WILL CALL DLR TOMORROW AND DISCUSS THE RESULTS OF THE CALL W/ TEAM MANAGER. KISSHA FIELDS, CARS, TPA, TIER 2.; 0; 355707981

2001-04-10

CRM WILL CALL THE DLR TOMORROW BEFORE CUST CALL BACK. KISSHA FIELDS, CARS, TPA; 0; 355790659

2001-04-11

CRM CALLED THE DLR AND SPOKE W/ MEL HENDRICKS, HE STATED THAT THE VEH DOES HAVE A NOISE W/ BLOWER MOTOR FOR THE A/C. HE ALSO STATES THAT HE LOOKED UP RO'S FROM OTHER DLRs AND HE FOUND THAT THE CUST HAS HAD 4 STEERING LOCKS REPLACED IN ALL (2 W/ HIS DLR.) HE ALSO STATES THAT THEY ARE UNABLE TO DUPLICATE THE SECURITY LIGHT PROBLEM. HE STATES THAT 50 MILES HAVE BEEN PUT ON THE CAR TO TRY TO DUPLICATE ALL CONCERNS. HE ALSO STATES THAT VEH HAD A DOOR AJAR PROBLEM AND THEY DUPLICATED IT AND REPAIRED THAT. CRM WILL CALL THE CUST BACK AND LET HIM KNOW THAT IF THE CONCERNS CAN NOT BE DUPLICATED THEY CAN NOT BE REPAIRED. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355848375

2001-04-11

CRM CALLED THE CUST BACK AND LET HIM KNOW OF THE INFO THAT WAS RECIEVED FROM THE DLR. CUST STATES THAT THE DLR DISCONNECTED THE SECURITY LIGHT. CUST TOLD THE CUST TO CALL THE DLR BACK AND TELL HIM THAT THEY DISCONNECTED THE LIGHT. UPON TRYING TO EXPLAIN TO THE CUST THAT CRM WOULD HAVE TO WORK W/ DLR, BECAUSE HE IS WORKING ON THE VEH, THE LINE WENT BUSY. CRM WILL CALL THE CUST BACK. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355856630

2001-04-11

CRM CALLED THE CUST BACK AND HE STATED THAT HE CALLED THE DLR AND SPOKE W/ SVC MGR. HE STATED THE CAR HAS BEEN IN QUITE A NUMBER OF TIMES. WHILE ON THE PHONE, CUST GOT ANOTHER CALL FROM THE SVC MGR AND CUST STATED THAT THE SVC MGR REQUEST FOR CRM TO CALL HIM. THEN THE PHONE WENT BUSY AGAIN, LIKE THERE WAS A BUSY SIGNAL. CRM WILL CALL CUST BACK. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355856885

2001-04-11

CUST STATES THAT TODD IN THE SVC DEPT WOULD LIKE TO BE CALLED. CRM CALLED TODD, A SVC WRITER @ THE DLR AND HE STATED ALL THE REPAIRS THAT THE CUST HAS HAD. CRM DISCUSSED THE SITUATION W/ TEAM LEAD SHANNON AND IT WAS ADVISED THAT THE AVM WOULD HAVE TO BE NOTIFIED AND

THAT CUST SHOULD BE TOLD THAT ADDITIONAL RESEARCH NEEDS TO BE DONE. CRM ADVISED THE CUST THAT HE WOULD HAVE TO BE CONTACTED ON MONDAY AND THAT WOULD GIVE THE CRM A REASONABLE AMOUNT OF TIME TO RESEARCH THE SITUATION. CRM SET UP A CALL BACK TIME FOR MONDAY BETWEEN 11 AND 1 EASTERN TIME. CRM WILL CALL THE DLR BACK AND MAKE THEM AWARE THAT THE AVM WILL BE CONTACTED AND GET A LIST OF REPAIRS TO READ TO THE DLR. CRM WILL CALL DLR BEFORE CONTACTING THE AVM. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355858457  
2001-04-11

CRM WILL CONTACT DLR AND LEAVE MSG FOR AVM THURSDAY. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355876750  
2001-04-12

CRM CALLED THE DLR TO SPEAK W/ SVC MGR AND ADVISE HIM OF THE CUST WANTING TO GET OUT OF THE VEH. CRM ALSO WANTED TO LET SVC MGR KNOW THAT AVM WILL BE CONTACTED AND MADE AWARE OF THE SITUATION. CRM WAS ADVISED THAT THE SVC MGR WAS UNAVAILABLE AND TO CALL BACK LATER. CRM WILL CALL BACK. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355958041  
2001-04-12

CRM CALLED THE DLR AND SPOKE W/ TRACY LONG, SVC MGR. CRM STATED THAT THE CALL WAS MADE TO GET A LIST OF THE REPAIRS OF THE VEH AND TO MAKE HIM AWARE THAT AVM WILL BE CONTACTED. MR. LONG STATED THAT THERE WERE 5 RO'S: \*\* RO # 82342 ON 4/9/01 @ 18795 MILES FOR SECURITY LIGHT FLASHING (NOT DUPLICATED) AND DOORS AJAR. \*\* RO # 82184 ON 4/4/01 @ 18746 MILES FOR REPLACED AND RECUT IGNITION CYLINDER AND KEY. \*\* RO # 81714 ON 3/22/01 @ 18503 FOR STEERING COLUMN LOCK SHORTED. \*\* RO # 81551 ON 3-19/01 MILEAGE AND REPAIR NOT NONE. \*\* RO # 81392 ON 3/14/01 @ 18536 MILES FOR STEERING COLUMN LOCK. CRM ALSO ASKED MR. LONG IF THE CUST WAS A GOOD CUST. HE STATED THAT THE CUST HAS HAD ONE OIL CHANGE ON 3-14-01 AND PLENTY OF WARRANTY WORK DONE. CRM WILL CONTACT THE AVM. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355962375  
2001-04-13

CRM CALLED THE AVM CARL COOK AND LEFT A MSG FOR HIM W/ THE INFO ON THIS SITUATION. MODE/ MAIL BOX 404082/8064. CRM WILL CALL CUST BACK ON MONDAY. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356031737  
2001-04-16

CRM CALLED THE CUST BACK TO FOLLOW UP AND ADVISE HIM THAT ADDITIONAL TIME WOULD BE NEEDED TO RESEARCH THE SITUATION. CRM CALLED AND ASKED TO SPEAK W/ [REDACTED] AND CRM WAS PUT ON HOLD. PERSON CAME BACK AND SAID HELLO AND DISCONNECTED THE CALL. CRM WILL CALL CUST BACK ONCE MORE.

CRM CALLED THE CUST BACK AND WAS TOLD BY THE PERSON WHO ANSWERED THE PHONE THAT THE CUST WAS NOT THERE. CRM SUSPENDING THE FILE PENDING AVM AND FURTHER CUST CALL BACK. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356294405  
2001-04-17

AVM CARL COOK CALLED CAC AND LEFT A MSG STATING THAT NO REPLACEMENT VEH WOULD BE PROVIDED AND THEY WILL CONTINUE TO WORK ON THE VEH. HE ALSO SUGGESTED THAT CAC LOOK INTO OFFERING THE CUST AN EXTENDED WARRANTY ON THE STEERING LOCK THAT EQUALS 5/60. HE ALSO SUGGESTED THAT IF THE VEH IS LEASED, THEN OFFER THE CUST A GMPP SMART CARE. CRM WILL CALL THE CUST BACK AND LET HIM KNOW THE INFO. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356386166  
2001-04-18

CRM CALLED THE CUST BACK TO FOLLOW UP. CRM ASKED THE CUST IF THE VEH WAS BEING LEASED AND CUST STATES THAT HE OWNS THE VEH. CRM ADVISED THE CUST THAT AVM WAS CONTACTED AND ADVISED OF THE SITUATION. CRM OFFERED THE CUST AN EXTENDED WARRANTY ON THE STEERING LOCK FOR 5 YEARS OR 60,000 MILES WHICHEVER OCCURS FIRST. CUST ACCEPTED, BUT ASKED IF THE ALARM SYS WOULD BE A PROBLEM IN THE FUTURE. CRM STATED THAT SHE WAS NOT ABLE TO ADVISE THE CUST ON THAT PARTICULAR SUBJECT, BECAUSE THE CRM IS NOT A TECHNICIAN. CUST STATED THAT HE UNDERSTOOD AND THAT HE WAS SATISFIED W/ THE OFFER. CRM VERIFIED CUST'S ADDRESS AND ADVISED CUST THAT SHE WOULD CALL THE CUST TO LET HIM KNOW THAT IT HAS BEEN PROCESSED. CRM WILL PROCESS EXTENDED WARRANTY. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356473992  
2001-04-18

AVM CARL COOK LEFT VME REQUESTING 60/60 GMPP MAJOR GUARD TO BE ISSUED DUE TO NUMEROUS  
 FAILURES OF THE STEERING LOCK AND FOR CUST INCONVENIENCE DUE TO DOWN TIME. CUST ACCEPTED  
 AND ADDRESS WAS VERIFIED. KISSHA FIELDS, CARB, TPA, TIER 2; 0; 356474668  
 2001-04-18

tm approves 5/60 gmpp majorguard as approved by avm Carl Cook. Jennifer Jarrett/TM/Tampa; 0  
 356474724  
 2001-04-19

PRE-APPROVE REQUEST FOR GMPP, MG, 60/60/0 DED DUE TO NUMEROUS CONCERNS WITH VEH, PER AVM,  
 CARL COOK  
 PAMELA MORREAU/ TPA GOODWILL LIAISON; 0; 356575900  
 2001-04-20

GOODWILL LIAISON APPROVES GMPP MAJOR GUARD FOR 60-60/1ST LEVEL APPROVAL/DNEWTON-TAMPA  
 APPROVAL GROUP/CONTRACT #977368520; 0; 356628799  
 2001-04-24

FINAL APPROVAL GMPP MAJOR GUARD 60/60 CRAIG KING/TAMPA/GOODWILL LIAISON; 0; 356995052  
 2001-04-24

GMPP on it's way letter requested # 00334613, contract # 977368520  
 jeremy talbott/auditor/tampa; 0; 357009481  
 2001-04-25

GMPP on its way letter released  
 dana saier/tampa approval group; 0; 357094247

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

INCIDENT DATE:  
 INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
 DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
 BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:  
 MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE 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:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

April 25, 2001

[REDACTED]  
Hialeah, FL [REDACTED]

Request: C03765465

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Major Guard plan for your 2000 Chevrolet Corvette, Vehicle Identification Number 1G1YY22GXY5108280, is for the following:

- 60 months or 60,000 miles, whichever occurs first
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Jeremy Talbott  
Customer Relationship Manager

RS0011-T/dls



# GMPP REQUEST FOR PROCESSING

Nations Insurance Corporation  
National Mechanical Service Center  
P.O. Box 6888  
Chicago, IL 60680-6888

05-09-01P05:28 RCVD

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

Customer Name: [REDACTED]

File Number: 03765465

Personal Use: ☒ Commercial Use: ☐

Reason for offering GMPP: multiple concerns w/ steering lock

Vehicle Information: ( Circle one below )

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN # 1G1YY22G2V5108280

Year: 2000 In service Date: 4/7/00 Mileage: 17000

Division Dealer Code Information: ( Circle one below )

Pontiac - 16-99001  
Buick - 11-99001

GMC Truck - 48-91764  
Chevrolet - 13-70011

Oldsmobile - 15-99001  
Cadillac - 12-99000

Payment Approval and Type:

General Motors has agreed to: ( Check one below )

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

Payment Approval:  
CRM (decision maker):

Plan Selection:

Team Manager/Supervisor:

Kishor Field AVM car / Cook  
Major Board  
Date: 4/19/00  
00334613

977368520

## Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY22GXY5108280

YEAR MAKE MODEL  
2000 Chevrolet CorvetteCURRENT ODOMETER PLAN PURCH. DATE COMM. EMER. 4WD  
17000 4/18/01

SELECT ONLY ONE

GNPT\*

MEP\*

MAJOR GUARD\*

CUSTOM POWERTRAIN

X or

X

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this registration is signed. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLANS PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD  
The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles, and end at the earlier of the selected time/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

## MECHANICAL TERM

VEHICLE IN SERVICE DATE 4/7/2000

MONTHS	36	48	60	72	OPTIONAL DEDUCTIBLE
			X		\$100
MILES			X		\$200
	30,000	60,000	75,000	100,000	

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

## MECHANICAL TERM

	12/11,000	24/24,000	36/36,000	OPTIONAL DEDUCTIBLE
				\$100
				\$200

SmartCare® and Mech. Coverage

TOTAL \$ 00

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

## SMARTCARE™ TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	36,000
	15,000			48	48,000
24	24,000			60	75,000
	30,000	36	45,000	72	100,000

SMARTCARE™	PRICE \$	00
TAX \$		
TOTAL \$		

MECHANICAL COVERAGE	PRICE \$	00
TAX \$		
TOTAL \$		

FIRST NAME

M.I.

LAST NAME

FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP

Hialeah

FL

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

DEALER NAME

Chevrolet Division

DEALER CODE

13-70011

ADDRESS

P.O. Box 33170

CITY

Detroit

STATE

MI

ZIP

48232-5170

LIENHOLDER NAME

GMAC or Chevrolet Division

MAILING ADDRESS

Post Office Box 33170

CITY

Detroit

STATE

MI

ZIP

48232-5170

By signing this form, I acknowledge that coverage(s) will begin and end as stated in the section titled "MECHANICAL TERM" of this registration. A Coverage Agreement will be mailed to the address indicated on this form.

4-18-01

DATE

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

TAMPA, FL

CASE NUMBER: 05713412 VIN: 1G1YY22GXY5113219  
MODEL YEAR: 2000  
DATE OPENED: 2001-10-18 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-07 MILEAGE: 18000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: ROGER WHITLEY CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 11300 N FLORIDA AVE., TAMPA, FL, 33612, USA

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

M01 Steering General  
2 REPAIR ATTEMPT(S)Other  
REPEAT PROBLEMS

Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Explore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Explore.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 HAS HAD REPEATED PROBLEMS WITH HIS STEERING RACK. CUST WANTS REPURCHASE. CRM ADVISED CUST THAT OUR TOP PRIORITY IS TO REPAIR THE VEHICLE FULLY, AND THAT REPURCHASE IS NOT AN EASY OPTION. CRM TO CHECK WITH SVC MGR AND AVN AND CALL CUST BACK ON OCT 24TH BETWEEN 1 AND 3 PM. LEE RIZON, CARB, TAMPA.; 0; 372294919  
2001-10-24

CRM CALLED CUST AND LEFT A MESSAGE REQUESTING CUST TO TAKE VEHICLE TO DEALER FOR FURTHER REPAIR. LEE RIZON, FL TEAM, TAMPA, 57823.; 0; 372811209  
2001-10-31

CUST CALLED IN WISHING TO SPEAK TO PREVIOUS CRM, CRM TRIED TO REACH CRM ON EXT NOT AVAILABLE, CRM WILL FORWARD A MESSAGE THAT CUST CALLED IN AND WOULD LIKE TO SPEAK TO PREVIOUS CRM, BEIDIGAREAU/CAC/TPA 57915; 0; 373407128  
2001-10-31

CRM RECEIVED NOTIFICATION THAT CUST CALLED. CRM CALLED AND SPOKE WITH SVC MGR JIM BRINKLEY AND HE SAID THEY DID A STEERING COLUMN RECALL, AND THEN CUST HAD A BATTERY CONCERN THE SECOND TIME WHICH CAUSED THE STEERING TO LOCK UP. SVC MGR SAID HE HAS A TAC CASE # 134603. HE SAID REPURCHASE IS NOT POSSIBLE IN THIS CASE. CRM TO CALL AVN ABOUT THIS. CRM RETURNED CUST'S CALL AND GAVE HIM AN UPDATE. CUST SAID HE WANTS REPURCHASE OR THE REMINDER OF HIS LEASE PAYMENTS MADE. CRM ADVISED CUST THAT WILL NOT BE POSSIBLE, BUT THAT A DEFINITE ANSWER WILL BE GIVEN NOV 7TH. LEE RIZON, CARB, TAMPA.; 0; 373411071

2001-11-07

CRM RECEIVED MESSAGE FROM AVN DON REEVES DENYING REPURCHASE AND OK TO CLOSE FILE  
DISSATISFIED. CRM CALLED CUST AND APOLOGIZED FOR NOT BEING ABLE TO TAKE VEHICLE BACK. CR  
OBTAINED PERMISSION FROM TM JOHN DUNFORD TO SEND ARBITRATION LETTER. CRM CLOSINGFILE  
DISSATISFIED. SENDING ARBITRATION LETTER. LEE RIZVON, FL TEAM, TAMPA, 57623.; 0; 37401142  
2001-11-08

Auditor Approving Arb Letter.  
374077168

Mark Kasnierski, Tampa, Approval Group; 0;

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,

CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

DATE:  
  
\* BUSINESS: 0  
DATE OF ACCIDENT:  
  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

November 7, 2001

[REDACTED]  
Tampa, FL [REDACTED]

Request: C05713412

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 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,

Saleem Rizvon  
Customer Relationship Manager

MN0001-T/mrk

GM RESTRICTED

367462

CASE NUMBER: 04721002 VIN: 1G1YY22GXY5113771  
 DATE OPENED: 06/27/01 MODEL YEAR: 00  
 DATE CLOSED: 06/27/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE:  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NY  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER:  
 ADDRESS:  
 HOME PHONE:

SETAUKET, NY [REDACTED]

CASE NUMBER: 04721002 VIN: 1G1YY22GXY5113771  
 MODEL YEAR: 2000  
 DATE OPENED: 2001-06-27 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2001-06-27 MILEAGE:  
 SOURCE: E-Mail DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME:  
 BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other  
 0 REPAIR ATTEMPT(S) column locks up

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]

- 
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

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

367462

Crm received email on June 27, 2001, kana file # 1248309. Crm performed case scan, no previous cases. Crm checked for open campaigns, no open campaigns. Cust states he was a victim of column lock like many other Corvette owners. Cust states this situation stranded his wife in a remote location and in his opinion putting her in harms way. Cust states the car needed to be flatbedded to the dealer for repair. Cust states this situation needs to be corrected to ensure this ongoing and often times recurring situation is corrected.

Crm replied that the customer needs to take it to the dealership for repair as it may be necessary to replace it with an enhanced reliability component. Crm gave customer 1800 and file #. geraldine Magner/irc/cars/atx; 0; 362534913

\*\*\*\*\*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:



GM RESTRICTED

367462

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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

ROOSEVELT

NY

HOME PHONE:

CASE NUMBER: 04462747

VIN:

1G1YY22GXY5114676

DATE OPENED: 2001-06-07

MODEL YEAR:

2000

DATE CLOSED: 2001-06-07

SERIES:

CORVETTE COUPE

SOURCE: Phone

MILEAGE:

5700

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: PAUL CONTE CHEVROLET INC

DEALER ADDRESS: 68 E SUNRISE HWY., FREEPORT, NY, 11520, USA

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

LOCKING UP

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

\*Probe to identify failed item/component

\* Determine Customers Expectation

\* Using delivery date, establish if vehicle is within any warranty coverage

\* Listen carefully to evaluate cause of failure - defect or damage

( If damage, consider explaining the consumers responsibility)

\* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus\Microsoft\Iexplore.exe

http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]

\* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

C:\Progra-1\Plus\Microsoft\Iexplore.exe

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

( 1st attempt - offer to coordinate repair at a dealership)

( Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish &amp; 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 Lin

RUN C:\Progra-1\Plus\Microsoft\Iexplore.exe

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

Vehicle repair request - Repair not done

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

CUST STATES VEHICLE STEERING WHEEL LOCKED UP AND THIS IS THE SECOND TIME THEY HAVE TAKEN IT I  
TO DLR, CUST SEEKS A FIX AND NOT TO GIVE THE CAR BACK UNTILL THEY KNOW FOR SURE, CRM  
ADVISED WILL CALL DLR, CRM CALLED DLR THEY HAVE THE CAR IN THERE AND THEY HAVENOT LOOK AT IT  
YET, CRM ADVISED WILL CALL LATER, CRM ADVISED CUST OF INFO AND SET CALL BACK TIME BEFORE 4EST  
TO CALL THE DLR THEN THE CUST. MANDY AGUILAR/CAC/PDX; 0; 360773943  
2001-06-07

CRM CALLED DLR TALK THEY STATES THEY ARE KEEPING THE VEHICLE OVER NIGHT AND THAT THEY PUT A  
COMPUTER IN IT, CRM CALLED CUST ADVISED TO TALK TO ABE HER SERVICE WRITER ABOUT THE LOANER AN  
ABOUT ANY OTHER QUESTIONS SHE MIGHT HAVE. MANDY AGUILAR/CAC/PDX; 0; 360797090

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

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

BOCA RATON

FL

HOME PHONE:

CASE NUMBER: 05541762

VIN: 1G1VY22GXY511961B

MODEL YEAR: 2000

DATE OPENED: 2001-09-19

SERIES: UNKNOWN

DATE CLOSED: 2001-10-02

MILEAGE: 26000

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: No

DEALER NAME: LOU BACHRODT CHEVROLET INC

SRC PARENT:

DEALER ADDRESS: 1801 W ATLANTIC BLVD., POMPAHO BEACH, FL, 33069, US

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

M01 Steering General  
6 REPAIR ATTEMPT(S)Other  
LOCKING UPN23 Temperature Gauge System  
1 REPAIR ATTEMPT(S)Unusual Gauge Reading  
BROKEN

## STEERING COLUMN LOCK

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

CUST STATES THAT THEY HAVE HAD CONTINUAL PROBLEMS WITH HIS FIANCE'S CORVETTE. HE STATES THAT SHE IS VERY UPSET AND SHE WANTS TO GET RID OF THE VEHICLE. CUST ASKS TO KNOW HOW TO DO SO. CRM ADVISED DUE TO THE FACT THAT THIS IS OUR FIRST OPPORTUNITY TO LOOK AT THE VEHICLE, WE WOULD LIKE TO ASSIST. CRM CONTACTED THE DLR AND SPOKE TO PAUL (SVC ADV) WHO STATES THAT ALL OF THE CONCERNS THAT THE CUSTOMER IS EXPERIENCING ARE NORMAL PROBLEMS OF THE CORVETTE. CRM FURTHER ASKED WHAT WAS BEING DONE ON THE VEHICLE NOW. HE STATES THAT THEY FIXED A SENSOR ON THE TEMP GAUGE AND DID THE STEERING COLUMN RECALL. CRM THANKED. MIKE BODKIN/TAMPA/TIER2; 0; 999999  
2001-09-19

CRM FORGOT TO ADD. CRM ASKED THE DLR IF THEY FEEL THE CUST WAS DESERVING OF ANY GOODWILL. DLR STATES THAT HE HASN'T HAD THAT MANY PROBLEMS AND ALSO HE DOES VERY LITTLE MAINTENANCE. CRM WILL CONSULT WITH TM JENNIFER JARRETT. MIKE BODKIN/TAMPA/TIER2; 0; 369787179  
2001-09-19

TM REVIEWED FILE WITH CRM. CUST IS UNCLEAR AS TO WHAT "COMPENSATION" HE WISHES FOR HIS VEH CONCERNS. CUST IS ORIGINAL OWNER, VEH HAS BEEN TOWED 2X IN 1 YEAR, VEH HAS BEEN TO DLR 5X, TWO COMPONENTS REPLACED 2X (FUEL PUMP AND STEERING COLUMN), CRM WISHED TO ENCOURAGE CUST TO USE DLR FOR MAINT (CUST CURRENTLY ONLY SEES DLR FOR WARRANTY WORK). CRM AND TM AGREE TO OFFER A 2/24 SMARTCARE IF THIS WILL COMPLETELY SATISFY THE CUSTOMER. JENNIFER JARRETT/TM/TAMPA; 0; 369790361  
2001-09-20

CUST GIRLFRIEND CALLED IN STATING THAT THE VEH HAS HAD 2 MORE PROBLEMS SINCE LAST TIME THEY HAVE SPOKE TO PREV CRM MIKE BODKIN. CUST STATES THAT THE WINDOW ON THE PASSENGER'S SIDE HAS FAILED AND THIS MORNING 9/20/01 THE VEH WOULD NOT START. CUST STATES THAT SHE NOW HAS TO MISS ANOTHER DAY OF WORK UNLESS SHE CAN HAVE A RENTAL VEH PROVIDED. CUST SEEKS TO HAVE THIS INFO UPDATED AND FWD'D BACK TO PREV CRM ASAP. CUST ALSO SEEKS A CALL BACK AT HOME ASAP OR ON HER CELL PHONE 954-818-5516. CRM ADVISED CUST THAT THIS MESSAGE WOULD BE FWD'D BACK. JESSE BLESSING/TAMPA/CAC/57008; 0; 369834428  
2001-09-20

CRM ATTEMPTED TO CONTACT THE CUST BUT THE CUST WAS NOT HOME. CRM THEN CALLED ON HER CELL AND SHE WAS NOT THERE EITHER. CRM LEFT THE CUST A VME TO CONTACT CAC. MIKE BODKIN/TAMPA/TIER2; 0; 369865749  
2001-09-21

TM RESUMED FILE TO REVIEW WITH CRM. CRM JUST SPOKE WITH CUST'S GIRLFRIEND (ALSO ON TITLE) - CRM HAS NOT PUT IN NOTES FROM CONVERSATION YET. CRM ADVISED TM THE CUST IS AFRAID OF THE VEH AND NOW IS NOT SATISFIED WITH SMARTCARE OFFER. VEH HAS BEEN TOWED 3X IN 1 YEAR, VEH HAS BEEN TO DLR 6X, TWO COMPONENTS REPLACED 2X (FUEL PUMP AND STEERING COLUMN) AND NOW THE BATTERY HAS BEEN REPLACED AS OF 9/21/01. TM AND CRM ARE CONSIDERING GMPP MAJOR GUARD FOR 5/6 FOR THE FOLLOWING BUSINESS REASONS: ORIGINAL OWNER, MULTIPLE REPAIR ATTEMPTS, CUST HAS LOST CONFIDENCE IN VEH, CUST HAS EXPRESSED WISHES TO BE REMOVED FROM VEH BY GM. TM FORWARDING BACK TO CRM TO CALL AVM. PLEASE ADVISE OF THE CUST'S WISHES-MULTIPLE REPAIR ATTEMPTS AND SUGGEST GMPP. JENNIFER JARRETT/TM/TAMPA; 0; 369945269  
2001-09-21

FOLLOWING NOTES SHOULD HAVE PRECEDED THE NOTES BY  
TM\*\*\*\*\*CRM SPOKE TO THE CUST'S FIANCE (CHELSEA TRINKA) WHO STATES THAT SHE IS VERY UPSET WITH THE VEHICLE. SHE STATES THAT ITS ALWAYS SOMETHING AND SHE FEELS THAT THIS VEHICLE IS FALLING APART AROUND HER. SHE STATES THAT SHE JUST DOESNT FEEL SAFE ANYMORE AND IF THERE WAS A WAY TO GET OUT OF THIS CAR THEN SHE WOULD BUT SHE CANT CONSIDERING ALL THE PROBLEMS WITH THE VEHICLE. CUST SEEKS IF GM CAN DO SOMETHING. CRM ADVISED I WOULD NEED TO RESEARCH. CRM WILL CONFER WITH TM. MIKE BODKIN/TAMPA/CAC/57408; 0; 369946742  
2001-09-24

CUST GIRLFRIEND ( ) CALLED IN REQ TO SPEAK WITH CRM BODKIN, BODKIN NOT AVAILABLE, CUST STATES VEH BACK IN SHOP AS OF YESTERDAY FOR SAME PROBLEM, CRM FORWARDING FILE PER CUST

BRANDY MAYES/CARS/TAMPA/57867; 0; 370197520  
2001-09-24

CUST STATES/SEEKS TO SPEAK W/ PREVIOUS CRM  
CRM WILL FORWARD THE FILE TO PREVIOUS CRM  
KAYTRINA GLENN/TIER 2/TAMPA; 0; 370203484  
2001-09-24

CRM SPOKE TO THE CUST WHO ADVISED THAT THE VEHICLE IS IN THE SHOP AGAIN AND THE CUST ADVISED THAT THEY ARE NOW LOOKING INTO LEMON LAW. CRM APOLOGIZED AND ADVISED THAT I WOULD LIKE TO RESEARCH AND CALL HER BACK. CRM WILL FOLLOW UP BETWEEN 4-6PM TODAY. MIKE BODKIN/TAMPA/CAC/57408; 0; 370208204

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

## PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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:  
ADDRESS:    CONTACT PHONE:

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

CASE NUMBER: 05614904 VIN: 1G1YY22GXY5119628  
MODEL YEAR: 2000  
DATE OPENED: 2001-10-02 SERIES: UNKNOWN  
DATE CLOSED: 2001-12-19 MILEAGE: 26763  
SOURCE: Phone DELIVERY DATE:  
BEC TYPE: No DEALER NAME: LOU BACHRODT CHEVROLET INC  
BEC PARTENT: DEALER ADDRESS: 1801 W ATLANTIC BLVD, POMPANO BEACH, FL, 33069, USA

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

M01 Steering General Other  
3 REPAIR ATTEMPT(S) STEERING COLUMN  
L01 Fuel System Other  
2 REPAIR ATTEMPT(S) CUSTOMER SEEKS ASSISTANCE

FINAL- FL

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

CRM RECEIVED ASSIGNED FILE  
CRM WILL DO RESEARCHVIRGINIA N. WEST LEGAL CORR. TEAM/57609; 0; 370897453  
2001-10-02

CRM RECEIVED MOTOR VEHICLE DEFECT NOTIFICATION.

THE CUSTOMERS CONCERNS ARE.

.....STEERING COLUMN...3 TIMES  
.....FUEL SYSTEM...3 TIMESVIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 370897538  
2001-10-02

VEHICLE IS A 2000 CHEVROLET CORVETTE

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 370897571  
2001-10-02

CRM DID CASE SCAN BY NAME FOUND FILE# C05541762

CRM DID CASE SCAN BY VIN# FOUND NO OTHER FILES.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 370897631  
2001-10-02

REQUEST# C05541762.....09/19/2001...4:45 P.M.

CUST STATES THAT THEY HAVE HAD CONTINUAL PROBLEMS WITH HIS FIANCE'S CORVETTE. HE STATES  
THAT SHE IS VERY UPSET AND AND SHE WANTS TO GET RID OF THE VEHICLE. CUST SEEKS TO KNOW HOW  
TO DO SO. CRM ADVISED DUE TO THE FACT THAT THIS IS OUR FIRST OPPORTUNITY TO LOOK AT THE

REQUEST# C05541762.....09/19/2001...4:47

REQUEST# C05541762.....09/19/2001...4:32

RECOUNT# C05541762.....09/21/2001...11:37

REQUEST# C05541762.....09/21/2001...1:00 PM

REQUEST# C05541762.....09/24/2001...12:57 P.M

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 370901316  
2001-10-02

CRM CONTACTED LOU BACHRODT DEALERSHIP.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR TO ADVISED OF CUSTOMER'S MOTOR VEHICLE DEFECT NOTIFICATION.

.....RICK RITACCO, SVC MGR STATES THAT THE CUSTOMER WAS AT HIS STORE ONCE ON 09/24/2001 AND  
THE

.....OTHER VISITS WAS AT THE OTHER STORE.

.....STEERING COLUMN

.....05/31/2001.....21,396 MILES.....R/O 235841.....REPLACED IT WITH AN UPDATED COMPONENT

.....09/18/2001.....24,721 MILES.....R/O 249245.....REPLACED IT WITH AN UPDATED COMPONENT

.....09/24/2001.....24,819 MILES.....R/O 249729.....REPLACED IT WITH AN UPDATED COMPONENT

### FUEL SYSTEM

.....05/02/2001.....20,481 MILES.....R/O 232583.....REPLACED LEFT SIDE FUEL SENSOR

.....05/10/2001.....20.719 MILES.....R/O 233422.....FUEL TANK SENDER FLOAT STUCK

.....UNSTUCK THE FLOAT.....NO CHARGES

.....CRANK/BUT WILL NOT START

.....01/23/2001.....15.813 MILES.....R/O 220761.....REPROGRAMED THE SYSTEM.

[illegible]

2007-10-02

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....NO ANSWER.

CRM LEFT MESSAGE ON ANSWERING MACHINE ADVISING THE CUSTOMER TO GIVE A CALL BACK.

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....NO ANSWER.

CRM LEFT MESSAGE ON ANSWERING MACHINE ADVISING THE CUSTOMER TO GIVE A CALL BACK.

CRM PROVIDED

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 370907450

2001-10-03

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER NO ANSWER.....CRM LEFT MESSAGE ON CUSTOMERS ANSWERING MACHINE.

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER NO ANSWER.....CRM LEFT MESSAGE ON CUSTOMERS ANSWERING MACHINE.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609, D, 370970425

2001-10-03

CRM RECEIVED VOICE MAIL FROM CUSTOMER [REDACTED] ADVISING THAT SHE RECEIVED MESSAGE LEFT AND TO GIVE HER A CALL BACK.

.....CFM CALLED [REDACTED] .....NO ANSWER

.....CRM LEFT MESSAGE ON VOICE MAIL REQUESTING A CALL BACK.

VIRGINIA N.WEST/LEGAL CORR. TEAM/57609: 0: 370987991

**2001-10-03**

CRM RECEIVED CALL FROM CUSTOMER

.....CUSTOMER STATES THAT AT THIS TIME SHE IS NOT HAVING A CONCERN WITH THE STEERING COLUMN AND SHE IS .....NOT CURRENTLY HAVING A CONCERN WITH THE FUEL SYSTEM.

.....CUSTOMER STATES THAT IT HAS BEEN 3 MONTHS SRH HAVE NOT HAD A CONCERN WITH THE FUEL SYSTEM.

.....CUSTOMER STATES THAT IT HAS BEEN A WEEK SINCE SHE HAS HAD A CONCERN WITH HER STEERING COLUMN.

.....CUSTOMER STATES THAT SHE HAD THE HAVE THE VEHICLE TOWED THE LAST VISIT 09/23/2001  
BECAUSE THE .....STEERING COLUMN LOCKED.

.....CUSTOMER STATES THAT SHE WAS ADVISED THAT THEY REPLACED THE STEERING COLUMN.

.....CUSTOMER STATES THAT SHE WAS ADVISED BY THE DEALERSHIP THAT THIS IS A CONCERN WITH THE CORVETTE.

.....CRM ADVISED CUSTOMER THAT I WOULD LIKE TO GET THE VEHICLE IN FOR AN INSPECTION.

.....CUSTOMER AGREED.

.....CUSTOMER STATES SHE WAS GOING TO CONTACT THE DEALERSHIP IN REFERENCE  
.....TO HER VEHICLE POPPING OUT OF GEAR WHEN SHE SHIFTS INTO 1ST.

CONTINUE>>>>>>; 0; 370994520  
2001-10-03

[illegible]

.....CUSTOMER SPOKE OF HAVING AN ATTORNEY THROUGH OUT THE CONVERSATION.

.....CUSTOMER STATES THAT SHE WAS GOING TO RECEIVE COMPENSATION.

.....CRM ADVISED CUSTOMER THAT THE FIRST THING WE NEED TO DO IS TO GET THE VEHICLE IN FOR  
.....INSPECTION AND THE CONCERN SHE ADDRESS.

.....APPOINTMENT 10/12/2001...8:00 A.M.

VIRGINIA N. WEST/LEGAL CORR. TEAM/EXT 57609; 0; 370996810  
2001-10-03

██████████ IS THE OWNER OF THE VEHICLE.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 370999564  
2001-10-04

Auditor approving letter request. Betsy McGhee/Goodwill Approval Group/Tampa; 0; 371058052  
2691-16-10

CRM CONTACTED LOU BACHRODT.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR WHO WAS UNAVAILABLE.

.....CRM LEFT MESSAGE WITH CUSTOMERS INFORMATION AND REQUESTED A CALL BACK.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 371589023  
2001-10-12

CRM CONTACTED LOU BACHRODT DEALERSHIP.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR.

.....CRM WAS ADVISED THAT THE CUSTOMER DID NOT TAKE THE VEHICLE IN.

.....CRM CALLED [REDACTED] NO FOLLOWUP WITH CUSTOMER...NO ANSWER  
CRM LEFT MESSAGE ON ANSWERING MACHINE.

.....CRM CALLED [REDACTED] ONE TO FOLLOWUP WITH CUSTOMER.....NO ANSWER  
CRM LEFT MESSAGE ON VOICE MAIL.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 371748059  
2001-10-17

CRM CONTACTED LOU BACHRODT DEALERSHIP.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR

.....RICK RITACCO, SVC MGR WAS UNAVAILABLE  
.....CRM LEFT MESSAGE ON VOICE MAIL WITH CUSTOMERS INFORMATION  
.....CRM REQUEST UPDATE FROM CUSTOMERS APPOINTMENT 10/08/2001

VIRGINIA N. WEST/LEGAL CORR TEAM/57609; 0; 372206210  
2001-10-23

CRM CONTACTED LOU BACHRODT DEALERSHIP...954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR

.....CRM WAS ADVISED BY ELLANORE, SECRETARY THAT RICK RITACCO, SVC MGR IS IN A MEETING.  
.....CRM LEFT MESSAGE ON VOICE MAIL WITH CUSTOMERS INFORMATION AND REQUESTING A CALL BACK.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 372704315  
2001-10-24

CRM CONTACTED LOU BACHRODT....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR

.....RICK RITACCO, SVC MGR WHO ADVISED THAT THE CUSTOMER WAS IN ON 09/24/2001  
.....CRM ADVISED WILL FOLLOWUP WITH THE CUSTOMER TO SEE WHY SHE DID NOT KEEP HER  
.....10/08/2001...8:00 A.M. APPOINTMENT

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 372788822  
2001-10-24

CRM CALLED [REDACTED] TO FOLLOWUP WITH THE CUSTOMER.....NO ANSWER

.....CRM CALLED [REDACTED] HOME TO FOLLOWUP WITH CUSTOMER.....NO ANSWER

.....CRM LEFT MESSAGE ADVISING CUSTOMER THAT I CONTACTED THE DEALERSHIP AND WAS ADVISED THAT.....SHE DID NOT KEEP HER 10/08/2001.....8:00 A.M. APPOINTMENT.

.....CRM LEFT MESSAGE ASKING THE CUSTOMER IF SHE WAS GOING TO MAKE ANOTHER APPOINTMENT OR  
.....WOULD SHE LIKE TO FOR ME TO SET UP ANOTHER APPOINTMENT FOR HER TO TAKE THE VEHICLE IN

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 372790275  
2001-10-25

CRM RECEIVED A VOICE MAIL FROM CUSTOMER

.....CUSTOMER [REDACTED] STATES THAT SHE WAS SICK WHEN SHE WAS SUPPOSE TO TAKE THE  
.....VEHICLE TO THE DEALERSHIP.

.....CUSTOMER [REDACTED] STATES THAT SHE PLAN TO TAKE THE VEHICLE TO THE DEALERSHIP  
.....AND SHE WILL MAKE THE APPOINTMENT AND THEN CONTACT CRM WHEN THE VEHICLE IS AT THE  
.....DEALERSHIP SO THAT CRM CAN CALL AND GET THE CORRESPONDENCE FROM THE DEALERSHIP.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 372877295  
2001-10-25

CRM CALLED [REDACTED].....NO ANSWER

.....CRM LEFT MESSAGE ON CUSTOMER VOICE MAIL REQUESTING A CALL BACK.

.....CRM CALLED [REDACTED] O FOLLOWUP WITH CUSTOMER.....NO ANSWER  
.....CRM LEFT MESSAGE ON CUSTOMER VOICE MAIL REQUESTING A CALL BACK AS TO WHEN  
.....SHE THINK SHE WOULD BE MAKING AN APPOINTMENT TO TAKE THE VEHICLE IN FOR AN  
.....APPOINTMENT.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 372877797  
2001-11-13

CRM ATTEMPTED TO REACH CUST ON [REDACTED] AND GOT VM. CRM LEFT MESSAGE ADVISING CUS  
WE ARE TRYING TO REACH HER IN ORDER TO RESCHEDULE AS UNDERSTAND SHE WAS NOT ABLE TO MAKE THE  
APPT PREVIOUSLY SCHEDULED FOR HER. CRM ADVISED WILL LEAVE CASE OPEN FOR 48 HOURS AND IF THERE  
IS NO RESPONSE WE WILL CLOSE THE CASE AND SEND HER A LETTER ASSUMING SHE IS REFUSING THE  
FINAL INSPECTION. CRM ADVISED WILL BE OUT OF THE OFFICE 11/14/01 HOWEVER IF CUST WOULD LIKE  
TO LEAVE DATE WHICH WOULD BE GOOD TO SCHEDULE THE APPT CRM WILL DO SO. CRM PROVIDED NAME,  
NUMBER AND CASE NUMBER FOR RETURN CALL. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 37452998  
2001-11-13

CRM ATTEMPTED TO REACH CUST AT [REDACTED] AND GOT ANSWERING MACHINE. CRM LEFT SAME  
MESSAGE AT HOME NUMBER IN THAT NEED TO CONTACT WITHIN 48 HOURS. CRM ADVISED CASE WILL BE  
SUSPENDED FOR THAT TIME FRAME. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 374531466  
2001-11-16

CRM HAS RECEIVED NO RESPONSE FROM CUST AND WILL SEND A NO CONTACT LETTER. Sissy Medina/  
LEGAL CORR X57577/ TAMPA; 0; 374774164  
2001-11-16

CRM HAS REVIEWED CASE AND IS SENDING A NO CONTACT LETTER TO CUST REQUESTING A RETURN CALL IN  
ORDER TO RESCHEDULE THE APPT. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 374774976  
2001-11-16

PREVIOUS CRM Sissy Medina RECEIVED VOICE MAIL FROM CUSTOMER

.....CUSTOMER STATES THAT SHE WAS OUT OF TOWN AND WILL BE ABLE TO TAKE HER VEHICLE INTO  
.....THE DEALERSHIP.

.....CUSTOMER STATES THAT SHE WOULD LIKE TO RECEIVE A CALL LETTING HER KNOW WHEN TO TAKE  
.....THE VEHICLE INTO THE DEALERSHIP.

.....CUSTOMER STATES THAT SHE CAN BE REACHED AT [REDACTED]

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 374794538  
2001-11-19

AUDITOR APPROVING LETTER. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 375032192  
2001-11-19

CRM CONTACTED LOU BACHRODT.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR  
.....CRM LEFT THE FOLLOWING INFORMATION

.....CUSTOMER NAME  
.....CUSTOMER REQUEST#  
.....CRM NAME  
.....[REDACTED]  
.....REQUEST FOR CALL BACK

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 375040981  
2001-11-26

CRM CONTACTED LOU BACHRODT DEALERSHIP.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR

.....CRM ADVISED RICK RITACCO, SVC MGR THAT THE CUSTOMER IS READY TO BRING HER VEHICLE IN FOR  
.....INSPECTION.

.....RICK RITACCO, SVC MGR STATES THAT THE CUSTOMER CAN BRING THE VEHICLE IN ANY DAY.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 375637537  
2001-11-26

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....NO ANSWER

.....CRM LEFT THE FOLLOWING INFORMATION  
.....REQUEST#  
.....CRM NAME  
.....[REDACTED]  
.....REQUEST FOR CALL BACK

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 375637611  
2001-11-27

CRM CALLED [REDACTED]

.....CUSTOMER STATES THAT SHE KNOW THAT WE WERE TRYING TO REACH HER

.....CRM ADVISED CUSTOMER THAT WE WERE TRYING TO GET AN APPOINTMENT SCHEDULED FOR HER  
.....TO TAKE THE VEHICLE TO THE DEALERSHIP.....CUSTOMER STATES THAT WE COULD SCHEDULE THE  
APPOINTMENT OF SHE WILL SCHEDULE THE APPOINTMENT.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 375741855  
2001-11-27

CRM CONTACTED LOU BACHRODT.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR.....UNAVAILABLE

.....CRM LEFT MESSAGE ON VOICE MAIL THAT THE CUSTOMER WILL BRING HER VEHICLE IN  
.....12/03/2001.....8:00 A.M. AND IF THIS IS NOT GOOD PLEASE GIVEME A CALL BACK SO THAT  
.....CRM CAN CONTACT THE CUSTOMER TO CHANGE THE DATE AND TIME.

.....CRM ADVISED CUSTOMER THAT RICK RITACCO, SVC MGR WAS NOT AVAILABLE SO CRM  
.....LEFT MESSAGE ON HIS VOICE MAIL ADVISING THAT SHE WILL BE BRINING HER VEHICLE IN  
.....MONDAY 12/03/2001.....8:00 A.M. AND IF TBS IS NOT GOOD FOR HIM TO GIVE ME A CALL SO  
.....THAT I CAN GIVE HER A CALL TO ADVISE.

.....CUSTOMER AGREED



VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 375742091  
2001-11-27

CRM CONTACTED DENNIS THEROUX, AVM

.....CRM PROVIDED THE FOLLOWING INFORMATION

.....REQUEST#

.....CONTACT WITH CUSTOMER

.....CUSTOMER CONCERN

.....CONTACT WITH DEALER

.....CUSTOMER APPOINTMENT

.....CRM NAME

.....[REDACTED] VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 375742426

2001-12-03

CRM RESUMED FILE TO REVIEW NOTES

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 376241384  
2001-12-10

Virginia,

Please contact the dealership to find out the outcome of the appt and then follow up with the customer. Thank you, Amanda Warner, Tampa Legal Corr/ 57234.; 0; 376853160  
2001-12-10

CRM ATTEMPTED TO CONTACT LOU BACHRODT.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR ALL CIRCUITS ARE BUSY.

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 376859193  
2001-12-11

CRM CONTACTED LOU BACHRODT.....954-247-3000 TO FOLLOWUP WITH RICK RITACCO, SVC MGR.....UNAVAILABLE

.....CRM LEFT THE FOLLOWING INFORMATION

.....REQUEST#

.....CUSTOMER NAME

.....CRM NAME

.....[REDACTED]

.....REQUEST FOR CALL BACK WITH OUT COME OF INSPECTION

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 376939266  
2001-12-11

CRM RECEIVED CALL FROM RICK RITACCO, SVC MGR

.....RICK RITACCO, SVC MGR STATES THAT THE CUSTOMER DID NOT COME TO HIS DEALERSHIP SHE  
.....TO THE VEHICLE TO LOU BACHRODT IN POMPANO BEACH.

.....12/03/2001.....R/O 258167

.....RICK RITACCO, SVC MGR STATES THAT THE CONCERN LISTED WAS VEHICLE HAS A HISTORY OF BEING  
.....OUT OF FUEL AND FUEL GAGE NOT READING ACCURATELY.

.....DEALERSHIP COULD NOT DUPLICATE CONCERN

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609

258167; 0; 376933972  
2001-12-11

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....NO ANSWER

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....NO ANSWER

CRM LEFT THE FOLLOWING INFORMATION

.....REQUEST#

.....CRM NAME

.....

.....REQUEST FOR CALL BACK

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 376934481  
2001-12-12

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....LINE BUSY

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 377018823  
2001-12-12

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....NO ANSWER

CRM CALLED [REDACTED] TO FOLLOWUP WITH CUSTOMER.....NO ANSWER

.....CRM LEFT THE FOLLOWING INFORMATION

.....REQUEST#

.....CRM NAME

.....

.....REQUEST FOR CALL BACK

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 377029936  
2001-12-19

CRM SENDING NO CONTACT LETTER

VIRGINIA N. WEST/LEGAL CORR. TEAM/57609; 0; 377622966  
2001-12-20

Letter reviewed and approved. Cookie McCormick/Goodwill Liaison/Tampa; 0; 377705974

\*\*\*\*\*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:

INSPECTOR 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 EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

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:

October 3, 2001

[REDACTED]  
Boca Raton, FL [REDACTED]

Request Number: C05614904  
VIN: 1G1YY22GXY5119618

Dear [REDACTED]

Thank you for your recent correspondence dated September 26, 2001 regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

If you have any further questions, please contact me at 1-800-231-1841 extension 57609 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Virginia N. West  
Customer Relationship Manager

LC1001-T/bam

October 3, 2001

[REDACTED]  
Boca Raton, FL [REDACTED]

Request Number: C05614904  
VIN: 1G1YY22GXY5119618

Dear [REDACTED]

Thank you for your recent correspondence dated September 26, 2001 regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Per our conversation of October 2, 2001 this letter is to confirm your scheduled appointment at Lou Bachrodt in Coconut Creek, Florida on October 8, 2001 at 8:00 am.

If you have any further questions, please contact me at 1-800-231-1841 extension 57609 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Virginia N. West  
Customer Relationship Manager

LC1001-T/bam

November 16, 2001

[REDACTED]  
Boca Raton, FL [REDACTED]

Request: 05614904

Dear [REDACTED]

Thank you for your recent correspondence dated September 26, 2001 regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Unfortunately, my attempts to contact you have been unsuccessful to reschedule a repair opportunity for your vehicle. I have tried to contact you on the following dates October 25<sup>th</sup> and November 13<sup>th</sup>, 2001 and left messages with no return calls.

As soon as you are available, I need you to contact me to reschedule a repair opportunity for your vehicle.

Please contact me at 1-800-231-1841 57609 Monday through Friday Eastern Standard Time 8:00 a.m. to 5:00 p.m. and I would be happy to assist you.

Sincerely,

Virginia West  
Customer Relationship Manager

LC1101-T/bam

December 19, 2001

[REDACTED]  
Boca Raton, FL [REDACTED]

Request: C05614904  
VIN 1G1YY22GXY5119618

Dear [REDACTED]

Thank you for your recent correspondence dated December 4, 2001 regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet vehicle. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Unfortunately, my attempts to contact you have been unsuccessful. I attempted to contact you on December 11, 2001, December 12, 2001 and December 19, 2001. Unfortunately I was unable to reach you at the number we have for you.

Please feel free to contact me at 1-800-231-1841 extension 57609 Monday through Friday Eastern Standard Time 8:00 a.m. to 4:00 p.m. and I would be happy to assist you.

Sincerely,

Virginia N. West  
Customer Relationship Manager

LC1201-T/pdm



Doerfield Sch, FL

**CERTIFIED MAIL**



7000 0520 0020 7331 7074



12-01-0711 11:23 ACVD

CHEVROLET MOTOR DIVISION  
CUSTOMER ASSISTANCE CENTER  
PO BOX 7047  
TROY, MI 48007-7047

48007+7047 02



# Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

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) ① Steering column - 3 times  
② Fuel System 3 times

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Model Corvette Year 2000

VIN 216121Y1Y1212161X1Y15111191401118 Date of Delivery 3/14/00

Name and City/State of selling dealer or leasing company (if applicable) Yes - more Chevrolet,  
Delray Beach, Fl.; Bank One Auto Leasing

Name and City/State of authorized service agent(s) attempting previous repairs Lou Bachert  
Coconut Creek and Pompano

Consumer [Redacted] Home phone [Redacted]

Address [Redacted] Work phone [Redacted]

Boa Rahm, FL

Signature [Redacted]

Date Mailed [Redacted]

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.

(1/99)

ORIGINAL

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

EDGEFIELD

SC

HOME PHONE:

CASE NUMBER: 04476692 VIN: 1G1YY22GKY5121126  
MODEL YEAR: 2000  
DATE OPENED: 2001-06-07 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-06-08 MILEAGE: 12000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: PONDARVIS CHEV-OLDS COMPANY INC  
BRC PARENT: DEALER ADDRESS: 650 AUGUSTA RD, EDGEFIELD, SC, 29824, USA

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

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

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/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 WHEN SHE STARTS VEH, SOMETIMES AND MOST OF THE TIME, THE "SVC STEERING COLUMN" LIGHT COMES ON AND LOCKS UP STEERING WHEEL. CUST STATES THAT SOMETIMES IT LEAVES HER STRANDED ANYWHERE FROM 5 MIN TO AN HOUR. CUST STATES THAT BEFORE, SHE HAD A CONCERN W/ THE TELESCOPING PART OF THE STEERING WHEEL AND PONDARVIS CHEV REPAIRED THE UNIT AND EVER SINCE THEN, SHE HAS HAD THESE PROBLEMS. CUST WANTS TO GET VEH TO A DLRSHIP THAT KNOWS ABOUT CORVETTES AND A RENTAL AS WELL. CRM WILL RESEARCH AND CONTACT CUST 6/8/01 BETWEEN 12-1 PST.  
AUDREY BAIR/CAC/PDX; 0; 360817264  
2001-06-08

CUSTOMER NEEDS THIS VEHICLE TAKEN TO DEALERSHIP. TRANSFERRED HER TO ROADSIDE ASSISTANCE SO SHE CAN GET ASSISTANCE.  
LINDA BURNS, CAC/ATK; 0; 360872944

2001-06-08

CUST CONTACTED WITH ROADSIDE CASE. CUST SEEKS TO KNOW STATUS. CRM ADVSD CUST OF RAODSIDE # AND WARM TRANSFERRED CUST. CRM FORWARDING CASE BACK TO BAIRA AS SHE HAD A SET CALL BACK WITH CUST. KRISTOPHER ZITSEWITZ/CAC/PDX; 0; 360879814  
2001-06-08

CRM CALLED CUST FOR CONTINUENCE OF REQUEST. CUST STATES THAT EARLIER THIS MORNING, ROADSIDE CAME BUT DID NOT TAKE VEH B/C CUST WAS M/A. CUST STATES THAT THEY WORK 5 MIN FROM HOME AND THE ROADSIDE REP FAILED TO GIVE TOW TRUCK DRIVER THEIR WORK # AS REQUESTED SO THEY COULD GO HOME WHEN HE ARRIVED. CUST STATES THAT TOW TRUCK IS COMING BACK OUT AND SHOULD BE THERE ANY MINUTE. CUST STATES THAT THEY ARE TOWING VEH TO MILTON RUBEN CHEV IN AUGUSTA, GA B/C THE DLRSHIP IN THEIR HOME TOWN DOES NOT WORK W/ CORVETTES. CUST STATES THAT MILTON CHEV IS AWARE OF THE SITUATION AND IS GOING TO ASSIST. AUDREY BAIR/CAC/PDX; 0; 360884072

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*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:

