

EA02-031

GM

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

**ATTACHMENT 4F
BOOK 19 OF 22
PART 1 OF 3**

GM622C
EA02-031

ATTACHMENT "4F" Cont

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Oceanside

NY [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-23690029

VIN:

1G1YY32G0Y5127006

DATE OPENED: 2002-08-12

MODEL YEAR:

2000

DATE CLOSED: 2002-08-12

SERIES:

Corvette

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Cust states steering column locked; ; 2002-08-12

2002-08-12

CRM called roadside for cust; ; 2002-08-12

2002-08-12

CRM called cust to update; ; 2002-08-12

2002-08-12

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4948323	VIN Number:	1G1YY32G0Y5128592
Date Opened:	8/8/2001	Model Year:	2000
Date Closed:	8/8/2001	Series:	Corvette
Dealer Code:	B11367	Mileage:	11788
Address:	DON MCCUE CHEV INC SAINT CHARLES	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- CAMPAIGN INFORMATION 01044 NOT WITHIN VIN BRE

RESOLUTION ABSTRACT- BODY EXTERIOR - SYMPTOM DIAGNOSIS

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/08/2001 10:57:33 SBD TEMPLATE - STRETLIEN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

___ (Y/N) CAN COMPLAINT BE DUPLICATED

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

___ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

___ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

___ (Y/N) BULLETIN OR PI SEARCH PERFORMED

___ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

___ (Y/N) ARE THERE ANY DTC'S

___ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/08/2001 10:57:33 HISTORY - STRETLIEN

EARL CLEMENT YB TECH

CONCERN; STEERING WHEEL LOCKED, VEHICLE NOT WITHIN VIN BREAK

TAC ADVISED TECH TO PERFORM CAMPAIGN 01044, BUT USE LABOR OP E7501 PER PI
A001782

08/08/2001 10:59:10 STRETLIEN - CASE CLOSED CAMPAIGN

INFORMATION ONLY

SYMPTOM ABSTRACT---- CAMPAIGN INFORMATION 01044 NOT WITHIN VIN BRE

RESOLUTION ABSTRACT- BODY EXTERIOR - SYMPTOM DIAGNOSIS

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/08/2001 10:57:33 SBD TEMPLATE - STRETLIEN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

___ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

___ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

___ (Y/N) BULLETIN OR PI SEARCH PERFORMED

___ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

___ (Y/N) ARE THERE ANY DTC'S

___ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/08/2001 10:57:33 HISTORY - STRETLIEN

EARL CLEMENT YB TECH

CONCERN; STEERING WHEEL LOCKED, VEHICLE NOT WITHIN VIN BREAK

TAC ADVISED TECH TO PERFORM CAMPAIGN 01044, BUT USE LABOR OP E7501 PER PI

A001752

08/08/2001 10:59:10 STRETLIEN - CASE CLOSED CAMPAIGN

INFORMATION ONLY

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Avondale, AZ [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-131898683

VIN:

1G1YY32G0Y5129936

MODEL YEAR:

2000

DATE OPENED: 2003-08-19

SERIES:

Corvette

DATE CLOSED: 2003-08-21

MILEAGE:

20000.0000000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Gateway Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 507 E Van Buren, Avondale, AZ, 85323-1499,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

steering column lock; ; 2003-08-20

2003-08-19

Svc Mgr [REDACTED] ; 2003-08-19

2003-08-20

1-131898683 [REDACTED] ; 2003-08-20

2003-08-20

1-131898683 [REDACTED] ; 2003-08-20

2003-08-20

Svc Mgr [REDACTED] ; 2003-08-20

2003-08-20

[REDACTED] ; 2003-08-20

2003-08-21

1-131898683 [REDACTED] ; 2003-08-21

2003-08-21

1-131898683 [REDACTED] ; 2003-08-21

2003-08-21

Svc Mgr [REDACTED] ; 2003-08-21

2003-08-21

1-131898683 Sheldon; ; 2003-08-21

2003-08-21

Svc Mgr [REDACTED] ; 2003-08-21

2003-08-21

Follow up on repair and asst; ; 2003-08-21

2003-08-21

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Dothan , AL

CASE NUMBER: 1-137497708 VIN: 1G1YY32G0Y5132044
MODEL YEAR: 2000
DATE OPENED: 2003-09-04 SERIES: Corvette
DATE CLOSED: 2003-09-08 MILEAGE: 44000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Solomon Motor Company, Incorporated
BRC PART#: DEALER ADDRESS: 4885 Montgomery Hwy, Dothan, AL, 36303, USA

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

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

Inoperative

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

Steering Column Lock; ; 2003-09-04
2003-09-04

Steering Column Lock; ; 2003-09-04
2003-09-08

Tom Hunt (Steering Column Lock); ; 2003-09-08
2003-09-08

Steering Column Lock; ; 2003-09-08
2003-09-08

Steering Column Locked; ; 2003-09-08
2003-09-08

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER: 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:	6550907	VIN Number:	1G1YY32G115104209
Date Opened:	6/16/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B03138	Mileage:	12879
Address:	DAHMS CHEVROLET INC DONNELSON	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING CUSTOMER ALLEGES COLUMN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/16/2003 17:00:55 SBD TEMPLATE - STRETLIEN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) BOB MCLAUGHLIN TECH

CUSTOMER CONCERN - STEERING COLUMN LOCKED UP WHEN STARTED.

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

TECH STATES, CUSTOMER SAW REMOVE KEY AND WAIT 10 SECONDS, DID NOT, CUSTOMER STARTED VEHICLE AND WAS NOT ABLE TO TURN STEERING WHEEL, ASKING FOR ANY INFO.

TAC RECOMMENDATION - TAC ADVISED TECH PER PI A000285, FAXED DIRECTIONS.

06/16/2003 17:00:55 HISTORY - STRETLIEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6426885	VIN Number:	1G1YY32G115109412
Date Opened:	4/28/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B06154	Mileage:	10465
Address:	COURTESY CHEVROLET SAN JOSE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCK IS INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/28/2003 12:11:42 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -

STEERING COLUMN IS LOCKED.

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

TECH IS LOOKING FOR DIAGNOSTIC ASSISTANCE.

TAC RECOMMENDATION -

TAC ADVISED TO FOLLOW THE STEERING COLUMN FUNCTION TEST DIAGNOSTIC CHART.

04/28/2003 12:11:42 HISTORY - SHERMAN

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

HONOLULU, HI

CASE NUMBER: 05454297 VIN: 1G1YYE2G115118B4D
MODEL YEAR: 2001
DATE OPENED: 2001-09-05 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-11-12 MILEAGE: 2600
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JN CHEVROLET
BRC PARENT: DEALER ADDRESS: 2999 N NIMITZ HWY, HONOLULU, HI, 96819, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CORR REC'D 9-5-01

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

M01 Steering General Other
1 REPAIR ATTEMPT(S) DLR REPAIRED

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_Corepol nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CSI REC'D. CYNTHIA CABRERA/CAC/PDX; 0; 368543599
2001-09-14

CSI STATES: THIS IS MY SECOND CORVETTE, 98 WAS TRADED IN BECAUSE IT WAS A LEMON. TO HAVE 3 PROBLEMS AFTER ONLY 2K MILES ON 2001 IS NOT ACCEPTABLE. BILL REID/PDX/CAC; 0; 369322617
2001-09-21

CUST STATES THAT THIS IS HIS 2ND VETTE. CUST STATES THAT SINCE HE HAD ALOT OF PROBLEMS W/THE OLD ONE THEY EXTENDED HIS WARRANTY AND GAVE HIM 10% OFF THE NEW VEH. CUST STATES THAT HE HAS ALREADY HAD 3 PROBLEMS W/THIS VEH AND THAT GMS QUALITY CONTROL IS BAD. CUST STATES THAT THEY REPLACED A SEAT, THE STEERING LOCKED (WHICH HAS BEEN TAKEN CARE OF), AND NOW THE PARTS ON THE WAY TO BE ABLE TO FIX THE A/C (BAD SMELL COMES OUT OF A/C). CUST STATES THE DESIGN OF THE VEH IS GREAT. CUST STATES THAT THE SVC HAS BEEN GREAT BY THE DLR. CUST SEEKS NOTHING
SVC MGR AT J.N. CHEV (808-831-2500), CURRENTLY CLOSED

CRM ADVISED CUST OF FOLLOW UP TO SEE IF PARTS HAVE ARRIVED TO FIX THE VEH.
FOR 10-2-01 11-12:30 PST/ 8-9:30 HI TIME. BILL REID/PDX/CAC; 0; 369950421
2001-10-01

SET CALL BACK

CALL BACK SCHEDULED FOR 10-2-01 BILL REID/PDX/CAC; 0; 370800707
2001-10-02

CUST STATES THAT ONE PART CAME IN BUT THE OTHER THE PART THEY DONT HAVE THE OTHER PART THEY HAVE TO SEARCH FOR IT.

PARTS MGR, GAIL AWONG, STATED THAT THE PART IS STILL ON ORDER--SPAC# T08527930
SPO-SPAC STATED THAT THE PART HAS BEEN SHIPPED AND SHOULDARRIVE IN THE NEXT COUPLE OF DAYS.
CRM ADVISED CUST THAT THE PART SHOULD BE IN IN THE NEXT COUPLE OF DAYS TO CONTACT THE DLR ON
FRI. SET FOLLOW UP CALL FOR 10-10-01 11-12:30/PST BILL REID PDX/CAC; 0; 370902318
2001-10-10

PTS MGR STATED THAT THE PART HASNT COME IN YET.
CRM ADVISED CUST THAT THE PART HASNT COME IN YET AND APOLOGIZED. SET FOLLOW UP CALL FOR 10-
16-01 11-12:30 PST/8-9:30 HI TIME BILL REID/DYXCAC; 0; 371595584
2001-10-11

FOLLOW UP CALL SET UP FOR 10-16 BILL REID/PDX/CAC; 0; 371674893
2001-10-16

PTS MGR, GAIL AWONG (808-831-2500), STATES THAT THE PART HAS COME IN
SVC ADV, SAL GONZALEZ, STATES THAT THE CUST HAS BEEN CONTACTED BUT NO APPT HAS BEEN MADE AS
OF THIS TIME.
CUST STATES THAT THE DLR HAS NOT CONTACTED HIM BUT THANKED FOR LETTING HIM KNOW THAT THE
PART HAS COME IN AND WILL SCHEDULE AN APPT TO HAVE IT REPLACED. BILL REID/PDX/CAC; 0;
372114571
2001-10-23

CUST STATES THAT THE DLR HAS TAKEN CARE OF REPLACING THE PART AND SEEMS TO BE ALRIGHT.
CRM APOLOGIZED FOR THE INCONVIENANCE, GAVE INFO. BILL RIED/PDX/CAC; 0; 372717885
2001-10-23

BUSINESS REASONS FOR LOF: 1. INCONVIENANCE 2. ENHANCE CUST ENTHUSIASM 3. BRING DLR/CUST
TOGETHER. TM APPROVAL VALERIE BARROW. BILL REID/PDX/CAC; 0; 372717941
2001-10-23

GL REVIEWED FILE AND THE LOF IS BEING SENT TO WOM THE CUST. ADDRESS HAS BEEN VERIFIED ON THE
CSI.. GL WILL SUBMIT FOR 1ST AND FINAL APPROVAL....KIM GARDNER/GL/PDX; 0; 372734992
2001-10-24

gl submitting for final approval. cindy slaght/gl/pdx/cars; 0; 372803265
2001-10-24

FINAL APPROVED.; 0; 372833616
2001-11-05

FORWARDING TO TM SCOTT PETTIGROVE.....APRIL NEWCOMB/CAC/PDX/; 0; 373861491
2001-11-12

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 10/25/01 TO 1050 LUNALILO STREET APARTMENT 1206
HONOLULU, HI 96822
ERIN WELTER/CAC/PDX; 0; 374463718

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

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:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
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 23, 2001


Honolulu, HI 96822

Request: C05454297

Dear 

We are sorry you have experienced concerns with your 2001 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

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

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

Sincerely,

Bill Reid
Customer Relationship Manager

RS0015-P

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98 and insert the amount in the net item column. Claim must be submitted with a "G" authorization code. This original letter should be retained in the customer's file.



Service Satisfaction Survey

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

Honolulu HI 96822-3974

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Home telephone: XXXXXXXX

Change to: XXXXXXXX

Please provide us with your preferred Email address:

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Dear _____

Our records indicate that you had your 2001 Corvette serviced at Jn Chevrolet on July 5, 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 Jn Chevrolet.

Sincerely,

Dawn L. Wright

Dawn L. Wright

Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 2001 Corvette, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 5, 2001, COMPLETE THIS SURVEY. **

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------|---------------------------------------------|-----------------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?..... | <input type="checkbox"/> | <input checked="" 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 type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input checked="" type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

1G1YY32G115118840 08330

21127391437 00000112209 138081

051

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

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

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

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

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

14. Were you given a copy of the completed repair order/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

Wrapping Up Your Experience

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

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

18. Overall, how satisfied are you with your 2001 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your Dealership? _____

Vehicle: This is my second Corvette, 98 was traded in because it was a lemon. To have 3 problems after only 2000 miles on a 2001 is not acceptable.

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

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

Please return this questionnaire in the self-addressed, postage-paid envelope CHEVROLET MOTOR DIVISION, P.O. BOX 10983, TOLEDO, OH 43686-0983

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5696778	VIN Number:	1G1YY32G1W5100071
Date Opened:	6/26/2002	Model Year:	1998
Date Closed:	6/27/2002	Series:	Corvette
Dealer Code:	B18049	Mileage:	29000
Address:	VANDE HEY BRANTMEIERCHILTON	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE LOCK STEERING COLUMN WON'T

RESOLUTION ABSTRACT- LOCK, STEERING COLUMN ELEC. PARK - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/26/2002 12:57:24 CALDRONE - PROVIDED SERVICE MANUAL INFO

06/26/2002 12:57:17 CALDRONE - PROVIDED BULLETIN INFORMATION

06/26/2002 12:13:18 SBD TEMPLATE - CALDRONE

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE PIETENBURG, TECH

CUSTOMER CONCERN - STEERING COLUMN WON'T UNLOCK WHEN STARTING VEHICLE.
VEHICLE STALLS WHEN PUT INTO GEAR.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) TECH CAN DUPLICATE, "SERVICE COLUMN LOCK"
MESSAGE ON DIC. NO DTC'S IN BCM. TECH PERFORMED STEERING COLUMN
DIAGNOSTIC SYSTEM CHECK, NOT SURE WHERE TO GO FROM THERE.

TAC RECOMMENDATION - VERIFY NO AFTERMARKET ACCESSORIES, SUCH AS ECL
"BYPASS" KIT. REVIEWED OPERATION OF ECL WITH TECH.

7 BULLETIN 98-02-35-002, CONCERN EARLY AND LATE PRODUCTION STEERING
COLUMN LOCK, WITH OR WITHOUT RELAY.

EA02-031 / GM22C

Page 1 of 2

7 HAD TECH OBTAIN "COLUMN LOCK STATE" AND "COLUMN LOCK FEEDBACK" DATA FROM TECH 2:

COLUMN LOCK STATE IS: "UNLOCK FAILURE"

COLUMN LOCK FEEDBACK IS: "INACTIVE"

ADVISED TECH TO PERFORM "STEERING COLUMN LOCK MALFUNCTION" DIAGNOSTICS, INCLUDING:

7 MONITOR "KEY IN" AND "KEY OUT" INPUTS, REPAIR AS NECESSARY.

7 UNPLUG C207, TEST COLUMN LOCK FEEDBACK CIRCUIT BY JUMPING C207

TERMINALS A AND B (BODY HARNESS SIDE) AND MONITORING "COLUMN LOCK FEEDBACK" WITH TECH 2. IF FEEDBACK DOES NOT CHANGE FROM "INACTIVE" TO "ACTIVE" WITH TERMINALS A AND B SHORTED TOGETHER, REPAIR OPEN CIRCUIT.

7 IF THESE CIRCUITS TEST GOOD, INSTALL KNOWN GOOD COLUMN LOCK MOTOR AND EVALUATE.

7 REPORT FINDINGS TO TAC.

██████████ 4-0767

06/26/2002 12:13:18 HISTORY

06/27/2002 15:34:34 CALDRONE - CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE PIETENBURG, TECH

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH PERFORMED SUGGESTED DIAGNOSIS, FOUND FAULTY ECL MOTOR. TECH REPLACED ECL AND CONCERN IS RESOLVED.

NEW RECOMMENDATIONS

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

READING, PA

CASE NUMBER: 04516544 VIN: 1G1YY32G1W5101804
MODEL YEAR: 1998
DATE OPENED: 2001-06-12 SERIES: UNKNOWN
DATE CLOSED: 2001-06-13 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: GOLDENS #1 CHEVROLET
BRC PARENT: DEALER ADDRESS: 401 & 411 LANCASTER AVENUE, READING, PA, 19607, USA

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

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

STEERING WHEEL LOCK-UP; IGNITION LOCK MOTOR FAILED; SEEKING COST ASSISTANCE

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

CUST STATES HE TURNED ON KEY, VEH STARTED, BUT LIGHT CAME ON "SERVICE COLUMN LOCK"-STEERING WHEEL LOCKED AND VEH HAD TO BE TOWED TO DLRSHF WHERE HE WAS TOLD THAT THE IGNITION LOCK MOTOR AND BODY CYLINDER WERE SHOT & WOULD COST APPROX \$1200.00. CUST SEEKS COST ASSISTANCE FOR REPAIRS. CRM ADVISED WOULD CALL DLRSHF, SVC MGR NOR ASST SVC MGR AVAILABLE TO TAKE CALL; CRM WILL C/B LATER TODAY. CRM ADVISED CUST OF SAME AND HE AGREED TO WAIT FOR C/B. MERCYWILCOX/CARS/TAMPA; 0; 361208684
2001-06-12

CRM CONTACTED DLRSHF, SPK W/ RECEPTIONIST WHO INFORMED CRM THAT THE SVC MGR DOES NOT HANDLE THIS KIND OF CALL, BUT RATHER CUST SVC MAUREEN STEINMETZ, WHO WAS NOT AVAILABLE TO TAKE CALL. CRM CONTACTED CUST AND ADVISED HIM THAT CRM WOULD HAVE TO CONTACT THE DLRSHF TOMORROW AND WOULD CALL CUST AFTERWARDS. CUST AGREED TO WAIT FOR CALL. MERCYWILCOX/CARS/TAMPA; 0; 361231498
2001-06-13

cust called and stated that he was working with previous crm and had planned a cb time but had a break from work and thought that he would call in to find out status of the case..crm reviewed case and informed cust of info and of previous crm planning on calling the cust back today with update/resolution.....Aaron Correll/cac/pdx; 0; 361306876
2001-06-13

CUST HAS CALLED INTO CAC SEEKING COST ASSISTANCE.

CRM RESEARCHED FILE AND NOTES: NO CONTACT HAS BEEN MADE WITH THE DLR YET AND THE CUST HAS VEHICLE AT A NEW DLR DUE TO ROADSIDE TOWING.

CUST STATES: PART FOR THE REPAIR IS \$1200.00 AND WOULD LIKE SOME COST ASSISTANCE SINCE THE VEHICLE IS ONLY 4,000 MILES OUT OF WARRANTY.

CRM CALLED BOB FISHER CHEV > ORIGINAL SELLING DLR< AND SPOKE WITH THE SHOP FOREMAN. CRM SEEKS: INFO ABOUT CUST AND VEHICLE AND POTENTIAL GOODWILL POSSIBILITIES

SHOP FOREMAN STATES: HE NEW CUST AND VEHICLE AND IF VEHICLE WAS AT SHOP WOULD BE IN A POSITION TO DO SOME TYPE OF GOODWILL HOWEVER GOLDEN #1 SHARED THE SAME AVM AND SHOP FOREMAN ADVISED: APPROACH THAT SRV MGR FOR GOODWILL.

CRM CALLED GOLDENS AND LEFT VOICE MAIL FOR THE SRV MGR BOB SMITZINGER, AND WILL ATTEMPT TO CALL HIM AT 5PM EDT 06/13/01 AND THEN RETURN CALL TO CUST AT 5-6 PM EDT.

DAVEOTT/PDX/CAC.; 0; 361318816

2001-06-13

SVC MGR CLLD IN, BUT WHILE TALKING TO THIS CRM, PREVIOUS CRM HAD CLLD DLR. SVC MGR WILL
TALK TO CRM OTTD. KARLA PASSLER.CAC.PDX; 0; 361321087
2001-06-13

CRM CALLED SRV MGR AND HE STATES: THEY WILL DO A COST SPLIT. CUST PAY THE LABOR AND
THE DLR WILL PAY FOR THE PART.

CRM CALLED THE CUST AND CUST ACCEPTED THE OFFER.

CRM ADVISED CUST TO CONTACT TODD AT HIS EXTENSION. CRM WILL CLOSE THE FILE.

DAVROTT/PDX/CAC; 0; 361322404

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:
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:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

*****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:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] NEW ALBANY IN [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05234489 VIN: 1GLYY32G1W5105030
DATE OPENED: 2001-08-08 MODEL YEAR: 1998
DATE CLOSED: 2001-08-20 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 56000
BRC TYPE: Yes DELIVERY DATE:
BRC PARENT: DEALER NAME: COYLE CHEVROLET CO.
DEALER ADDRESS: 1801 BROADWAY ST., CLARKSVILLE, IN, 47129, USA

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

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

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify sp Determine Customer's expectation
 - * Determine Customer's expectation
 - * Determine if any manufacturer / parts warranty remains in effect
 - * Probe to determine if consumer has an "Extended Warranty" GMPP or other
 - * Reference WRC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision,
review warranty history, and other appropriate documents.
 - * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)
 - * If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
 - * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSBP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done

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

CUST STATES THAT HE HAS 2 CORVETTES. CUST STATES THAT HE HAS APT 6 OF THE CORVETTES THAT
THE STEERING WHEEL LOCKS. CUST SEEKS TO KNOW IF THERE IS A CAMPAIGN ON THIS CONCERN. CRM
REVIEWED & FOUND CAMPAIGN 01044 & REVIEWED & ADVSD CUST THAT HIS VEH IS NOT INVOLVED IN THE
CAMPAIGN. CUST HAS 2 1998 CORVETTES. CUST STATES THAT HE DOES HAVE REPAIRS DONE AT THE
DLR. CUST SEEKS COST ASST ON THE REPAIR. CUST STATES THAT THE REPAIR ON THE BLACK 1998
\$338.49 ON 7/3/01. CUST SEEKS REIM. CRM OFFERED A CLL BCK & CUST STATES THAT HE WILL CLL
BCK 8-9-01 AFTERNOON. CRM ADVSD CUST OF FILE#. JAIMESANDAGE PDXCAC; 0; 366137095
2001-08-08

CRM CONTACTED THE DLR. CRM WAS UNABLE TO REACH ANYONE IN SVC. JAIMESANDAGE PDXCAC; 0;
366137183
2001-08-08

CRM CLLD THE DLR & WAS UNABLE TO REACH ANYONE IN SVC. JAIMESANDAGE PDX CAC; 0; 366156464
2001-08-09

CRM CONTACTED THE DLR & THE SVC MGR WAS UNAVAIL. CRM WILL ATTEMPT LATER. JAIMESANDAGE PDX
CAC; 0; 366221412
2001-08-09

CRM CLLD DLR & WAS UNABLE TO REACH ANYONE. JAIMESANDAGE PDX CAC; 0; 366231076
2001-08-09

CRM CLLD DLR & RECEIVED NO ANSWER IN SVC. JAIMESANDAGE PDX CAC; 0; 366235692
2001-08-09

CRM CLLD THE DLR & SPOKE TO SVC MGR, PHILLIP. PHILLIP COULD NOT EVEN FIND ANY INFO IN THE
COMPUTER RE CUST. PHILLIP STATES THAT HE DOES NOT REMEMBER HAVING A CORVETTE AT THE DLR
YESTERDAY. *****NEXT CRM*****PLS ADVS CUST THAT THE DLR HASNO INFO IN RE TO
HIS CORVETTE OR UNDER CUST NAME. PLS ASSIST OR RECEIVE A \$ CUST CAN BE REACHED AT DURING 7
AM - 3:30 PM PST THANKS JAIMESANDAGE PDX CAC; 0; 366239662
2001-08-10

CRM CLLD CUST & DID NOT RECEIVE AN ANSWER. CRM WILL CHECK FILE IN 5 BUSINESS DAYS TO SEE IF
CUST HAS CLLD CAC. *****NEXT CRM*****CRM CLLD THE DLR & SPOKE
TO SVC MGR, PHILLIP. PHILLIP COULD NOT EVEN FIND ANY INFO IN THE COMPUTER RE CUST. PHILLIP
STATES THAT HE DOES NOT REMEMBER HAVING A CORVETTE AT THE DLR YESTERDAY. *****NEXT
CRM*****PLS ASSIST PLS ADVS CUST THAT THE DLR HAS NO INFO IN RE TO HIS CORVETTE OR
UNDER CUST NAME. PLS ASSIST OR RECEIVE A \$ CUST CAN BE REACHED AT DURING 7 AM - 3:30 PM PST
THANKS JAIMESANDAGE PDX CAC; 0; 366316313
2001-08-17

CRM CLLD CUST & DID NOT RECEIVE AN ANSWER. CRM WILL SEND A CLL CAC LETTER.
*****NEXT CRM*****PLS ASSIST CUST. CUST SEEK FOR THE REPAIR TO BE COVERED
BY GM. I SPOKE TO THE SVC MGR, PHILLIP & WAS ADVSD THAT HE WAS NOT AWARE OF A CUSTWITH THE
CUST NAME OR A VEH BEING AT HIS DLR. JAIMESANDAGE PDX CAC; 0; 366917283
2001-08-20

CUST` STATES` HE HAD CALLED` PREVIOUSLY ABOUT CORVETTE STEERING COLUMN LOCK CAMPAIGN 01044 &
CUST` IS SEEKING TO` BE REIMBURSED FOR` HIS THREE 1998 CORVETTES THAT` HAVE HAD THIS
CORRECTED. CRM CALLED SVC DLR COYLE (812-218-1100) SVC JOE BUCKMAN ADV THATVEH DOES NOT`
FALL WITHIN VIN BREAKPOINTS SO REPAIR EXPENSES ARE NOT REIMBURSABLE AT THIS` TIME BUT TO
HANG ON TO` RECEIPTS IN CASE CAMPAIGN IS EXTENDED` IN FUTURE. CRM ADV CUST THAT VEH DOES
NOT FALL WITHIN VIN BREAKPOINTS SO PREVIOUS REPAIRS ARE NOT` REIMBURSABLE AT THIS TIME & TO
HANG ON TO RECEIPTS IN CASE CAMPAIGN EXPANDED IN FUTURE & CUST UNDERSTANDS. ` KATHY
SAWYER/CRM/PDX/CAC; 0; 367183619

*****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
MSEP:

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****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:

SANTA MONICA

CA

HOME PHONE:

CASE NUMBER: 05411072 VIN: 1G1YY32G1W5106615
MODEL YEAR: 1998
DATE OPENED: 2001-08-28 SERIES: CORVETTE CONV
DATE CLOSED: 2001-12-28 MILEAGE: 66000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RYDELL AUTOMOTIVE GROUP
BRC PARENT: DEALER ADDRESS: 753 SAN FERNANDO RD., SAN FERNANDO, CA, 91340, USA

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

M41 Steering Column/Lock/Attaching Parts Vibration
0 REPAIR ATTEMPT(S) CUST STATES THAT THE VEH IS LOCKED

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) REFERRED TO THE DLR FOR CORRECTION

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) CAMPAIGN

A01 Open Campaign Product Campaign Claim
0 REPAIR ATTEMPT(S) 01044

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST CALLED SEEKING A FIX FOR HIS VEH AS THE COLUMN IS READING A CODE FOR THE COLUMN LOCK...CUST STATES THAT THIS IS THE THIRD TIME THAT THE STEERING COLUMN HAS LOCKED AND IN THE PAST HE WAS ABLE TO OBTAIN TECH INFO ON HOW TO CORRECT THE CONCERN...CRM LOOKED IN TO THE CAMPAIGN 01044 AND NOTED THAT CUST VEH NOT COVERED...CRM ADVISED CUST THAT HE WOULD NEED TO GET THE VEH TO THE DLR AND HAVE THE DLR CORRECT IT...CUST STATED THAT HE THOUGHT THAT IT WAS RECALLED...CRM ADVISED THAT CUST VEH NOT COVERED UNDER THE RECALL...CUST INQUIRED AS TO HOW TO GET THE WORK DONE...CRM ADVISED CUST WOULD NEED TO GET TI TO THE DLR...CUST STATED THAT IT WAS OUT OF WARRANTY THOUGH...CRM APOLOGIZED BUT ADVISED VEH OUT OF WARRANTY, AND NOT UNDER THE CAMPAIGN...CUST STATED OKAY...SCHERTENLEIB, JANEL CAC PDX; 0; 367872722 2001-08-28

CUST STATES HE JUST CALLED AND TALKED TO SOMEONE ELSE ABOUT HIS STEERING COLUMN CONCERN AND DOES NOT UNDERSTAND WHY HIS VEH ISN'T COVERED UNDER RECALL FOR SAME CONCERN. CRM ADV CUST THAT DIFFERENT MECHANICAL DEFECTS CAN CAUSE THE SAME SYMPTOMS AND THE VIN BREAKPOINTS FOR CAMPAIGNS ARE DETERMINE BY MANY VARIABLES, INCLUDING TIME, PLANT LOCATION, VENDOR, ETC. CRM ADV CUST IF DLR DETERMINES STEERING CONCERN IS SAME AS CONCERN DESCRIBED IN CAMPAIGN CUST IS REFERRING TO, GM MAY CONSIDER ASSISTANCE, BUT DIAGNOSIS WOULD NEED TO BE DONE. CUST IS TOWING VEH TO RYDEL CHEV RIGHT NOW. CRM WILL CALL DLR TOMORROW AM (8/29/01) AND THEN CUST AFTER THAT. PAM ELLISON/PDX/CAC; 0; 367888379

2001-08-29

CRM CALLED DLR AND PHONE JUST RANG AND RANG WITHOUT ANYONE PICKING UP THE LINE, NOT EVEN AN OPERATOR. CRM WILL TRY AGAIN BEFORE 3:00 PM PACIFIC TIME. PAM ELLISON/PDX/CAC; 0; 367969635

2001-08-29

CRM CALLED DLR AGAIN AND IT RANG AND RANG AGAIN WITHOUT ANY ANSWER. CRM WILL TRY AGAIN ON 8/30/01 9:30-11:30 AM PACIFIC TIME. PAM ELLISON/PDX/CAC; 0; 367976685

2001-08-30

CRM CONTACTED SVC MGR. ROBERT HENDERSON AT RYDEL AUTOMOTIVE IN NORTHRIDGE, CA AND HE STATES CUST VEH HAD THE SAME CONDITION AS DESCRIBED IN CAMPAIGN 1044 IN WHICH THE STEERING COLUMN LOCKS UP. MR. HENDERSON STATES THAT HE REPLACED THE STEERING WHEEL LOCK ACTUATOR AND ASSEMBLY AND CHARGED THE CUST \$337, WHICH CUST PAID. CRM LEFT AVM MESSAGE SEEKING REIMB OF \$337 SINCE SAME CONDITION REPAIRED AS DESCRIBED IN CAMPAIGN 1044. CRM CONTACTED CUST AND LEFT VOICE MESSAGE THAT I WAS LOOKING INTO SOME FINANCIAL ASSISTNCE FOR HIS STEERING COLUMN REPAIR. PAM ELLISON/PDX/CAC; 0; 368043171

2001-08-30

AVM RESPONSE.....AVM, TONY MASARWEH RESPONDED TO CRM, AVM STATES HE APPROVES OF AND AUTHORIZES THE REIMB OF \$337 FOR THIS STEERING COLUMN. CRM CALLED CUST AND LEFT REIMB OFFER ON VOICE MAIL AS WELL AS INSTRUCTIONS TO SEND DOCS INTO CHEV. FOR PROCESSING. PAM

ELLISON/PDX/CAC; 0; 368061463

2001-09-11

CORR RECEIVED

CUST SENT IN DOCS FOR REIMB. CRM ATTACHING TO FILE AND FORWARDING TO PREV CRM ELLISON FOR REVIEW AND FOLLOW UP IF NEEDED. EDWARD CRAWFORD/CORR/TAMPA, FL; 0; 369065765

2001-09-11

CRM REC'D DOCS; ORIGINAL R.O AND PROOF OF PAYMENT FOR \$494.44 (INCLUDING \$143.75 FOR TOWING). PROOF OF OWNERSHIP NOT INCLUDED AND ADDRESS ON DOCS DIFFER FROM ADDRESS IN FILE. CRM WILL CALL CUST TO ADV TO SEND COPY OF PROOF OF OWNERSHIP AS WELL AS TO DOCUMENT CORRECT ADDRESS. CRM UNABLE TO MAKE CALL AT THIS TIME DUE TO 9/11/01 CALL CENTER OUTBOUND CALL RESTRICTION DUE TO TERRORIST ACTS. CRM WILL ATTEMPT TO CALL CUST ON 9/14/01. PAM

ELLISON/PDX/CAC; 0; 369079942

2001-09-14

CRM CALLED CUST AND LEFT VOICE MESSAGE ADV CUST TO SEND COPY OF PROOF OF OWNERSHIP AS WELL AS ADDRESS VERIFICATION. CRM ADV CUST TO REFER TO HIS CASE# WHEN SENDING CORRESPONDENCE IN. CRM SUSPENDED FILE UNTIL ADDITIONAL DOCS REC'D. PAM ELLISON/PDX/CAC; 0; 369349780

2001-09-18

CUST PHOND IN AFTER MESS TO CALL CAC. CRM ADVISED CUST THT HE NEEDS TO SEND IN PROOF OF OWNERSHIP CUST AGREED CRM MARY LOU HENNIS CAC/PDX; 0; 369690989

2001-09-27

CRM CHECKING FOR PROOF OF OWNERSHIP. NONE REC'D AS OF YET. CRM RESUSPENDING FILE PENDING RECEIPTS OF PROOF OF OWNERSHIP. PAM ELLISON/PDX/CAC; 0; 370482579

2001-09-28

CRM RE-SUSPENDING FILE AS NO ADDITINAL DOCS HAVE ARRIVED. PAM ELLISON/PDX/CAC; 0; 370559736

2001-10-02

Correspondence received and attached. Crm forwarding file to ELLISONP. Jason
Agard/CAC/Tampa; 0; 370931725
2001-10-03

CRM REC'D TRANSFERRED FILE AND REVIEWED NEW DOC, PROOF OF OWNERSHIP. CRM WILL REVIEW REIMB
ON 10/05/01. PAM ELLISON/PDX/CAC; 0; 370982970
2001-10-12

Crm discussed this reimb with TM, Maira Espinoza and she approves because 1)avm athorized
reimb 2) Repair is same as repair done on other like year make and model corvettes on
steering column under campaign 1044. 3) restore loyalty and confidence in gm. cust
satisfaction. Crm will include tow charge in this reimb as veh would not have needed towing
if work had been done and if veh had originally been included in this campaign.
Reimbursement amounts: \$175.00 labor, \$162.68 parts, \$143.75 tow, \$13.01 tax @ 13.01%,
parts only. Totall reimbursement: \$494.44. cust has been offered this reimb amount. cust
accepted. address verified. tm approved. all necessary docs attached to file. crm
processing reimb and forwarding to goodwill liason. pam ellison/pdx/cac; 0; 371778029
2001-10-15

GL NOTED ADDRESS ON DOCS ARE DIFFERENT FROM FILE. GL CALLED CUST AND VERIFIED ADDRESS IN
FILE IS CORRECT CUST HAS MOVED SINCE REPAIR AND HAS NOT CHANGED HIS REGISTRATION ADDRESS
YET. WILL SUBMIT FOR FIRST AND FINAL APPROVAL GOODWIL LIAISON/JANET CONGER/CAC/PDX; 0;
372019044
2001-10-15

gl submitting for final approval. cindy slaght/gl/pdx/cars; 0; 372030191
2001-10-15

FINAL APPROVED; 0; 372039598
2001-10-25

CHECK #900487004 IN THE AMOUNT OF \$494.44 WAS MAILED ON 10/18/01 TO 226 24TH PLACE,
MANHATTAN BEACH, CA. 90266.
JADA MEAD/GL/TL/CAC/PDX.; 0; 372905407
2001-11-29

CUST CONTACTED CAC STATING THAT HE HAS NOT YET REC THE REIM CHECK. CUST STATES
THAT HE WILL BE MOVING ON 11/30 AND HIS NEW ADDRESS WILL BE..... 425 BROADWAY APT 203
SANTA MONICA CA 90401 CRM ADVISED CUST THAT CRM WILL FORWARD IN TO TMJOHNATHAN SLAUGHTER
FOR RESEARCH W/ GOODWILL DEPT.
CUST IS SATISFIED.
CRM WILL CLOSE FILE AS SATISFIED.
RACHEL FREEMAN/ATX/CAC; 0; 375910712
2001-12-12

CUST STATES NEEDS AN UPDATE. CUST SEEKS UPDATE. CRM ADVISED NEED TO RESEARCH. SARA
STAFFORD/CAC/PDX.; 0; 377052168
2001-12-12

CRM CONFERRED W/ GL KATIE DESMOND WHO STATES THEY FIRST NEED TO VOID THE CHECK AND MAKE SURE
IT HAS NOT BEEN CASHED. SARA STAFFORD/CAC/PDX.; 0; 377052206
2001-12-12

CRM CONTACTED CUST AND ADVISED TEAM MATE CASSY DIENI WILL BE MAKING THE CALL BACK TO HIM ON
12-17. BETWEEN 10-5PST. SARA STAFFORD/CAC/PDX.; 0; 377052302
2001-12-12

CRM FORWARDING TO CRM CASSY DIENI FOR FOLLOW UP AS REQUESTED BY CASSY DIENI. SARA
STAFFORD/CAC/PDX.; 0; 377052330
2001-12-12

I FAXED OVER A STOP PYMT REQUEST. I WILL UPDATE FILE WHEN I RECEIVE VERIFICATION THAT THE
CHECK HAS BEEN STOPPED. JADA MEAD/GL/TL/CAC/PDX.; 0; 377052604

2001-12-17

crm called cust to advise chev is working on request. Stop payment was issued on check and research is being done. cust n/a. Crm will try again on 12/24/01 between 8-10am pat.
CassyDieni/cac/pdx; 0; 377480585
2001-12-24

crm called cust and n/a. crm will try again on 12/28/01 between 8-10am PST.
CassyDieni/cac/pdx; 0; 378060791
2001-12-27

STOP PYMT VERIFICATION WAS REC'D. CHECK WAS STOPPED ON 12/14/01. NEW REQUEST WILL BE CREATED AND CHECK WILL BE SENT. JADA MEAD/GL/TL/CAC/PDX.; 0; 378345468
2001-12-27

please see file # 06088541 for re-issuing of cust check...kim gardner/gl/pdx; 0; 378346385
2001-12-28

CrM called cust and advised of new file #06088541 and reimb check is being issued. REQUEST CLOSED SATISFIED. CassyDieni/cac/pdx; 0; 378406555

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

PAR STATUS:

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 12, 2001

[REDACTED]
Manhattan Beach, CA 90266

Request: C05411072

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$494.44. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Pamela Ellison
Customer Relationship Manager

RS0005-P



WINTER COVER
31100 GRAND AVENUE, SUITE 100
MIDLAND VALLEY, CALIFORNIA 94623



CHEVROLET
P. O. BOX 33170
DETROIT, MI

48232-5170

09-04-01P03:24 CFMD

48232+6170 51





August 30, 2001

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

RE: *Case # 05411072*

Dear Sirs/Madam:

Pursuant to my conversations with Pam Allison of your customer assistance department you will find provided my original receipt as well as proof of payment for the \$494.44 for reimbursement. I appreciate your understanding and assistance with this matter. If you need to contact me I can be reached [REDACTED]

Sincerely yours,

SHOWCASE ENTERTAINMENT, INC.



enc.

19800 Devonshire St. • Northridge, CA 91324
(818) 832-1600

EPA #CAD991384989

U.S. PATENT AND TRADEMARK OFFICE

CUSTOMER NO. 69788	ADVISED DAVID WALLACE 1872	TAX NO. 2141	SWAPCH DATE 08/29/01	INVOICE NO. C2C8445343
 MANHATTAN BEACH, CA 90206	LABOR RATE	LABOR HRS.	NO. OF RENT/BLACK L	SALES NO. 68106
	YEAR / MAKE / MODEL BUICK/WILDETCORVETTE/2D CONV		DELIVERY DATE 10/16/97	DELIVERY GEAR 23
	VEHICLE IN. NO. 101YY32B1W5100915		UNLESS DEALER NO.	PROBATION DATE
	P. T. S. NO.		P. Q. NO.	P. Q. DATE 08/29/01
RECEIVED NO.	RECEIVED DATE	COMMENTS 6967		

TOTALS:

OUR NEW BAR NUMBER IS AM 202746
STARTING APRIL 3RD WE WILL BE OPEN TILL MIDNIGHT
TO SERVE YOU BETTER MONDAY THRU FRIDAY.

THANK YOU FOR CHOOSING RONNELL CHEVROLET FOR YOUR
SERVICE NEEDS. YOU MAY RECEIVE A SURVEY ASKING TO JUDGE
OUR PERFORMANCE ON YOUR LAST SERVICE. IF FOR ANY REASON
YOU CANNOT GIVE US A PERFECT SCORE, PLEASE CONTACT YOUR
SERVICE CONSULTANT SO WE CAN RESOLVE YOUR CONCERN.

TOTAL LABORER.....	179.00
TOTAL SUPERVISOR.....	162.00
TOTAL SUBLET.....	143.75
TOTAL S & B.....	0.00
TOTAL MISC CHRG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	13.01

TOTAL INVOICE \$.....	494.44

CUSTOMER SIGNATURE

சென்னை கலாச்சாரத் துறை
தமிழ்நாடு சிறைகளில்
உள்ளிருந்து, 09 ஜூன்

1. 18:00 1. 18:00 1. 18:00
2. 18:00 2. 18:00 2. 18:00
3. 18:00 3. 18:00 3. 18:00

AND THE USA
FOR DATE 03/04 SET 1 05
TIME 4 00000000
FROM DATE 011070

TOTAL **\$494.79**

524 8

1-352 TO NY MOBILE TEL. 254-7
STATIONS TO DAD 1500Z 08/20/67

ORIGINAL



18500 Devonshire St. • Northridge, CA 91324
(818) 832-1800

EPA ACAD081384068

DISCUSSION

LABOR & PARTS		15-A & ELECTRICAL		TECH(S):2335		175.00	
J# 1 15CVZ		CAR TUNED IN, STEERING IS LOCKED, PLEASE CHECK AND ADVISE		CHECK SYSTEM & FOUND STEERING LOCK ACTUATOR JACK		REPLACE STEERING LOCK ACTUATOR	
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE	
JOB # 1	1		20600900	LOCK 2.105		162.60	162.60
					JOB # 1 TOTAL PARTS	162.60	
					JOB # 1 TOTAL LABOR & PARTS	337.60	
J# 2 15CVZ307		15-A & ELECTRICAL		TECH(S):2335		WARRANTY	
		RECALL 08-0-34					
		LAP BELT WEAVING TWISED					
		CAMBAIN					
		INSTALL SEAT BELT GUIDES					
		V0505 .3 CODE 90					
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE	
JOB # 2	1		14504114	GUIDE KIT 14.875		0.00	WARRANTY
					JOB # 2 TOTAL PARTS	0.00	
					JOB # 2 TOTAL LABOR & PARTS	0.00	
J# 3 18CVZ509		SUBLET TUNING		TECH(S):2335		0.00	
		CRANKS FLATBED INW 22074					
		TUNING					
		TUNING					
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE	
					JOB # 3 TOTAL PARTS	0.00	
					JOB # 3 TOTAL LABOR & PARTS	0.00	
SUBLET		FP	NUMBER	DATE	DESCRIPTION		
JOB # 3	233544		22074	08/28/01	TUN		143.75
					TOTAL - SUBLET	143.75	
ESTIMATE							
CUSTOMER RECEIPT							
ORIGINAL ESTIMATE OF \$495.00 (+TAX)							

ORIGINAL



CHEVROLET
CUSTOMER ASSISTANCE
P. O. BOX 33170
DETROIT, MI 48232-5170

05-11-1111111111111111

48232-5170





September 18, 2001

Chevrolet
Customer Assistance
P.O. Box 33170
Detroit, MI 48232-5170

Dear Sirs/Madam:

Pursuant to your request you will find provided a copy of my registration. Pursuant to my conversation with Pam Allison I understand this is the last document you require to reimburse me for case # 05411072. Accordingly, I look forward to receiving my check at your earliest convenience.

If you have any questions or concerns please do not hesitate to contact me.

Kind regards,

SHOWCASE ENTERTAINMENT, INC.



Enc.

REGISTRATION CARD VALID FROM: 10/18/2000 TO: 10/18/2001

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	1998	1997	PC	120	11	
BODY TYPE MODEL	HP	PD				VEHICLE ID NUMBER
CV	G	FZ				1G1YY32G1W5106615
TYPE VEHICLE USE	DATE ISSUED	CC/ALCD	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE	12/12/00	19	11/04/00	8		G9771397
REGISTERED OWNER						PR EXP DATE: 10/18/2000
VAULT LSR						AMOUNT PAID
						\$ 628.00

AMOUNT DUE	AMOUNT RECVD
\$ 628.00	CASH :
	CHCK :
	CRDT : 671.00
HQ REFUND	: 43.00

MANHATTAN BCH
CA 90266

LIENHOLDER
GMAC
PO BX 29063

GLENDAL
CA 91209

H01 637 H5 0062800 0007 CS H01 121200 11 3XRC558 615

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

GREEN COVE SPRINGS
FL

HOME PHONE:

CASE NUMBER: 05623133

VIN: 1G1YY32G1W5106663

MODEL YEAR: 1998

DATE OPENED: 2001-10-03

SERIES: UNKNOWN

DATE CLOSED: 2001-11-14

MILEAGE: 23000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: No

DEALER NAME: GARBER CHEVROLET INC

ERC PARENT:

DEALER ADDRESS: 500-501 N ORANGE AVE., GREEN COVE

SPRINGS, FL, 32043, USA

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

STEERING LOCKED

S86 CAC Resolved With Goodwill

CAC Resolved With Goodwill

0 REPAIR ATTEMPT(S)

REIMBURSEMENT

S13 Reimbursement Requested

Other

0 REPAIR ATTEMPT(S)

REIMBURSEMENT

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify and Determine Customer's expectation
 - * Determine Customer's expectation
 - * Determine if any manufacturer / parts warranty remains in effect
 - * Probe to determine if consumer has an "Extended Warranty" GMPP or other
 - * Reference WKC[([GOODWILL RUN C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision,
review warranty history, and other appropriate documents.
 - * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)
 - * If necessary follow Darwin Wright letter "Goodwill" processing [([GOODWILL RUN
C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
 - * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus\1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Notification of open campaigns or special policies.

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

CUST STATES LOYAL CORVETTE OWNER, OWNED 2 OTHER CORVETTES. CUST STATES MOVED TO FLORIDA FROM CALIFORNIA. CUST STATES MAINTENANCE WAS DONE AT POWAY CHEV (858-748-9600) IN CALIFORNIA. CUST STATE VEH IS WELL KEPT AND BARELY DRIVEN. CUST STATES VEH IS AT GARBER CHEV FOR REPAIR OF THE STEERING THAT IS LOCKED. CUST STATES REPAIR IS GOING TO COST OVER \$600.00. CUST SEEKS COST ASSISTANCE. CRM ADVISED CUST OF REQ # AND CONFIRMED THAT VEH IS NOT INVOLVED IN ANY

RECALLS. CRM SPOKE ASST SVC MGR JASON GOTTUSO WHO STATED THAT CUST IS NOT A REGULAR CUST, BUT THAT HE WILL DISCUSS WITH HIS SVC MGR THE POSSIBILITY OF GOODWILL FOR CUST. CRM ADVISED CUST WILL RESEARCH FURTHER AND CONTACT CUST ON FRIDAY 10/05/01 BETWEEN 3:00PM AND 5:00PM. MOISES GRULLON/CAC/TAMPA 57023; 0; 370972336
2001-10-05

VEH IS CORVETTE, DEALER # IS 904-284-3033, SVC MGR IS ROB BURTON. CRM CONTACTED SVC MGR ROB BURTON. SVC MGR STATES THAT DUE TO THE FACT THAT CUST VEH WENT INTO SERVICE IN 1997 AND THAT CUST HAS NOT HISTORY WITH DEALERSHIP, SVC MGR WILL NOT BE ABLE TO ASSIST WITH REPAIR COST. CRM ADVISED SVC MGR THAT CUST IS LOYAL TO CHEV HAVING BOUGHT 2 OTHER CORVETTES, HAD VEH MAINTAINED AT DEALER IN CALIFORNIA, VEH HAS ONLY 23000 MILES AND REPAIR (STEERING LOCKED) WAS A KNOWN PROBLEM FOR WHICH A CAMPAIGN WAS RELEASED AND CUST VEH JUST MISSED BEING PART OF RECALL. CRM ASKED SVC MGR THAT IF CAC DECIDES TO ASSIST CUST WHAT WOULD HE RECOMMEND GIVEN ALL THE INFO. SVC MGR STATES HE RECOMMENDS THAT CAC OFFER CUST A 50/50 SPLIT. CRM WILL RESEARCH FURTHER WITH TM THE POSSIBILITY OF A 50/50 SPLIT. CRM WILL CALL CUST AS SCHEDULE TO INFORM THAT FURTHER RESEARCH WILL BE DONE. MOISES GRULLON/CAC/TAMPA 57023; 0; 371160855
2001-10-05

CRM CONTACTED CUST TO INFORM THAT FURTHER RESEARCH WILL BE NEEDED. CRM SCHEDULED TO CALL CUST BACK ON 10/12/01 BETWEEN 12:00 - 2:00 PM. MOISES GRULLON/CAC/TAMPA 57023; 0; 371163437
2001-10-12

CRM CONTACTED POWAY CHEV IN CA (858-748-9600) AND SVC MGR MARK GAGNIE WAS NOT AVAILABLE. CRM SPOKE TO SVC ADVISOR VICTORIA HERNANDEZ WHO STATED THAT CUST MAINTAINED HER CORVETTE REGULARLY AT DEALER, AND THAT CUST PURCHASED ANOTHER CHEV VEH PLUS A NON-GMVEH FROM DEALER. SVC ADVISOR STATES THE CUST LAST MAINTENANCE WAS AT 20,000 MILES. CRM WILL CONTACT AVM TO FIND TO FIND OUT IF HE CAN AUTHORIZE ASSIST FOR CUST OR IF NOT WHAT DOES HE RECOMMEND CAC DO TO ASSIST CUST. MOISES GRULLON/CAC/TAMPA 57023; 0; 371768734
2001-10-12

CRM LEFT MESSAGE FOR AVM JOHN BARTNICK TO FIND OUT IF HE WOULD AUTHORIZED ANY ASSISTANCE FOR CUST. CRM ADVISED AVM THAT CUST IS LOYAL GM CUST HAVING PURCHASED SEVERAL GM VEHs FROM POWAY CHEV IN CALIFORNIA. CUST HAS MAINTAINED HER VEH AT POWAY DEALER AND JUST MISSED BEING PART OF THE STEERING LOCK CAMPAIGN BY A FEW NUMBERS. CUST IS ALSO NEW TO AREA AND THAT IS WHY SHE HAS NO HISTORY WITH GARNER CHEV DEALER. CRM WILL CONTACT CUST TO INFORM THAT FURTHER RESEARCH IS NEEDED. CRM CONTACTED CUST AND ADVISED THAT CRM STILL RESEARCHING AND WILL SCHEDULE TO CALL CUST BACK ON 10/17/01 BETWEEN 10:00 AM - 12:00 NOON. MOISES GRULLON/CAC/TAMPA 57023; 0; 371774413
2001-10-12

CUST ALSO STATES HAS OWNED MULTIPLE CHEV VEHs INCLUDING CORVETTES AND CAMAROS AND ALSO CURRENTLY OWNS A CAD ESCALADE. MOISES GRULLON/CAC/TAMPA 57023; 0; 371774506
2001-10-25

TM JENNIFER JARRETT FORWARDING REQUEST TO CRM IVIE TO ADDRESS CUST CONCERNS. PREVIOUS CRM GRULLON WILL NOT BE AVAILABLE TO ADDRESS CUST CONCERNS. THANK YOU. JENNIFER JARRETT/TM/TAMPA/PLF; 0; 372871255
2001-10-25

CRM IS TAKING OWNERSHIP OF FILE PER TM JARRETT. CRM CALLED CUST FOR A FOLLOW UP AND TOLD HER I WOULD LIKE TO FINISH THE RESEARCH MOISES STARTED. SHE THINKS THIS VEH COST TOO MUCH MONEY TO HAVE A PROBLEM WITH THE STEERING AT SUCH LOW MILEAGE. I CALLED DLRSHIP TO SPEAK WITH GM ROB BURTON AND LEFT V/M. I SET CALLBACK 10-29 AT 10:00. EMMA IVIE CAC/TAMPA/57285; 0; 372873117
2001-10-29

CRM CALLED DLR AND THE SVC MGR WAS BUSY SO I TALKED WITH KEVIN HESTER. HE SAID THE REPAIR WAS FOR A STEERING LOCK UP. THE BREAK DOWN IS<< TOTAL \$571.83<<<< PARTS \$195.22, LABOR \$356.78 AND TAX REMAINDER. I WILL DISCUSS A 50/50 WITH TM JARRETT SINCE THAT IS WHAT THE SVC MGR SUGGEST TO MOISES. EMMA IVIE CAC/TAMPA/57285; 0; 373231400
2001-10-29

CRM CALLED CUST TO LET HER KNOW THAT I AM STILL RESEARCHING. EMMA IVIE CAC/TAMPA/57285; 0;
373231339
2001-10-31

TM JENNIFER JARRETT APPROVES TO REIMBURSE CUST \$50% OF REPAIRS TO THE STEERING LOCK. TM
FORWARDING BACK TO CRM IVIE TO OFFER REIMBURSEMENT TO CUST. JENNIFER JARRETT/TM/TAMPA/PLF;
0; 373395690
2001-10-31

crm rec call from cust. i told her the 3 docs to send in<< original ro/ proof of ownership/
proof of payment. i told her when i rec those docs i will call her and discuss the
reimbursement. emma ivie oac/tampa/57285; 0; 373404203
2001-11-06

WHITE MAIL CORRESPONDENCE RECEIVED

CRM ATTACHING DOCS TO THIS REQ. #05623133 & FORWARDING BACK TO PREVIOUS CRM WHO ASSISTED
CUST & ADVISE CUST TO SEND IN & SUBMIT THESE DOCS FOR FURTHER HANDLING, REVIEW & PROCESSING
+++++ CRM JOANIE MARTIN/CARS TAMPA/CORR TEAM; 0; 373913785
2001-11-06

CRM REC NOTIFICATION OF DOCS. CRM VIEWING DOCS FOR REIMBURSEMENT. EMMA IVIE CAC/TAMPA/57285;
0; 373914758
2001-11-06

AFTER REVIEWING DOCS THE PARTS WERE: \$195.22 LABOR: 356.78 FOR A TOTAL OF \$571.83 WITH 7%
TAX ON PARTS AND LABOR OF \$40.03 FOR A TOTAL OF \$611.86. THE REIMBURSEMENT AMOUNT WILL BE
50% == \$305.93. I CALLED CUST AND GAVE HER TO REIMBURSEMENT AMOUNT AND VERIFIED ADDRESS.
CUST WAS PLEASED. I CALLED DLR AND SPOKE WITH SVC MGR ROB BURTON AND TOLD HIM OF THE
REIMBURSEMENT AMOUNT. EMMA IVIE CAC/TAMPA/57285; 0; 373918535
2001-11-07

Reimbursement Pre-Approved in the amount of \$295.32
vin search completed-no other files
Jessica Tate/Tampa/Goodwill; 0; 374014604
2001-11-07

liaison reviewed and notes breakdown as follows:
Liaison reviewed and notes breakdown as follows
pts-195.22
lbr-356.78
tax @7%-38.64
total cost to cust-590.64
total reim (50%)-295.32
Jessica Tate/Tampa/Goodwill Liaison-F; 0; 374015237
2001-11-08

FINAL APPROVAL OF REIMBURSEMENT FOR \$295.32 BY SHANTA MORRIS/TPA GOODWILL LIAISON; 0;
374104438
2001-11-14

CHECK# 900488364 FOR AMOUNT \$ 295.32 MAILED ON (11/12/01)
Edward J. Brown II/Goodwill/TPA; 0; 374628299

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

November 7, 2001

[REDACTED]

Request: [REDACTED]

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$295.32. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Emma Ivie
Customer Relationship Manager

RS0005-T/jt

[Redacted]
GREEN COVE SPRINGS, FL.
PHONE: [Redacted] FAX: [Redacted]

REGISTERED MAIL



7000 0520 0025 1963 2712



0000



48232

U.S. POSTAGE
PAID
GREEN COVE SPRINGS, FL.
NOV 11 01
AMOUNT
\$3.94
000 4 4055-28

**RETURN RECEIPT
REQUESTED**

**Chevrolet
Attn: Ms. Emma Ivy
P.O. Box 33170
Detroit, MI 48232**



4823248170 31



18 4


1 November 01

Chevrolet

Attn: Ms. Emma Ivy/Request #CO5623133

P.O. Box 33170

Detroit, MI 48232

Dear Ms. Ivy,

Per your request attached please find the following:

- 1-State of Florida Vehicle Registration for 1998 Corvette,
VIN #1G1YY32G1W5106663.
- 2-Original repair order from Garber Automall.
- 3-Original credit card charge slip.

I am hoping that this situation will be resolved to my satisfaction, please
advise me as to the result as soon as possible.

Thank you.

Sincerely,


REG. FEE	INIT. FEE	COUNTY FEE	HDL. FEE	Sales Tax	TITLE FEE
\$36.10	\$100	\$8.75	\$	\$0.00	\$28.00

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
X	07/02/01	\$0.00	\$	\$188.85

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/02/01
 DL#: H050028414000 DL#: H05039045500
 REG#: Y888438 DECPL:1 EXP: 08/28/01
 VIN#: JH1YY3201165108883 TC: 63562614 TR: 7896E-1988 CHEV

WILLIAM THOMAS KORN OR HELEN JANE KORN
 1600 MARGARET'S WALK ROAD
 GREEN COVE SPRINGS, FL 32043

L#: 171863 T#: 286822807 B#: 114148 R#: 286823276

Re Quest #



GARDEN CHEV-BUIC-PONT-BMC TRUCK INC
588 NORTH ORANGE AVENUE
GREEN COVE SPRINGS FL 32043
(934) 294-3823

11:26 AM 10/05/01

1102

SALE TERM (000)

AMOUNT @ 1036.74

REF N036 AP 005140
BATCH 0605
RD 0200001

I AGREE TO COMPLY WITH
THE CARDHOLDER AGREEMENT

X ☒ ☐
NOTE-MERCHANT YELLOW-CUSTOMER

1 ORIGINAL

5291700G

208001

GARDNER AUTOMALL

INVOICE

500 N. ORANGE AVENUE
GREEN COVE SPRINGS, FLORIDA 32043
(904) 284-3055

GREEN COVE SPRINGS, FL
HOME: BOB:

PAGE 1

See us on the web at www.gardnerautomall.com

SERVICE ADVISOR: 9866 JASON GOTTUSO

BLK	98	CHEVROLET CORVETTE	1G1YY32G1W5106663	24102/24102	
01JAN1998		11:36 02OCT01		0.00	CASH 05OCT2001
OPTIONS: ENG:5.7 Liter V8 MPI					

15:19 01OCT01 11:59 05OCT01

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A STEERING COLUMN LOCKED UP & SERVICE STEERING COLUMN LOCK SYSTEM LIGHT IS ON

R REPLACE STEERING COLUMN LOCK ACTUATOR

5725 C72C

1 26050960 LOCK

1 WARRANTY OVER GM COST

1 5694191 RETAINER,

PARTS:	215.05	LABOR:	356.78	OTHER:	0.00	TOTAL LINE A:	571.83
--------	--------	--------	--------	--------	------	---------------	--------

		356.78	356.78
195.22	195.22	195.22	195.22
11.71	11.71	11.71	11.71
8.12	8.12	8.12	8.12

24102 DIAGNOSIS REPLACE STEERING LOCK MOTOR

B** REPLACE PAINT TO MATCH MIRROR, SOP

R REPLACE DRIVERS MIRROR & PAINT TO MATCH

5725 C72C

9876 C72C

1 10416057 MTR-OS/RV				108.33	108.33
PARTS:	208.80	LABOR:	108.33	OTHER:	0.00
				208.80	208.80
				TOTAL LINE B:	317.13

24102 R AND-R TRIM PANEL AND REPLACE ELECTRICAL MIRROR

SUBB BLOCKERS 189214

C72C

CUSTOMER PAY ENVIRONMENTAL CHARGES FOR REPAIR ORDER

THANK YOU FOR YOUR BUSINESS!!
IF YOU HAD WARRANTY WORK DONE YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS. IT IS OUR GOAL FOR YOU TO BE "COMPLETELY SATISFIED". PLEASE TAKE THE TIME TO FILL OUT AND MAIL YOUR SURVEY. PLEASE SEE BOB, JASON OR KEVIN IF YOU ARE NOT COMPLETELY SATISFIED.

Date:

Check #: VISA

1 ORIGINAL

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

SHOP SUPPLIES - A sales charge is included for supplies used on your vehicle. Applicable supply items are: tape, tape, washers, tape, pins, electrical, cylinder, diesel, oil, air, diesel, lubricants, etc. It also includes sales and credits for items disposed. The charge for both is equivalent to 10% of the total labor charge up to a maximum of \$10.00.

LIMITED WARRANTY: The only warranties applying to the parts included in accordance with the estimate are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, either expressed 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 products or services sold under the terms of this estimate. Factory, parts and labor are guaranteed for 12 months or 12,000 miles whichever comes first. All others 90 days or 3,000 miles unless otherwise specified. The work performed in accordance with the estimate will correct any problem specified on the description of the complaint. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF. CUSTOMER SIGNATURE

LABOR AMOUNT	465.11
PARTS AMOUNT	423.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	60.00
MSDC CHARGES	19.95
TOTAL CHARGES	968.91
LESS INSURANCE	0.00
SALES TAX	67.83
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

North American Operations
General Motors Corporation
Muskegon, MI 49531
P.O. Box 62330
Phoenix, AZ 85062-2630



check No.

Figure 1

DATE
11/12/01

***** DOLLARS

AMOUNT

●凡各开组品估出每组的平均数为296，第2

**PLAY TO THE
TOP OF
THE
COURT**

**North America Operations
General Motors Corporation
Detroit, Michigan 48246**

The Grady Museum, North, N.Y.
Syracuse, New York

2004

North American Operations
General Motors Corporation
Oltorsuwnz (2013)
PO Box 82530
Phoenix, AZ 85062-2530

THE LATEST RESPONSE CAPABILITY FOR C-130

MEMORANDUM FOR THE RECORD

COMPANY NAME

EDITOR NAME

References

11/12/01

[illegible]

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR CANCELLING CALL 800-463-5788

TOTAL

29E.12

.00

29

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

VERO BEACH

FL [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 05767631

VIN: 1G1YY32G1W5107781

MODEL YEAR: 1998

DATE OPENED: 2001-10-29

SERIES: CORVETTE CONV

DATE CLOSED: 2001-11-13

MILEAGE: 21500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: ROGER DEAN CHEVROLET

BRC PARENT:

DEALER ADDRESS: 1000 US HWY 1, VERO BEACH, FL, 32960, USA

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

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

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>]
ELECTRONIC COLUMN LOCK

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

CUST STATES:

HIS ELECTRONIC COLUMN LOCK IS LOCKED AND HIS VEH WILL NOT MOVE. THIS IS THE THIRD TIME THIS HAS HAPPENED. THE FIRST TIME THE CUST LET THE VEH SIT FOR A COUPLE OF HOURS AND IT EVENTUALLY STARTED AND WAS FINE. THE SECOND TIME IT HAPPENED HE TOOK IT IN AFTERWARDS AND COULD NOT BE DUPLICATED. THE THIRD TIME, HE HAD THE VEH TOWED TO THE DLR AND THE ACTUATOR WAS REPLACED. CUST HAS NOT HAD THE VEH TOWED INTO THE DLR YET B/C HE WANTS TO MAKE SURE THIS WILL BE COVERED. CUST THOUGHT HE HEARD ABOUT A RECALL ON THIS BUT HE NEVER RECEIVED ANYTHING. CUST SEEKS TO HAVE CHEVY PAY FOR THIS REPAIR. CRM ADVISED CUST THAT WITHOUT A DIAGNOSIS WE ARE UNABLE TO DO ANY RESEARCH FOR THE CUST. CRM ADVISED CUST TO TAKE THE VEH TO HIS DLR AND GET IT DIAGNOSED AND WE WILL BE GLAD TO RESEARCH THE REQUEST....ADVISED IT DOES NOT APPEAR AS IF THE CUST IS INVOLVED IN ANY CAMPAIGNS AT THIS TIME. CRM ADVISED OF

REQUEST NUMBER. CRM SET CALLBACK FOR TOMORROW BETWEEN 3-5PM ET.
JACKIE JOHNSON/FL PILOT/57693; 0; 373222722
2001-10-30

CRM CONTACTED SVC MGR, DENNIS SCLAFANI, STATES HE HAS ALREADY ADVISED THE CUST THAT THE REPAIR AND A RENTAL WILL BE GOODWILLED. THE VEH IS FINISHED NOW, THEY REPLACED THE ACTUATOR FOR THE SECOND TIME. SVC MGR IS WONDERING IF HE CAN GET AUTHORIZATION TO PERFORM THE CAMPAIGN FOR THE CUST B/C HE HAS HAD A REOCCURRING PROBLEM WITH THIS. SVC MGR ASKED CRM TO CONTACT AVM, CARL COOK, FOR HIM. CRM ADVISED WILL CONTACT AVM AND CALL SVC MGR BACK AFTER WE RECEIVE A RESPONSE.

CRM WILL CALL AVM AFTER SPEAKING WITH TM, JENIFER RESSIGUIE.
CRM TO CALL CUST TODAY BETWEEN 3-5PM.
JACKIE JOHNSON/FL PILOT/57693; 0; 373318788
2001-10-30

CRM CONTACTED CUST. CUST STATES THE SVC MGR TOOK CARE OF EVERYTHING FOR HIM AND HE IS VERY SATISFIED. CUST SEEKS TO DOCUMENT THAT HE IS COMPLETELY SATISFIED WITH THE SVC MGR.
CRM ADVISED IF CUST HAS ANY FUTURE PROBLEMS TO FEEL FREE TO CALL.
CRM IS TO CALL AVM AT THE SVC MGR'S REQUEST.
JACKIE JOHNSON/FL PILOT/57693; 0; 373326180
2001-10-31

CRM RECEIVED APPROVAL FROM TM, JENNIFER RESSIGUIE TO CALL AVM.
CRM CONTACTED AVM, CARL COOK, 404082 8064. CRM ASKED FOR AUTHORIZATION TO GET THE CAMPAIGN, 01044, PERFORMED ON CUST'S VEH.
CRM WILL SUSPEND WAITING FOR A RESPONSE.
JACKIE JOHNSON/FL PILOT/57693; 0; 373416246
2001-11-13

CRM RECEIVED RESPONSE FROM AVM. MR. COOK DOES NOT THINK THAT IT IS NECESSARY AT THIS TIME TO PERFORM THE CAMPAIGN ON THE CUST'S VEH. IF THE CUST EXPERIENCE'S THE CONCERN AGAIN THEN HE WILL CONSIDER IT.
CUST IS SATISFIED THAT VEH IS REPAIRED, AND IT WAS TAKEN CARE OF BY THE DLR.
CLOSING REQUEST SATISFIED.
JACKIE JOHNSON/FL PILOT/57693; 0; 374509023

*****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:
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:	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 SOLICIT:	

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

MIAMI , FL

CASE NUMBER: 04281967 VIN: 1G1YY32G1W5108638
MODEL YEAR: 1998
DATE OPENED: 2001-05-22 SERIES: UNKNOWN
DATE CLOSED: 2001-05-22 MILEAGE: 26000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: DADELAND CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 8455 S DIXIE HWY., MIAMI, FL, 33143, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) STEERING COLUMN ACTIVATOR LOCKED THE
STEERING WHEEL UP

M22 Fuel Gauge Other
0 REPAIR ATTEMPT(S) NEEDS TO BE REPLACED

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CUSTOMER STATES: THE CAR IS AT DEALER NOW, THE LOCK ACTIVATOR FOR THE STEERING WILL NOT ALLOW THE CAR TO BE OPERATED. THE APPX. COST TO REPLACE IT WOULD BE \$440.00, THE GAS GAUGE IS NOT READING PROPERLY, TO REPLACE THE SENDING UNIT THEY WANTED \$656.00, HE NEVER HAD IT REPLACED. HE SAID THAT HE WAS WORKING W/ CAROL WHITE YESTERDAY

CUSTOMER SEEKS: ASSISTANCE FOR BOTH (MOSTLY FOR THE STEERING)

CRM ADVISES: FOUND NO OPEN FILE UNDER HIS NAME SO I CREATED ONE, CRM CALLED AND PUT HIM INTO C. WHITES VM, CRM LATER FOUND OUT THAT THERE IS AN OPEN REQUEST BEING WORKED PLEASE REF THAT ONE *****04257823*****CLOSING THIS FILE----P.TOXO/CARS TIER1/TPA; 0; 359410417

2001-05-22

*****CLOSING THIS FILE PLEASE USE & REF 04257823*****; 0; 99999
2001-05-22

*****CLOSING THIS FILE PLEASE USE & REF 04257823*****; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:

MILEAGE @ BUY-BACK: 0
MSRP:

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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:COTO DE CAZA
CA

HOME PHONE:

CASE NUMBER: 05353419 VIN: 1G1YY32G1W5110325
MODEL YEAR: 1998
DATE OPENED: 2001-08-17 SERIES: UNKNOWN
DATE CLOSED: 2001-08-17 MILEAGE: 24500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JOE MACPHERSON CHEVROLET
BRC PARENT: DEALER ADDRESS:

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplora.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplora.exe http://carsweb/common/ProductCenter/GeneralInfo/content/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 HER VEH IS AT THE DLR AND HER STEERING COLUMN HAS LOCKED WITH NO WARNING.
CUST STATES TOLD BY DLR THAT GM HAD A RECALL 01044 ON THE COLUMNS AND THAT THEY WERE COVERING SOME VIN'S UT NOT OTHERS.
CUST SEEKS TO SEE WHY HER VIN WAS NOT INCLUDED BECAUSE IT IS DISPLAYING THE SAME CONDITION , THIS WAS ALSO STATED BY PHIL IN THE SVC DEPT.
CRM ADV THE CUST THAT UNLESS VIN FALLS WITHIN THE DESIGNATED VIN BREAKPOINTS, VEH IS NOT COVERED UNDER THE CAMPAIGN. CUST SAYS THAT RESEARCH NEED TO BE DONE FUTHER AND HER VEH SHOULD BE INCLUDED.
CRM ADV THE CUST THAT DLR MAY BE ABLE TO DO SOME GOODWILL BUT ON A CASE BY CASE BASIS, CRM ADV WILL HAVE TO SPEAK TO PHIL AND THE SVC DEPT AND THE SVC MANAGER TO SEE WHAT CAN BE DONE FOR THE CUST BY THE DLR. CRM CALLED AND SPOKE WITH PHIL IN THE SVC DEPT CRM ASKED PHIL. PHIL ADV THAT THE PARTS THAT THEY USED TO FIX HER VEH ARE NOT THE PARTS THAT ARE INCLUDED IN THE RECALL AT ALL TALKED WITH THE SVC MANAGER GARY ADAMS WHO DNIED ASSITANCE BASED ON THE FACT VEH NOT INCL.; 0; 366929195
2001-08-17

INCLUDED IN CAMPAIGN, AND PARTS USED ARE NOT THE SAME AS THE CAMPAIGN REPAIR, AND CUST IS THE SECOND OWNER OF THE VEH. CRM ADV THE CUST OF THIS INFO OBTAINED....MIA
TEMPLETON/CAC/ATX; 0; 366929241

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

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

CAPITOLA, CA

CASE NUMBER: 06069801 VIN: 1G1YY32G1W5110406
MODEL YEAR: 1998
DATE OPENED: 2001-12-20 SERIES: UNKNOWN
DATE CLOSED: 2002-01-03 MILEAGE: 47000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: COURTESY CHEVROLET
BRC PARENT: DEALER ADDRESS: 3640 STEVENS CREEK BLVD,, SAN JOSE, CA, 95117, USA

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

A01 Open Campaign Customer Satisfaction
8 REPAIR ATTEMPT(S) 1044
M41 Steering Column/Lock/Attaching Parts Other
8 REPAIR ATTEMPT(S) 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]]. 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_Corepol nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST STATES SHE HAS BEEN TO DLRSHIP EIGHT TIMES TO CORRECT A STEERING COLUMN LOCK CONCERN THAT HAS NEVER BEEN FIXED. CUST STATES VEH IS IN DLR AT THIS TIME TO PERFORM THE SAME PROCEDURE. CUST STATED SHE DRIVES OVER THE MOUNTAINS AND STATES A SAFETY CONCERN. CUST SEEKS A BUY BACK OF VEH AND COMPENSATION FOR HER TIME. CRM SPOKE TO SVC MGR, JOE CASSISI, WHO ADVISED VEH HAS BEEN TO DLR JUST TWICE BEFORE IN 10/23/00 AND 10/1998. CRM ALSO SAW STEERING PARTS REPLACED IN 7/6/00; TOTAL IS THREE JOE IS NOT SURE WHEN RECALL WAS PERFORMED BUT THAT THE SYMPTOMS OF EVERY OTHER TIME WHEN CUST BROUGHT VEH IN WAS FOR WARNING LIGHTS COMING ON, NOT FOR THE STEERING LOCKING UP. JOE ADVISED THE OTHER PARTS THAT WERE REPLACED TO MAKE WARNING LIGHTS TURN OFF WERE NOT THE SAME AS THE ONE REPLACED FOR RECALL. CRM UNDERSTOOD. CRM SCHED TO C/B CUST 12/21/01 1-9 PST FOR REPLY. JEFF GORE/CAC/PDX; 0; 377750216
2001-12-21

CRM TRIED AT 1:05 AND 1:54 PST TO REACH CUST W/CONCLUSION OF MY INVESTIGATION. CRM LEFT WORK VME ADVISING OF SECOND C/B ATTEMPT AT 1-3 PST 12/26/01. JEFF GORE/CAC/PDX; 0;
377823299
2001-12-26

CRM LEFT SECOND VME FOR CUST. THIS CRM SENDING CALL CAC VME. *** NEXT CRM, IF CUST CALLS IN... CUST CALLED IN CITING SAFETY CONCERN W/CORVETTE STEERING LOCK. CUST STATED THAT

ALTHOUGH STEERING LOCK CAMPAIGN HAS BEEN PERFORMED VEH WARNING LAMPS REGARDING STEERING CONCERNS CAME ON SEVERAL TIMES BEFORE AND AFTER CAMPAIGN WAS PERFORMED. CUST LOST FAITH IN THE STEERING AND DID NOT WANT THE WHEEL LOCKING UP WHILE DRIVING OVER HILLS. CUST SEEKED A REPURCHASE OF VEH. CRM SPOKE TO COUTESSY CHEV'S SVC MGR, JOE CASSISI, WHO ADVISED THAT THE STEERING LOCK CAMPAIGN CONCERNED LOCK UP OF STEERING WHEEL WHEN RE-INSERTING IGNITION KEY-- NEVER WHILE VEH WAS RUNNING SO HE FORSEES NO SAFETY CONCERN. JOE ADVISED THAT CUST ONLY BROUGHT VEH IN FOR STEERING WARNING LAMPS COMING ON: ALTHOUGH PARTS WERE REPLACED IN THE STEERING COLUMN IN AN ATTEMPT TO REPAIR FAULTY SENSORS, THEY WERE DIFFERENT PARTS THAN WERE REPLACED IN CAMPAIGN. CAMPAIGN WAS FOR LOCKING UP. OTHER CONCERNS WERE FOR FAULTY SENSORS IN STEERING WHEEL, ****CONTINUED*****; 0; 378256400

2001-12-26

JOE CASSISI CAN FURTHER DESCRIBE THE DIFFERENT PARTS. CUST'S REQUEST FOR REPURCHASE IS DENIED. REQ CLOSED SATISFIED. JEFF GORE/CAC/PDX; 0; 378256453

2001-12-26

Cust states that she is calling in to find out the status of her situation. Cust seeks repurchase of her veh. CRM advd cust of notes from previous CRM. Cust states that she disagrees with the analysis based on the advice from her svc advr, who (the cust states) told her that he disagreed with the svc mgr. Cust seeks, still, for us to repurchase her veh. CRM l/m for svc mgr regarding cust's concerns. CB scheduled w/ cust for 12/28/01 3-5pm PST Brad Zimmerman/CAC/PDX; 0; 378261047

2001-12-26

Crm returning letter as cust has called in

joshua.walter.cac.pdx.app; 0; 378271582

2001-12-28

CRM spoke to SVC MGR Joe Cassisi who states that he does not believe the cust's current concerns are related to the campaign work that she recently had done on her veh but, if the cust is still having a problem, she should come into the dlrship, work with her svc advr and get the dlrship to diagnose and attempt a repair on her veh. CRM will be contacting cust back at scheduled time. Brad Zimmerman/CAC/PDX; 0; 378426062

2001-12-28

CRM l/m with cust advsing of SVC MGR Joe Cassisi's position on the cust's problem and Cassisi's advice that the cust visit the dlrship at her convenience in order for them to diagnose and, if applicable, attempt a repair for her concern. CRM also left cust CAC's number and request number and set a CB for 01/03/02 between 4-6pm PST. ...Brad Zimmerman/CAC/PDX; 0; 378434410

2002-01-03

CRM contacted cust to advd of SVC MGR Cassisi's comments (noted earlier). Cust states that she wanted it noted that she has safety concerns and that she disagrees with the svc mgr, along with the fact that she believes there is a disagreement between the svc mgr and the svc advr as to how many times the cust has visited a dlrship regarding this concern. CRM advd cust to work with the dlrship in order that they may diagnose and attempt a repair on her veh. REQUEST CLOSED DISSATISFIED, BBB LETTER NOT SENT ...approval from TM Lauren Thoen... ...Brad Zimmerman/CAC/PDX; 0; 378961002

*****FAR 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:

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAME:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Round Rock

TX

HOME PHONE:

CASE NUMBER: 1-19311113

VIN: 1G1YY32G1W5111328

MODEL YEAR: 1998

DATE OPENED: 2002-07-25

SERIES: Corvette

DATE CLOSED: 2002-08-06

MILEAGE: 62000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Anc

DEALER NAME: Henna Chevrolet, L.P.

BRC PARENT:

DEALER ADDRESS: 8805 Ih - 35 North, Austin, TX, 78753-8761,

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

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

Sticks

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

Steering Wheel stays locked; ; 2002-07-25
2002-07-26

1-19311113 - Research; ; 2002-07-26
2002-07-26

1-19311113 - Customer Update; ; 2002-08-01
2002-07-26

Please call cust w/ update-He's going to pick up veh now.; ; 2002-07-26
2002-07-26

Veh; ; 2002-07-26
2002-07-26

Cust weeks sched c/b. See notes. Teri Richardson/CAC/PDX; ; 2002-08-01
2002-07-26

BBB; ; 2002-07-26
2002-07-26

Created: CAC_NW0001. SR#1-19311113; ; 2002-07-26
2002-07-26

Submitting; ; 2002-08-01
2002-08-01

Reviewed file and letter, sending to MSX
2002-08-01

GWL/JEANNE OLSON/PDX; ; 2002-08-01

Service Request has been Closed Dissatisfied.; ; 2002-08-01
2002-08-06

Campaign inform; ; 2002-08-06
2002-08-06

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED: 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:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DONE 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 21, 2003

[REDACTED]

Service Request: S1-19311113

Dear [REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Teri Richardson
Customer Relationship Manager

MN0001-P/jso

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Beaverton

OR

HOME PHONE:

CASE NUMBER: 1-6304646

VIN: 1G1YY32G1W5111751

DATE OPENED: 2002-06-05

MODEL YEAR:

Corvette

DATE CLOSED: 2002-08-22

MILEAGE: 51000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Anc

DEALER NAME: Carr Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 15005 SW Tualatin Valley, Beaverton, OR, 97006, USA

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

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

Sticks

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

Whitemail recd; ; 2002-06-17

2002-06-21

Call cust; ; 2002-07-17

2002-06-17

REQUEST FOR ASSISTANCE Scanned: 2002-06-14-20.59.43.000000, MSXDocNum: 0216500503; ; 2002-08-02

2002-06-05

Cust contacted cdc.; ; 2002-06-05

2002-06-05

Service Request has been Closed Satisfied.; ; 2002-06-05

2002-07-15

crm left message with customer; ; 2002-07-15

2002-07-16

Service Request Ownership has changed FROM: OLIVERAD TO: CARRL; ; 2002-07-16

2002-07-16

call back; ; 2002-07-16

2002-07-16

dlr; ; 2002-07-16

2002-07-17

CALL BACK 503-848-9670; ; 2002-08-01

2002-08-02

2ND CALL BACK; ; 2002-08-02

2002-08-05

SENDING UNABLE TO CONTACT LETTER; ; 2002-08-05

2002-08-05

Created: CAC_RS0006, SR#1-6304646; ; 2002-08-05
2002-08-05

UNABLE TO CONTACT LETTER SUBMITTING FOR APPROVAL; ; 2002-08-05
2002-08-05

Letter Approved/Stacey Paul/Letter Approver/Tampa/CAC; ; 2002-08-05
2002-08-05

Service Request has been Closed Satisfied.; ; 2002-08-05
2002-08-20

Cust called re reim; ; 2002-08-20
2002-08-21

CALL BACK; ; 2002-08-21
2002-08-21

DISSAT; ; 2002-08-22
2002-08-22

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 21, 2003

[REDACTED]

Service Request: [REDACTED]

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 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,

Linda Carr
Customer Relationship Manager

RS0006-T/scp



JUN 14 2002

Chevrolet
PO Box 33170
Detroit, Michigan 48232-5170

48232+5170 51



June 7, 2002

Chevrolet
PO Box 33170
Detroit Michigan 48232-5170

Customer Service:

I am the owner of a 1998 Corvette Roadster. Several weeks ago, I parked at the post office and the steering column locked. I had to have the car towed and rent a car while it was being fixed. Between the repair cost, towing and car rental, the cost was over one thousand dollars. I went online to check recalls and found that only certain cars were recalled because of this defect and my VIN number did not fall under this recall.

I found it very hard to understand how you can only select a certain group of cars knowing that this defect is happening too many of the cars in the 1997-1999 range. I also find that this defective could have led to a serious accident. In reading the recall information, it said it happens when the wheels are turned sharply. What if a driver turned sharply to avoid hitting someone or something and the column locked? I think this needs further investigation by Chevrolet. And many of the people that I have talked to that have had this problem need to be compensated for their expenses.

Sincerely,



124036

151793



INVOICE

P.O. BOX 4843
BEAVERTON, OR 97078-4545
(503) 844-2161

PAGE 1

TOME:

BUS:

SERVICE ADVISOR: 328 GARY MILLS

DATE	YEAR	MAKE	MODEL	VIN	DATE	TIME	DATE	TIME
1 FEB 1998	98	CHEVROLET	CORVETTE	1G1YY32G1W5111751	49070/49072			
17:00	11 APR 02				74.00	CASH	12 APR 2002	
OPTIONS: DLR:19076 ENG:5.7 Liter V8 MPI								

8:32 10 APR 02	16:19 12 APR 02							
LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

DIAGNOSIS CHASSIS DIAGNOSIS

19070 2.0 FOUND DTCS B2587&B2592 TESTED WIRING & RELATED MODULES FOUND

CHS CHASSIS DOORS GLASS/MLDING/CONV TOP ENROF/TRM

1 26050960 LOCK

162.68 162.68 162.68

LUBE204 LOF WITH SYNTHETIC OIL

6 12345885 OIL 5W30S

19070 ROUTINE MAINTINENCE .3 LOF PF44 5.50TS 5W30 SYNTHETIC TOPPED OFF

BRK280 INSPECT BRAKES

19072 2.0 FOUND ALL 4 ROTORS WARPED EXCESSIVELY REPLACED ALL 4 ROTORS

THIS TIME

CUSTOMER PAID RENTAL

99 CC

REPLACE FT AND REAR ROTORS

431 CC

0.00 0.00

0.00 0.00

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER COPY

CARR MITO GROUP
15005 SW TU HWY
BEAVERTON, OR
97006
503-844-2101

APR 12, 2002 04:09PM

CLIENT:
MERCH
TERM

1550
4000000000000000
001

ACT #: 1000000000000000
CARD: VISA
CLERK: 0183

SALE:

1845.53
025
188902

REF #:
APPROVAL CODE:

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT



SIGNATURE

THANK YOU!
CUSTOMER COPY

ENTERPRISE SYSTEMS CORPORATION, GREEN
 10000 ENTERPRISE DRIVE, GREEN, IN 46032-1000
 TEL: (317) 434-1000 FAX: (317) 434-1001
 IN 7:30A-5:00P TU 7:30A-5:00P
 ME 7:30A-5:00P TH 7:30A-5:00P
 SA 7:30A-5:00P SU 7:30A-5:00P

[The main body of the document contains extremely faint and illegible text, likely a technical specification or a large table. The text is mostly obscured by noise and artifacts from the scanning process.]

CUSTOM PASSENGER REGISTRATION CARD

PLATE NUMBER		VEHICLE TYPE		NEW REGISTRATION DATE	
TFLRLK		GASOLINE		JUL 9, 2004	
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	GROSS WEIGHT	
1998	CHEV	CM CVT	1G1YY3201W5111751	FEE	
COUNTRY OF ORIGIN		COUNTRY OF MANUFACTURE		\$80.00	
				\$118.00	
					
				COUNTY OF RESIDENCE WASHINGTON	
NEW PASSENGER REGISTRATION FEE, TAXES, CITY, STATE, AND COUNTRY				060302939	
				NEW PLATE NUMBER 2078886	

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3365390	VIN Number:	1G1YY32G1W5112401
Date Opened:	7/29/1999	Model Year:	1998
Date Closed:	8/23/1999	Series:	Corvette
Dealer Code:	B07715	Mileage:	20412
Address:	AUBREY CHEVROLET LAWTON	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT-- LOCK STEERING STRG COLUMN WILL NOT UNLOCK

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/29/1999 15:47:11 SBD TEMPLATE - KLIMKOWSKI

STRATEGY BASED DIAGNOSTICS

2_ NUMBER OF TIMES IN FOR THE SAME CONDITION

2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

07/29/1999 16:47:11 HISTORY - KLIMKOWSKI

DLR STS COLUMN LOCK MESSAGE AND STRG COLUMN WILL NOT UNLOCK. DLR STS HE CAN HERE INTERNAL RELAY IN BCM OPERATING. DLR STS DOES NOT HEAR EXTERNAL RELAY OPERATING.

ADVISED DLR TO VERIFY EXTERNAL RELAY OPERATION IF O/K REPLACE LOCK MOTOR
PER JOHN ZAJAC TAC TIP

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

CARPENTERS VILLE

IL

HOME PHONE:

CASE NUMBER: 05510534

VIN: 1G1YY32G1W5112950

DATE OPENED: 2001-09-13

MODEL YEAR: 1998

DATE CLOSED: 2001-09-18

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 21000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

LOCK

AVAILABLE AND BUILD OPTIONS

REFER TO VIN PROFILE TAB

SALES INFORMATION AND VEHICLE OPTIONS

If customer is seeking a copy of their vehicle's build options, and the vehicle is not over 10 years old, refer the customer to Vintage Vehicles. The phone number is in the Phone List in CAC Webknowledge. [VINTAGE VEHICLE RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/plists/phonelistsearch/phonelistsearch_main.asp]

AVAILABLE AND BUILD OPTIONS

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

CUST STATES THAT HIS VEH IS EXPERIENCING THE ELECTRONIC STEERING COLUMN LOCK, CUST SEEKS FOR THIS REPAIR TO BE COVERED BY GM. CRM ADV CUST THAT DUE TO AGE, VEH IS NO LONGER COVERED BY GM WRTY HOWEVER CRM WOULD CONTACT SVC-MGR TO SEE IF HE WOULD BE WILLING TO PROVIDE ASST. CRM CALLED DLRSHF AND WAS INFORMED THAT SVC-MGR WAS TIED UP TO CALL BACK WITHIN A HOUR, CRM OK'D AND SET A CUST CALL BACK BEFORE 3:45PM CDT. CUST OK'D.

IVAN GONZALEZ/ATX/CAC; 0; 369249210

2001-09-14

CUST STATES HE WOULD LIKE TO SPEAK TO CRM GONZALEZ REGARDING HIS RESEARCH ON HIS CASE. CRM ADVISED CUST THAT CRM WAS RESEARCHING HIS CASE AND A NOTIFICATION WILL BE SENT TO THE CRM TO CONTACT CUST. JOSEPH RODRIGUEZ/CAC/ATX; 0; 369332306

2001-09-14

CUST STATED HE NEED TO TALK WITH CRM GONZALEZ CRM ADV CUST THAT CRM IS NOT AVIAL. CRM ADV CUST I CAN ASST. CRM ADV CUST WILL CALL DLR TO GET ASST WITH GETTING THE VEH TO THE DLR FOR DIAG. CRM CALL DLR AND JEFF STATED THEY USE PETE TOWING # 428 2545. JEFF STATED IT LOOKS LIKE IT HE CONCERN THE SAME. HE WILL TRY TO ASST CUST. CRM ADV CUST JEFF SVM ADV HIM TO CALL PETES TOWING TO ASST TOWING THE VEH TO DLR AND JEFF WILL DIAG VEH. CRM ADV CUST WILL CALL JEFF ON TUESDAY TO GET DIAG ON THE VEH AND CRM ADV CUST WILL CALL HIM ALSO ON TUESDAY....ANNA EVERETT.CAC ADSTIN; 0; 369340995

2001-09-18

CUST STATES DLR CALLED AND TOLD HIM TO GET HIS VEH BACK WILL COST \$629. CUST STATES THIS IS A SAFETY ISSUE AND HE SHOULD GET COVERAGE. CRM ADVISED CUST HE IS OUTSIDE OF WARRANTY AND ANY ASST WILL BE HANDLED ON A CASE-BY-CASE BASIS. CRM CALLED DLR. SPOKE W/JEFF. DLR STATES DLR CALLED CUST TO GET AUTHORIZATION FOR DIAGNOSIS. STATES TECH ASST ADVISED DLR TO

CHECK TERMINALS, PINS, ETC... STATES DEPENDING ON WHAT THEY FIND THEY MAY HAVE TO REPLACE STEERING LOCK CYLINDAR. STATES HE ADVISED CUST IF HE DID, THEN THE REPAIR WOULD BE \$629. CRM ASKED ABOUT ASST. DLR STATES CUST HAS GOTTEN 2 LOFS AT DLR. STATES HE CANNOT GET CONCERN TO DUPLICATE. STATES ONCE DIAG IS FINISHED HE CAN ENTERTAIN ASST. CRM ADVISED CUST OF INFO. CRM FORWARDING REQUEST BACK TO CRM WHO HAD CALLBACK SCHEDULED.

JEFF BIRD/PDX/CAC, 0; 369696646

*****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:

MILEAGE @ BUY-BACK: 0
MSRP:

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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5986822	VIN Number:	1G1YY32G1W5116268
Date Opened:	10/24/2002	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B26115	Mileage:	45516
Address:	COGGIN CHEVROLET AT JACKSONVILLE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE LOCK STEERING THEFT THEFTD

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/24/2002 12:44:47 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

DONALD HARRIS SF

TOM SMITH TECH

CUSTOMER CONCERN -

STEERING COLUMN LOCKED.

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

TECH REPLACED THE LOCK MOTOR AND CAN MANUALLY LOCK/UNLOCK USING TECH2 SPECIAL FUNCTIONS BUT THROUGH NORMAL OPERATION THE LOCK MOTOR IS INOP. HAS B2567 AND B2582 HISTORY. CAN CLEAR CODES OUT AND THEY WILL RESET HISTORY.

TAC RECOMMENDATION -

ADVISE TECH RELATED CASES REPLACED BCM.

10/24/2002 12:44:47 HISTORY - RICHARDSON

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Upper Saddle River
NJ

HOME PHONE:

CASE NUMBER: 1-121641341 VIN: 1G1YY32G1W5120725
MODEL YEAR: 1998
DATE OPENED: 2003-07-21 SERIES: Corvette
DATE CLOSED: 2003-08-25 MILEAGE: 10242.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Paramus Auto Mall Chevrolet-Geo, Inc.
BRC PARENT: DEALER ADDRESS: 194 Rte 17, Paramus, NJ, 07652-2972, USA

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

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

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

cust complaint; ; 2003-07-31
2003-07-21

cust research; ; 2003-07-31
2003-07-23

1-121641341; ; 2003-07-31
2003-07-23

cust follow up; ; 2003-07-31
2003-07-23

Cust seeks to speak w/ previous crm....; ; 2003-07-23
2003-07-23

Cust seeking to speak w/ you...; ; 2003-07-31
2003-07-23

cust inquiry; ; 2003-07-31
2003-07-23

cust research; ; 2003-07-31
2003-07-23

h; ; 2003-07-31
2003-07-23

follow up; ; 2003-07-31
2003-07-25

1-121641341; ; 2003-07-31
2003-07-25

cust research; ; 2003-07-31
2003-07-25

cust follow up; ; 2003-07-31
2003-07-28

1-121641341; ; 2003-07-31
2003-07-30

cust follow up; ; 2003-07-31
2003-07-30

cust follow up; ; 2003-07-31
2003-07-30

cust call back; ; 2003-07-30
2003-07-31

cust follow up; ; 2003-07-31
2003-07-31

cust follow up; ; 2003-07-31
2003-07-31

Review for OLC in the amount of \$2,000; ; 2003-07-31
2003-07-31

OLC offer; ; 2003-07-31
2003-07-31

Created: CAC_RS0027. SR#1-121641341; ; 2003-07-31
2003-07-31

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-07-31
2003-07-31

OLC app in the amount of \$2,000; ; 2003-08-04
2003-08-04

Correspondence Rejected; ; 2003-08-10
2003-08-04

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-08-04
2003-08-04

Please see feedback form; ; 2003-08-07
2003-08-07

Cust concerns; ; 2003-08-07
2003-08-07

OLC in the amount of \$2,000; ; 2003-08-10
2003-08-10

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2003-08-10
2003-08-10

Goodwill Status has been changed from: Pending SITEL to Pending GM1; ; 2003-08-10
2003-08-10

\$2000 OLC; ; 2003-08-12
2003-08-12

approved; ; 2003-08-21
2003-08-22

Goodwill Status has been changed from: Pending GM1 to Approved; ; 2003-08-22
2003-08-25

Service Request has been Closed Satisfied.; ; 2003-08-25

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:

MILEAGE @ BUY-BACK: 0
MSRP:

VEHICLE DRIVEABLE:
ERC 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:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 21, 2003

[REDACTED]
Upper Saddle River, NJ [REDACTED]

Service Request: [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1998 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY32G1W5120725, enclosed is the Owner Loyalty Certificate for the amount of \$2,000.00. This certificate is valid through August 12, 2004, towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1998 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

David Stolberg
Customer Relationship Manager

RS0027-P/

Issued by:
Chevrolet

Certificate No. 1G1YY32G1W5120725

Issue Date: October 21, 2003

Issued exclusively for:



Upper Saddle River, NJ



Valid through: August 12, 2004

Amount: Two Thousand Dollars and Zero Cents
****\$ 2,000.00****

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Westminster

CA

HOME PHONE:

CASE NUMBER: 1-117127662

VIN:

1G1YY32G1W5121437

DATE OPENED: 2003-07-08

MODEL YEAR:

1998

DATE CLOSED: 2003-08-12

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

87000.00000000

BRC TYPE: N/A

DELIVERY DATE:

DEALER NAME: Connell Chevrolet

BRC PARENT:

DEALER ADDRESS: 2828 Harbor Blvd, Costa Mesa, CA, 92626-3986, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering column; ; 2003-07-08

2003-07-10

Follow up; ; 2003-07-10

2003-07-08

Repair; ; 2003-07-08

2003-07-10

Repair f/u; ; 2003-07-10

2003-07-10

F/u; ; 2003-07-10

2003-07-14

Steering column; ; 2003-07-14

2003-07-14

Steering Dec; ; 2003-07-14

2003-07-14

Steering column; ; 2003-07-14

2003-07-14

AVM notification; ; 2003-07-14

2003-07-18

AVM response; ; 2003-07-18

2003-07-17

AVM call attempt - cell#; ; 2003-07-17

2003-07-18

AVM clarification; ; 2003-07-18

2003-07-18

Reim decision; ; 2003-07-18
2003-07-21

Svc Mgr decision; ; 2003-07-21
2003-07-21

Reim decision; ; 2003-07-21
2003-07-25

F/U reim repairs; ; 2003-07-25
2003-07-25

F/U; ; 2003-07-25
2003-07-31

F/U reim; ; 2003-07-31
2003-07-29

F/U reim; ; 2003-07-29
2003-07-31

Dlr response; ; 2003-07-31
2003-08-05

Reim F/U; ; 2003-08-05
2003-08-05

Dlr; ; 2003-08-05
2003-08-09

Dlr visit; ; 2003-08-09
2003-08-09

F/U reim; ; 2003-08-09
2003-08-09

Created: CAC_RS0005. SR#1-117127662; ; 2003-08-09
2003-08-09

Unable to contact ltr submitted for approval; ; 2003-08-12
2003-08-12

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

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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:

ADDRESS:

CONTACT PHONE:

October 21, 2003

[REDACTED]
Westminster, CA [REDACTED]

Service Request: [REDACTED]

Dear [REDACTED]

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

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

Sincerely,

Tiffany Chatmon
Customer Relationship Manager

RS0006-T/lag

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Gerrardstown
WV

HOME PHONE:

CASE NUMBER: 1-115149607 VIN: 1G1YY32G1W5123494
DATE OPENED: 2003-07-01 MODEL YEAR: 1998
DATE CLOSED: 2003-07-14 SERIES: Corvette
SOURCE: Phone MILEAGE: 74000.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME:
DEALER ADDRESS:

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

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

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

steering wheel locked; ; 2003-07-01
2003-07-14
Service Request has been Closed Satisfied.; ; 2003-07-14

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

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:

IF SO, WHERE:

TREATED:

*****ADE INFORMATION*****

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Merrillville
IN

HOME PHONE:

CASE NUMBER: 1-21328605

VIN: 1G1YY32G1W5124077

MODEL YEAR: 1998

DATE OPENED: 2002-08-01

SERIES: Corvette

DATE CLOSED: 2002-08-02

MILEAGE: 30000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Shaver Motors, Inc.

BRC PARENT:

DEALER ADDRESS: 1550 E 61st Ave, Merrillville, IN, 46410-2799, USA

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

M01 General

0 REPAIR ATTEMPT(S)

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

Call from cust about vehicle steering wheel locking up; ; 2002-08-01
2002-08-01

Call to dlr to set appt for cust vehicle; ; 2002-08-01
2002-08-02

S1-21328605 call to dlr to advise of cust vehicle being towed in and campaigns on vehicle; ;
2002-08-02
2002-08-02

Call to cust to advise that dlr has been informed; ; 2002-08-02
2002-08-02

Service Request has been Closed Satisfied.; ; 2002-08-02

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER: 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:

CLEARWATER

FL

HOME PHONE:

CASE NUMBER: 04627259 VIN: 1G1YY32G1W5125178
MODEL YEAR: 1998
DATE OPENED: 2001-06-20 SERIES: UNKNOWN
DATE CLOSED: 2001-06-26 MILEAGE: 33675
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DIMMITT CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 25485 US HWY 19 N, CLEARWATER, FL, 33763, USA

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

M02 Steering Linkage/Component Parts Other
0 REPAIR ATTEMPT(S) STEERING IS LOCKED

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\Plus1\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\Plus1\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\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STATES IS A LOYAL GM CUST. CUST STATES PURCHASED VEH LAST THURSDAY FROM PRIVATE PARTY. CUST STATES TODAY THE VEH STEERING IS LOCKED. CUST STATES VEH IS AT WORK. CUST STATES HAS CONTACTED SEVERAL DEALER AND WAS TOLD THAT THIS A COMMON PROBLEM FOR HERVEH, AND IT INVOLVES A DAMAGED RELAY SWITCH. CUST IS UPSET THIS HAPPENED BECAUSE THE VEH WARRANTY EXPIRED 5/6/01. CUST THE KEYLES ENTRY ALSO DOES NOT WORK. CUST STATES HAS AAA SO TOWING IS NOT A PROBLEM, BUT SEEKS ASSISTANCE IN GETTING VEH REPAIRED. CRM ADVISED CUST THAT FILE WILL BE ESCALATED TO TIER 2 FOR DEALER CONTACT.

MOISES GRULLON/CARS/TAMPA/TIER 1; 0; 351909965
2001-06-20

transferred call from Moises Grullon. cust state she just purchased veh and her steering is locked. cust contacted dlr, srv advisor Byron adv cust that this is a common problem w/the

Corvettes. cust is upset becuz her warranty just expired. cust will have veh towed to dlr. cust seeks assistance on repairs. crm adv cust before theres any consideration on assistance, veh has to be inspected. cust understands. crm adv cust to call back after veh has been inspected, cust agreed. crm gave cust crm x57357. crm called dlr left a message for srv mgr David Rutter of cust concern. crm adv David to contact crm at x57357 for additional info. >>>>HSIMMONS,CARS,TPA; 0; 361911913
2001-06-26

crm called cust for follow up to repairs. crm left message to contact crm at x57357 for further assistance. crm called dlr spoke to Robin. Robin state repairs were done at no charge to cust becuz the steering locking up is a common problem. crm thanked Robin for info. crm closing file until further cust contact. >>>>HSIMMONS,CARS,TPA; 0; 362420408

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

PORT CHARLOTTE
FL

HOME PHONE:

CASE NUMBER: 01251555 VIN: 1G1YY32G1X5105434
MODEL YEAR: 1999
DATE OPENED: 2000-08-15 SERIES: CORVETTE CONV
DATE CLOSED: 2000-08-15 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL BRANCH CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 3980 FOWLER ST, , PORT MYERS, FL, 33901, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CORR RECEIVED 8/15/00
M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKS

SERVICE SATISFACTION SURVEY

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

CORR RECEIVED 8/15/00
CUST STATES HE'S VERY SATISFIED WITH DLR AND WOULD DEFINITELY RECOMMEND IT...
CUST STATES HE'S SATISFIED WITH VEH BUT STEERING COLUMN LOCKS....CUST WAS ADVISED GM IS
AWARE OF THAT...CUST STATES IT SEEMS DANGEROUS...HAPPENED TWICE.
CRM CONTACTED CUST...HE WASN'T AVAILABLE ...LEFT MSG ON ANSWERING MACHINE TO CALL CAC.
****NEXT CRM WHEN CUST CALLS BACK PLS ADDRESS CONCERNS AND ASSIST ACCORDINGLY.
TERR JARMON-BOOKER/AUSTIN/CORR; 0; 335223922

*****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:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

*****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 REQUEST:	

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

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



Service Satisfaction Survey

**** Dissatisfied Customer ****

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

Fort Charlotte FL

Home telephone: Charge to: ()

Dear Clifford Remick:

Our records indicate that you had your 1996 Corvette serviced at Bill Buck Chevrolet on May 31, 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 continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Bill Buck 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 1996 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 31, 2000, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | <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 Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you <u>offered</u> transportation options? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

101YY3261X5108434 29081

21032360880 00000114775 147681

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? ☐ 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?.....
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 BIL Busk 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: SERVICE ADVISOR'S MANNER & MANNER ARE TWO VERY BEST
- Vehicle: STRENGTHS: COMFORTABLE ON HIGHWAY - I WAS TOLD THAT CORVETTE IS SMALL AT THIS - SOMEONE TOLD ME - HADN'T TALKED

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

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

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

CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43686-0001

1G1YY3201X0106434 30051
21022350850 4938582841 147081



Service Satisfaction Survey

** Dissatisfied Customer **

Fort Charlotte FL

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

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

Home telephone: XXXXXXXX

Change to: ()

Dear Clifford Rasmussen:

Our records indicate that you had your 1989 Corvette serviced at Bill Buck Chevrolet on May 31, 1990. 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 Bill Buck Chevrolet.

Sincerely,

Dew L. Wright

Dew 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 1989 Corvette, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 31, 1990, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------|------------------------------------------------------|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

101YY3261X5105434 26061

21022360856 00000114775 147581

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
 - ☒ Work performed did not correct the problem
 - ☐ Service Department could not duplicate problem
 - ☐ Service Department was too busy
 - ☐ Parts not available
 - ☐ I declined repair
 - ☐ Other (please specify) _____
 - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on 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 GM Buck Chevrolet? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your:
- Dealership SERVICE ADVISORS MICHAEL & MARIL ANN THE VERY BEST
- Vehicle STREET CORVETTE ON WATER - I WAS TOLD THAT GM IS AWAY AT THIS - SAME THINGS - HADENET FINE

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: 1-800-222-1820

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 19642, TOLSON, OH 43086-0642

161YY3361X5106434 35081
21022360860 4030888041 147081

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6719030	VIN Number:	1G1YY32G1X5105711
Date Opened:	8/21/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B11557	Mileage:	51724
Address:	RON WESTPHAL CHEV IN AURORA	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK SERVICE STEERING SERVICE STEERING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/21/2003 10:41:28 SBD TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) BARRY BROWN (TECH)

CUSTOMER CONCERN - THE SERVICE STEERING COLUMN LOCK MESSAGE ON AND STEERING COLUMN WILL NOT UNLOCK.

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

BARRY STS THE SERVICE STEERING COLUMN LOCK MESSAGE ON AND STEERING COLUMN WILL NOT UNLOCK. BARRY STS THEY REPLACE THE BCM WITH NO CHANGE.

TAC RECOMMENDATION -

1. ADVISE TO FOLLOW PI A000265.

97 - 01 CHEVROLET CORVETTE YB STEERING COLUMN LOCK ADDITIONAL DIAGNOSTICS.

2. ADVISE TO FOLLOW PI A001782.

97-01 CORVETTE YB COLUMN LOCK CONCERNS AND CAMPAIGN 01044 SUPPLEMENT.

3. CHECK THE BCM POWER AND GROUNDS.

EA02-031 / GM22C

4. CALL BACK WITH RESULTS. NICHOLS 40744
08/21/2003 10:41:28 HISTORY - NICHOLS

DIV: CHEVROLET CASE 000041057 TYPE: G-GENERAL
NAME: JAKE SWEENEY CHEVROLET-IMPORTS
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: MS. MICHELLE WRIGHT
ADDRESS: 8766 SOUTHCOTE DRIVE

CITY: MAINEVILLE STATE: OH ZIP: 45039-0000
VIN: 1G1YY32G1X5106194 DELIVERY DATE:
RESP DEALER: 00000
MILEAGE: 12800 CORPORATE CASE #:
YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 01/21/2000 ORIG OPEN DATE: 01/21/2000
REOPENED: N
LAST ACTIVITY DATE: 01/26/2000 BY: BETHEA LEONARD
CLOSE DATE: 01/26/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV
WARRANTY: U (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: U

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 01/26/2000
DEALER CLOSED : 01/26/2000

DEALER NUMBER: 09596
NAME: JAKE SWEENEY CHEVROLET-IMPORTS
CITY: SPRINGDALE ST: OH

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		CUST STATES STEERING COLUMN LOCKS UP

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/21/2000 11:57:45
CRM REC'D INITIAL BBB CASE #CHV0083623. CRM MADE FIRST CALL ACKNOWLEDG
ACKNOWLEDGEMENT, LEAVING A VME. CUST STATED CONCERNS WITH THE STEERING
WHEEL LOCKING UP. CRM WILL RESEARCH CUST CONCERNS AND KEEP INFORMED.
REGINA NELSON, BRC/ADR, 58524
*****CAC FILE #990370152....REFER TO FOR REFERENCES*****

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 01/26/2000 00:00:01
DUPLICATE FILE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/26/2000 15:02:26
CRM ADVISED CALLED CUSTOMER FOR INITIAL CONTACT. CUSTOMER STATES
VEHICLE WAS REPAIRED LAST WEEK, THE STEERING COLUMN AND THE
SEAT BELT. CUSTOMER STRONGLY FEEL VEHICLE IS REPAIRED NOW, BUT
IT IS ONLY A MATTER OF TIME BEFORE THE STEERING WHEEL AND SEAT BELT
LOCKS UP AGAIN /ROSEMARY BUHANAN/BRC TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/19/2000 08:46:51
REPURCHASE CASE #C00389891 WAS OPENED AND ASSIGNED TO MARY LOU FORDE.
RELATED CASE #000048563.
LEONARD BETHEA/TAMPA

GM 1241

No GM 1241 Data available for this case.
GM 1241 A

No GM 1241A Data available for this case.
GM 1241 D

No GM 1241D Data available for this case.
GM 1241 X

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: MS. MICHELLE WRIGHT

COMPANY:

ADDRESS: 8766 SOUTHCOTE DRIVE

CITY: MAINEVILLE

STATE: OH ZIP: 45039-0000

AGE: 000

HOME PHONE: (513) 677-2825

BUSINESS PHONE: () -

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

MAINVILLE

OH

HOME PHONE:

CASE NUMBER: 00403200 VIN: 1G1YY32G1X5106194
DATE OPENED: 2000-05-22 MODEL YEAR: 1999
DATE CLOSED: 2000-11-24 SERIES: CORVETTE CONV
SOURCE: MILEAGE: 25000
BRC TYPE: REP-MAN DELIVERY DATE:
BRC PARENT: 00403199 DEALER NAME: JAKE SWEENEY CHEVROLET-IMPORTS INC
DEALER ADDRESS:

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

M01 Steering General
4 REPAIR ATTEMPT(S)Other
STEERING LOCKS UP

FILE IS IN REPURCHASE

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

crm attempted contact with customer, crm left message providing the 800 number and extension

executive summary

decision - straight repurchase

justification - Steering column locks up

decision maker - bbb

follow up - file to gm, file to carlson; 0; 327873405

2000-05-22

CUSTOMER PHONED AND STATED THAT SHE DID NOT HAVE CREDIT INFORMATION OR CONTRACT AVAILABLE
CRM WILL ATTEMPT TO GET AGREEMENT THROUGHT THE BBB.; 0; 327876386

2000-05-25

straight repurchase summary:.....marp\$47,543.00; 0; 328122304
2000-05-25

base price:.....\$50,234.13

collateral:.....\$3191.12

finance charges:.....\$3238.14

less usage:.....\$2,712.84

total cost:.....\$53,950.54

file to aubrey washington for review and signature

dlr admin fee \$100.00; 0; 328122410

2000-06-09

JIM PULSKAMP FROM JAKE SWEENEY AUTOMOTIVE CALLED TO FIND OUT FROM CRM, WHY THE CUSTOMER WAS GETTING \$4,000 MORE THAN THE VEHICLE PURCHASE PRICE? THE CRM REFERRED HIM TO THE MGR. CHRIS HOLLMAN FOR AN EXPLANATION, SINCE THE REPURCHASE CRM MARY LOU FORDE IS OUT ON VACATION. THE CRM CALLED JIM PULSKAMP AND GAVE HIM PHONE NUMBER FOR MR HOLLMAN. MR. PULSKAMP WILL DISCUSS THE REPURCHASE FIGURES WITH HIM BEFORE HE DISBURSE THE FUNDS. THE CUSTOMER IS COMING INTO THE DEALERSHIP TODAY. PH NUMBER FOR JIM PULSKAMP IS 513-782-2800. ROSEMARY BUCHANAN/TAMPA/BRC/EXT 58730.; 0; 329420469

*****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:
FAR STATUS:

*****FAR INFORMATION*****

SOURCE: ADR
REQUEST TYPE: Mandated
REPURCHASE REASON: steering column locks up

TRANSACTION: Straight Repurchase

DEALER BAC:
DEALER NAME: JAKE SWEENEY CHEVROLET-IMPORTS INC
DEALER ADDRESS: , ,
CONTACT: Sales, STEVE AUSTIN
PHONE NUMBER: 513-782-2800
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK:
MSRP:

DEPRECIATION: \$2712.84
UPGRADE: na
AFTERMARKET: na
LEASE TERM: na

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: N

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

DEALER ADMINISTRATION: N
RELEASE: N

REPLACEMENT VIN:

*****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:

To: MEX

From:

From:

Date:

03/30/00

Re:

IMAGE ONLY

Pages:

CC:

☐ Urgent

☐ For Review

☐ Please Comment

Please Reply

☐ Please Recycle



Image to

CONFIDENTIAL

Repurchase Approval/Check Approval Form

Original VIN	1G1YY32G1X5106194	Vehicle is going to:	Is Vehicle Drivable?	Issue 1999?
BAC Business Associate Code	112838	<input checked="" type="checkbox"/> Auction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Customer Name	[REDACTED]	<input type="checkbox"/> Scrap/Donate/VRP	Dealer Admin Fee Applies	Issue Release?
Dealer Name	John Sweeney Chevrolet	<input type="checkbox"/> Ro-Bill	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Dealer Contact/Title	Jim Palekamp/sls mgr	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	513-782-2800	<input type="checkbox"/> Voluntary settlement of a state run arbitration or court proceeding		
Dealer Fax	513-782-2884	<input type="checkbox"/> Voluntary settlement of a GM alternative dispute resolution program		
Year - Make	1999/Chevrolet	<input type="checkbox"/> Decision of a state run arbitration or court proceeding		
Model & Trim level	Corvette/Convertible	<input checked="" type="checkbox"/> Decision of the GM alternative dispute resolution program		
Body Type	2 Dr Coupe	<input type="checkbox"/> Voluntary mediated customer satisfaction repurchase		
Delivery Date	9/30/1998	Retrieve Sales Tax?	Lien Payoff Required?	Title Brand?
Buyback Mileage	25,000	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Transmission	Automatic	Vehicle Meets Prerequisite of LEMON LAW <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Engine (in Liters)	5.7	Vehicle located at repurchase Dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Product Code	1Y09	If no, where GM Dealership? Please enter BAC		
UCC Code(s)	M41	Dealership Name:		
MSRP	\$47,543.00	Contact Name:		
NADA (Trade In Value)	\$41,100.00	Address:		
Case Number	C00403200	City & ZIP:		
Type of Transaction	R - Repurchase	Phone #:		
Type of Case	General	Fax #:		
Replacement VIN		Special Instructions?		
Repurchase Source	ADR - Rosemary Buchanan	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes please attach form)		

Reasons for Repurchase: Ignition column locks up

Check Information					
	Customer		Lender		Plaintiff's Attorney
Check Amt:	\$13,900.54	Check Amt:		Check Amt:	
Check Made Payable to:	John Sweeney Chevrolet & [REDACTED]	Check Made Payable to:	GMAC	Check Made Payable to:	
Address:	[REDACTED]	Address:	8730 Governors Hill	Address:	
City & ZIP:	Marietta, OH 44130	City & ZIP:	Cincinnati, OH 45240	City & ZIP:	
Phone #:	[REDACTED]	Attention:	pay off dept	Attention:	
Fax #:	[REDACTED]	Phone #:	800-280-6222	Phone #:	
		Fax #:	748-266-7394	Fax #:	
		Account #:	[REDACTED]	Fed Tax ID:	
				Firm Name:	

BAC Case Specialist's Signature: [Signature]	Printed Name: Marylin Parke	Ext: 58144	Date: 5-25-03
Authorized GM Signature: [Signature]	Authorized GM Printed Name:		Date: 5/25/03

MAKE COPY FOR YOUR FILE

Rev 3/21/00

CHSS

27/8/08

10:56

PAGE 008/20

RIGHT FAX

6

TO: Regina Nelson COMPANY: Chevrolet Motor Division

82-84-888 22-12PH

LIVER LFD INTENTIONAL

813 542 3871 P.03

COUNT OF RABBIT

STATE OF OHIO

No.

MEMORANDUM CERTIFICATE OF TITLE

REGISTRATION

CH

1988

CHEV

CH

1988

CHEV

CH

1988

CHEV

OWNER

CH

1988

CHEV

11229687

CH

1988

CHEV

2004

REGISTRATION

REGISTRATION

REGISTRATION

REGISTRATION

REGISTRATION

REGISTRATION

REGISTRATION

REGISTRATION

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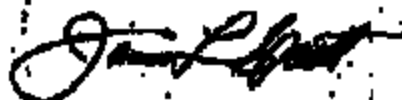
REGISTRATION

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REGISTRATION

WITNESSED BY HAND AND OFFICIAL SEAL THIS 14th DAY OF FEBRUARY, 1999

AND WITNESSED BY
REGISTRATION
IN THE CLERK'S OFFICEJAMES L. SMITH
CLERK OF COURTS

MCP

File Number
C06466266

BRG REPURCHASE VEHICLE

Customer Name
[REDACTED]

Worksheet filled out by:
Marylou Ford

Old Vehicle VIN:
1G1YV32G1J5106194

New Vehicle VIN:

Date:
6/23/00

				Loan Term MO	MI	Lease Usage Mo	MI
1	Replacement Vehicle Costs		1	Base Price	\$50,294.12	1	Dealer Buyout Price
2	Conversion Cost		2	Conversion Price		2	
3			3			3	Payments (opt)
4	Tax/Reg./Lic./Title (opt)		4	Tax/Reg./Lic./Title (opt)	\$3,101.12	4	Pre-Payment(s) (Pro-rata)
5	Accessory Items		5	Other		5	Cap Cost Reduction
6	Other		6	Other finance charges	\$3,238.14	6	
7			7	Incentives (deduct)		7	Tax/Reg./Lic./Title (opt)
8	Total Replacement Price		8	Total Purchase Price	\$56,663.38	8	Other
9			9			9	Total Additions
10	Usage/Depreciation		10	Usage/Depreciation	\$2,712.84	10	
11	Damage		11	Damage		11	Usage/Depreciation
12	Upgrade		12	Over Allowance		12	Damage
13	Add-Ons		13	Negative Equity		13	Over Allowance
14	Downgrade (deduct)		14			14	Negative Equity
15			15	Total Deductions	\$2,712.84	15	Security Deposit
16	Total Customer Cost	\$0.00	16			16	Incentives
17			17			17	Total Deductions
18			18			18	
19			19			19	
20	Trade Repurchase Amount	\$0.00	20	Total Repurchase Amount	\$53,950.54	20	Total Repurchase Amount
21			21			21	
22			22			22	Total Refund to Customer
23			23			23	
24			24			24	
25	Estimated Auction Price		25	Estimated Auction Price		25	Estimated Auction Price
26	Projected Loss	\$0.00	26	Projected Loss	(\$53,950.54)	26	Projected Loss

PAYMENT METHOD

	Payee(s)	Amount	Contact(s)	BAC Code	Address(s)
A	Credit to Dealership			Dealer Name	
B	Check to Customer				
C	Check to Lienholder & Customer				
D	Check to Lienholder				
E	Check to Attorney (1099 Info)				
F	Check to Other				

MPY 25 2000 16:16 FR

TD 91313812617

P. B4/12

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your division's Business Resource Center (BRC) to initiate the Process

PICK ☐
 JILAC ☐
 CHEVROLET ☒
 OLDSMOBILE ☐
 PONTIAC-GMC ☐

DATE: 5/18/00
 DEALER NAME & CITY: Stearns Auto Group Dallas, Texas
 DEALER CONTACT: Stearns Auto Group
 CUSTOMER NAME: [REDACTED]
 CUSTOMER DAY PHONE NO.: 0000 48563
 CAC CASE NO. (if available):

VEHICLE INFORMATION:

OLD VIN: 1G1YV4329185106194
 CURRENT MILEAGE: 58144
sum

NEW VIN: [REDACTED]

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☒ Lease Repurchase ☐

Reason for Repurchase: ARBITRATION DECISION

The DSM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes & Fees • Negative Equity • Over Allowance

- No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: _____

Upgrade/Downgrade: _____

Aftermarket Items: _____

Lease Termination: _____

Damage to Vehicle beyond normal wear and tear: _____

Special Instructions: _____

Recommended Disposition of Repurchased Vehicle:

Donate ☐ Auction ☐ NAO Recovery ☐ Scrap ☐ Other ☐ Explain: _____

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

Authorization:

(Print Name)

VME

Node/Mailbox

Date

BRC Fax # 248-874-4293, Pontiac-GMC, Oldsmobile, Cadillac

BRC Fax # 248-696-7352 Chevy, Buick

MAY 26 2000 15:17 FR

TO [REDACTED] P. 87/12

DEALER'S THIRD PARTY LEASE AGREEMENT

LESSOR'S NAME

ADDRESS

CITY DAYTON OH

COUNTY WARREN

STATE OH

PHONE

SALESPERSON

Chatter

Pursuant to the terms and conditions listed below, the undersigned hereby agrees to lease the listed vehicle from a third party if such can be arranged by Dealer. ENTER MY ORDER FOR ONE MOTOR VEHICLE ☐ NEW ☐ USED ☐ DEMONSTRATOR ☐ RENTAL VEHICLE ☐ OTHER

YEAR 1999	MAKE CHEVROLET	MODEL CORVETTE	BODY TYPE CP	COLOR	TRAILER
VIN 1G1YY38612C106134		TO BE DELIVERED ON OR ABOUT 23 SEP		STOCK NO. 38048	

INITIALIZED COST 58234.12	<p>THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:</p> <p>1. This is a closed-end lease for 36 months.</p> <p>2. You may drive _____ miles per year, and _____ miles over the entire lease without additional charge. You will be charged \$ _____ per mile over that amount.</p> <p>3. You <input type="checkbox"/> DO <input type="checkbox"/> DO NOT have an option to purchase this vehicle at the lease end for \$ _____.</p> <p>4. You will be responsible for excessive wear and tear on the vehicle.</p> <p>5. Your monthly payment will be \$ 378.28, plus tax of \$ _____ for a total monthly payment of \$ _____.</p>
ACQUISITION FEE	
TAXES	
TERMINATION FEE	

IT IS UNDERSTOOD AND AGREED THAT THE SELLING PRICE MAY INCLUDE AN OVER-ALLOWANCE ON THE TRADE-IN VEHICLE.

1. The Contract Buyer (party) on the used vehicle trade-in is subject to more than the amount specified on this Order. The Buyer agrees to pay the Dealer such excess in cash immediately upon demand, or at his option the Dealer may cancel this Order should the amount of such payment be less than indicated on the Order, such difference shall be applied to the Buyer's remaining cash balance, if any, and otherwise paid to the Dealer in cash.

TRADE-IN VEHICLE	YEAR 1995	MAKE BUICK	MODEL	7000	VIN 1G8D35227380617	MILEAGE 25589	8000 CASH	4700 CASH	5000
DUE AT DELIVERY	FIRST PAYMENT				578.28				
SECURITY DEPOSIT									
LICENSE/TITLE FEES									
CASH DOWN PAYMENT				8400.00					
TAX ON CASH DOWN PAYMENT									
LUXURY TAX									
ACCOUNT NO.									
TRADE-IN ALLOWANCE				7835.18					
PAYOFF AMOUNT				7835.18					
NET EQUITY									
DEPOSIT						TOTAL DUE AT DELIVERY 8778.28			
REBATE									
OTHER						LESS CREDITS			
TOTAL CREDIT						BALANCE			

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE HEREBY, NOT DEALER, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE OR NON-PERFORMANCE THEREOF. THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

JUST NOTICE: THE UNDERSIGNED "JOE" NAME "THE RIGHT" IN A TRUCK BY JOHN CONSUMERS AND ALL MOTORS ARE OUT OF OR IN ANY WAY APPROVED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE.

COMPLAINTS AGREEMENT: The undersigned (Buyer/Leasee) and Seller/Leasee, as requested by Lender or Closing Agent for Lender, to fully cooperate and adjust for clerical errors, any and all form and the documentation of a document necessary or desirable in the reasonable discretion of the Lender in connection with the loan, and any other matter relating to the loan.

THE FRONT AND BACK OF THIS ORDER COMPARE THE BUYER'S AGREEMENT AND THE THIRD PARTY LEASE AGREEMENT AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO, OR WILL BE REPRODUCED. If the agreement is for a cash vehicle and the undersigned (Buyer/Leasee) and Seller/Leasee, as requested by Lender or Closing Agent for Lender, to fully cooperate and adjust for clerical errors, any and all form and the documentation of a document necessary or desirable in the reasonable discretion of the Lender in connection with the loan, and any other matter relating to the loan.

NOTICE: I certify that I am 18 years old, and hereby acknowledge receipt of a copy of this order.

INFORMATION: INFORMATION STATEMENT: INFORMATION ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR AN AUTHORIZED REPRESENTATIVE.

APPROVED MAY 23 2000 15:18

ACCEPTED BY

PAGE 02

O:ROSEMARY BUCHANAN COMPANY:PONTIAC/GMC Division

CHV0083623.OHARD**ACCEPTANCE OR REJECTION OF DECISION**

Date: 04/24/00

Case Number: CHV0083623

Customer:

Business:

MO-Iniac 1716 OH 181YY326106194

MAY 05 2000

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of the BBB staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Notes: If this form is not received in our office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or file it in the BBB at 703-347-9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following:

X **I ACCEPT THE ARBITRATION DECISION. I understand this means:**

- the business will be legally bound to abide by this decision; and,
- I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

 I REJECT THE ARBITRATION DECISION. I understand this means:

- I may pursue other legal remedies under state or federal law; including asserting a cause of action under Section 1341.73 of the Ohio Revised Code,
- depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- the business will not be obligated to perform any part of the decision; and,
- this will end Better Business Bureau involvement in my case.

Customer Signature:

Date:

5/2/00

1000 Wilson Blvd., Suite 500, Arlington, VA 22201

Phone 800-368-1220

Fax 703-347-9700

TO: Rosemary Buchanan COMPANY: Pontiac/GMC Division

NO. 2

22 085 03/24/00 13:40 CINDI BOB + 1783473788



REPURCHASE DECISION (OWNED VEHICLES)

Stamp OK

Customer: [REDACTED]

Case No.: OHV0003033

Manufacturer: Chevrolet

For the following amounts, the manufacturer shall repurchase the 1999 Corvette
 ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the
 customer's acceptance of this decision:

1. The actual price paid for the vehicle \$ 50,234.12
- 1a. Reasonable use deduction, if any:
 (explained in the Reason for Decision) - \$ 2712.04
- 1b. Deduction based on vehicle damage not
 attributable to normal use, if any: - \$
- 1c. Deduction based on negative equity, if any: - \$
- Subtotal = \$

2. Other eligible amounts as sought on the Agreement to Arbitrate
 (please describe): sales tax, collateral + \$ TBD
 finance, incidental + \$ TBD
- TOTAL AMOUNT = \$ TBD

To Be Determined

At the time of repurchase or replacement, the customer will be responsible for turning over the
 vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was
 at the time of the leasing, allowing for normal usage. Customer must also comply with all additional
 requirements in section of manufacturer Program Summary that sets out customer responsibilities if a
 repurchase or replacement is awarded.

If there is a lienholder, payment of the amounts set out above shall be made by the manufacturer to
 the customer and lienholder as their respective interests appear on the records of ownership. The
 manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase
 transaction.

Add (Name(s):

Cynthia Buchanan
 CINDY BOB

Date: 3/24/00

Date:

Date:

 ©1995 General Motors Corporation, Pontiac, Inc.
 OHV0003033

GM

Starting Miles:	0
* Term:	36
* GM MSRP:	47,843.00
Residualized Add:	0.00
Non-Resid. Add:	0.00
CPD/PSG:	0.00
CFAL:	0.00
* Vehicle Price:	47,843.00
Sales Tax:	2,391.86
Title Fee:	18.00
Licensing/Reg. Fee:	4.25
Other Tax or Fee:	773.01
Mechanical Service:	0.00

Life, Acc., Month:	0.00
Cash Down:	\$,400.00
Trade-In Value:	7,838.13
Trade-In Payoff:	7,838.10
Reduction Allowance:	0.00
TCFA:	0.00
Miles Per Year:	15000
Fees & Taxes in Drive Off:	
Net Residual Factor:	64
Net Residual Value:	30,427.5
*Contract Date:	9/28/1998
*First Payment Date:	10/25/1998
(Enter dates as mm/dd/yyyy)	
*Residual Value	

Annual \$t Rate: 8.25%
Max Amount Financed: \$55,428.62
Excess Mileage Adj.: \$0.00
Fat. Fees & Taxes: \$3,191.12
Amount Financed: \$41,234.12
Total Sale Price: \$59,206.17

Monthly Payments: \$582.25
Final Payment: \$10,417.51
Total of Payments: \$50,806.27
Total Drive Off: \$3,400.00

Old Days: 0
Monthly Date: 9/25/2001

buyout.

1.34

* 21 pymts

12,227.25

+ 8400

20,627.25

Outback
17.6.19.20

SmartBuy Worksheet

New 1999 Chevrolet Cars CORVETTE All Models
36 Mo. SmartBuy Plan - Non-encumbered SmartBuy

1) MSRP From Factory Invoice	\$47,543.00	29) Contract Date	9/25/1998
2) Eligible Dealer Installed Options	\$0.00	30) First Payment Date	10/25/1998
3) Adjusted MSRP	\$47,543.00	31) Maturity Date	9/25/2001
<hr/>		32) Odd Days	0
4) Vehicle Selling Price	\$47,043.00	<hr/>	
5-8) Financed Fees and Taxes	\$3,191.12	32) 35 Monthly Payments @	\$582.25
9) Mech. Warranty/Service Agreement	\$0.00	33) Total of Payments	\$50,806.27
10) Less: Finance Reduction	\$8,400.00	34) Total Sale Price	\$59,206.27
11-13) Life/Ad&H Premium	\$0.00	35) Customer Finance Charges	\$8,972.15
14) Total Amount Financed	\$41,834.12	36) Cash Down	\$8,400.00
15) Max. Amount to be Financed	\$55,488.42	37) Net Trade-in Allowance	\$0.00
<hr/>		38) Reduction Allowance	\$0.00
16) Contracted Total Mileage	45,000	39) Tax & Fees Due at Signing	\$0.00
17) Less Standard Total Mileage Allow	45,000	40) Total Due at Signing	\$8,400.00
18) Total Excess Mileage	0	41) Amount Financed	\$41,834.12
19) Times Excess Mileage Rate	8 Cents	<hr/>	
20) Excess Mileage Adjustment	\$0.00		
<hr/>			
21) Adjusted MSRP	\$47,543.00		
22) Optional Package Discount	\$0.00		
23) Total Adjusted MSRP	\$47,543.00		
24) Residual Factor %	64%		
25) Subtotal	\$30,427.52		
26) Less Excess Mileage Adjustment	\$0.00		
27a) Less Starting Mileage Adjustment	\$0.00		
27b) Less Other Factors	\$0.00		
28) Final Payment Amount	\$30,427.52		

'A' tier SmartBuy Plus APR is 8.25%

Program is in effect from 7/1/98 through 9/30/98.

Dealer Finance Income is \$0.00 plus \$0.00 in TCM for a total of \$0.00.

This quota prepared by for CINCINNATI SPB on Friday, September 23, 1998 at 1:30 P.M.

If information in the most current divisional DCS differs from NetQueue, DCS information supersedes NetQueue.

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

ROWLETTE, TX

CASE NUMBER: 05177964 VIN: 1G1YY32G1X5107328
MODEL YEAR: 1999
DATE OPENED: 2001-08-03 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-08-03 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: HUFFINES CHEVROLET COMPANY, INC.
BRC PARENT: DEALER ADDRESS: 1400 S. I-35E, LEWISVILLE, TX, 75067, USA

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

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

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

1. First check VIN profile tab for recalls

2. Refer to [[Campaigns RUN C:\Progra~1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/>] for recall details, Go under the Bulletins tab.3. If the vehicle is involved in a campaign recall, advise customer to contact their
dealer to take action necessary to correct concern.

Vehicles involved in product recall campaigns

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

CUST STATES GOING TO WORK AND HIS STEERING COLUMN WAS LOCKED UP. CUST SEEKING INFORMATION
ON HOW TO UNLOCK STEERING COLUMN. CRM ADVISE CUST VEH WOULD HAVE TO GO TO DLR AND AS WELL
THERE IS AN OPEN CAMPAIGN FOR THE STEERING COLUMN. BRENDA SANTOS/ATX/CARS; 0; 365698252

*****FAR 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: ,

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 RESTRICTED

CUSTOMER:

ADDRESS:

STEWARTSTOWN

PA

HOME PHONE:

CASE NUMBER: 04890895

VIN: 1G1YY32G1X5111153

MODEL YEAR: 1999

DATE OPENED: 2001-07-12

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-07-12

MILEAGE: 20000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: RED LION CHEV-OLDS GEO INC

BRC PARENT:

DEALER ADDRESS: 3220 CAPE HORN RD., RED LION, PA, 17356, USA

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

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

LOCKED UP

Concern not duplicated by dealership

CRM ACTIONS:

CRM to document customer concerns. CRM to explain to customer that the dealership must duplicate the concern before repairs can be properly made. CRM to contact Service Manager for further information. CRM may suggest that customer ride with service representative and advise of particular concern.

Concern not duplicated by dealership

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

cust states vehicle has been at dlr 1 mo. cust states steerin wheel was locked up, dlr found that to be the case, then after 3 weeks, dlr told him that steering wheel unlocked itself. cust states he spoke to dlr within the past week and told them to disconnect the theft deterrent (has something to do w/steering) but dlr told him they didn't know if they could do that. crm spoke to bob, asst svc mgr, who states they received an urgent administrative bulletin re: steering column locking up. bob states they have a harness kit on order and should come in 2-4 days from now. bob states he will get back w/cust and he was planning to anyway. crm had checked for campaigns but nothing came up in vin profile; however, did find 01044. crm advised cust that bob will be phoning him and crm informed cust a little about campaign. bobbi adams-lloyd, portland cac; 0; 363818142

*****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 FAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

STEWARTSTOWN

PA

HOME PHONE:

CASE NUMBER: 05234004

VIN: 1G1YY32G1X5111153

MODEL YEAR: 1999

DATE OPENED: 2001-08-08

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-08-08

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: RED LION CHEV-OLDS GEO INC

BRC PARENT:

DEALER ADDRESS: 3220 CAPE HORN RD, RED LION, PA, 17356, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCKING UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST STATES SHE IS CALLING ON BEHALF OF THE CUST KOVENS, MURRAY. CUST STATES THE DLR HAS HAD THE CUST VEHICLE FOR 2 MOS AND THEY STILL CURRENTLY HAVE THE CUST VEHICLE. CUST STATES THE STEERING WHEEL IS LOCKING UP ON THE VEHICLE AND THE DLR WAS WAITING ON A TOOL TO TAKE THE STEERING COLUMN APART.

CUST SEEKS THAT THEIR VEHICLE BE REPAIRED AND RETURNED TO HIM IN A TIMELY MANNER

CRM ADVSD CUST AFTER SPEAKING WITH THE SVC MGR THAT THE TOOL HAD BEEN RECEIVED YESTERDAY AND THE REPAIRS WOULD BE FINISHED EITHER LATER THIS AFTERNOON OR TOMORROW.

CUST SATISFIED.

CARLA JONES CAC ATX; 0; 366138600

*****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 EAC:

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:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM R E S T R I C T E D

358496

CASE NUMBER: 04446883 VIN: 1G1YY32G1X5113419
 DATE OPENED: 06/06/01 MODEL YEAR: 99
 DATE CLOSED: 06/06/01 SERIES: CORVETTE CONVERTIBLE
 SOURCE: YES MILEAGE: 25000
 CUSTOMER: COFFIN, MICHAEL
 ADDRESS:
 HOME PHONE: 757 456-5037 STATE: VA
 BUS. PHONE:

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

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] VIRGINIA BEACH
 HOME PHONE: [REDACTED] VA [REDACTED]

CASE NUMBER: 04446883 VIN: 1G1YY32G1X5113419
 MODEL YEAR: 1999
 DATE OPENED: 2001-06-06 SERIES: CORVETTE CONVERTIBLE
 DATE CLOSED: 2001-06-06 MILEAGE: 25000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: RK CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 2661 VIRGINIA BEACH BLVD., VIRGINIA
 BEACH, VA, 23452, USA

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

808 Loaner Vehicle Not Provided	Customer Satisfaction
0 REPAIR ATTEMPT(S)	DOESNT LIKE CHEVY/GM POLICY
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	STEERING LOCK SYSTEM

Courtesy transportation - availability while vehicle being repaired under warranty

CRM TO ADVISE:

"Starting with 1993 models, Courtesy Transportation is available for all warranty repairs during the bumper-to-bumper period of the New Vehicle Limited Warranty and the 5 year/100,000 mile terms of the 6.5L Diesel Engines Warranty at no additional charge. For same day repairs: Cadillac customers may be offered reimbursement for fuel, public transportation or provided with a rental vehicle for same day repairs. For all other vehicles, a one-way dealer shuttle transportation is available from the dealership for up to 10 miles. For overnight repairs: a loaner, rental car or transportation reimbursement up to \$30 a day, up to 5 days, is provided until the repair is completed. The customer pays only for fuel and any additional rental options they elect." CRM ACTIONS: If customer qualifies for courtesy transportation and did not receive it, CRM to contact the Service Manager for further research into the customer's concerns.

Courtesy transportation - availability while vehicle being repaired under warranty

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

358496

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

CUST STATES HE'S HAVING A PROBLEM WITH HIS CHEVY CORVETTE...CUST SEEKS TO HAVE HIS CONCERNS DOCUMENTED WITH HIS VEH AS WELL AS THE DLR SHIP...THE CORVETTE HAS STEERING LOCK SYSTEM IN IT...AT THIS TIME THE SYSTEM IS LOCKED UP AND WILL BE TOWED TO THE DLR TODAY WED JUNE 6TH....CUST STATES THIS IS THE 1ST TIME THIS HAS HAPPENED TO HIS CORVETTE...CUST STATES THAT HE WILL NOT HAVE A MODIFICATION DONE...THE DLR SHIP POLICY IS ONCE THEY HAVE THE PARTS TAKEN OUT OF THE VEH THEN THE CUST CAN GET A LOANER VEH...CUST DID STATE THAT HE DOES NOT HAVE AN APPT WITH THE DLR AND THAT THEY CANT LOOK AT THE VEH TIL THURS JUNE 7TH..CUST SAYS VEH IS UNDRIVABLE..CUST WHOLE CONCERN IS THE POLICY OF RENTAL VEHICLE.... CRM ADVISED MR COFFIN THAT SHE WILL NEED TO DO RESEARCH BY CALLING THE DLR SHIP TO CLARIFY THE LOANER VEH ISSUES....

MARY GRIMM/ATX/CHEVY/CAC...; 0; 360690939
2001-06-06

CRM CALLED AND SPOKE WITH TIM STINNETT, SVC CONSULTANT WHO ADVISED THAT THEY HAVE TO LOOK AT THE VEH AND DIAGNOSE IT IS LOCKED UP, IF THAT IS THE CASE THEN ALTERNATE TRANSPORTATION PROBABLY WOULD BE PROVIDED...HE ALSO ADVISED THAT IT WOULD PROBABLY BE TOMORROW BEFORE THE VEH COULD BE LOOKED AT.. CRM ADVISED MR COFFIN OF ALL FINDINGS..
MARY GRIMM/ATX/CHEVY/CAC...; 0; 360692513

*****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:

GM RESTRICTED

358496

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

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

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

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

NORTH , IL

CASE NUMBER: 05265485 VIN: 1G1YY32G1X5114036
MODEL YEAR: 1999
DATE OPENED: 2001-08-09 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-08-22 MILEAGE: 13000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: RIZZA CHEV INC
BRC PARENT: DEALER ADDRESS: 8200 S HARLEM AVE,, BRIDGEVIEW, IL, 60455, USA

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

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

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112
Cadillac: 1 (800) 882-1112
Chevrolet: 1 (800) 243-8872
GMC: 1 (800) 223-7799
Oldsmobile: 1 (800) 535-6537
Pontiac: 1 (800) 762-2737

Vehicle operation or design

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

CUST STATES THAT HE RECEIVED A CAMPAIGN ON THE STEERING COLUMN LOCK. CUST STATES THAT HIS VEH STEERING WHEEL IS LOCKED & STUCK IN THE DRIVEWAY. CUST SEEKS TO KNOW HOW TO GET IT TO A DLR. CRM ADVSD CUST THAT CRM WOULD CONNECT CUST TO CHEV ROADSIDE. CRM ADVSD CUST OF FILE #. CRM WILL CLL CUST 8-22-01 IN RE TO VEH REPAIR. JAIMESANDAGE PDX CAC; 0; 366249117
2001-08-22

CRM CLLD CUST & SPOKE TO CUST WIFE & WAS ADVSD THAT THE VEH REPAIR WAS TAKEN CARE OF. CRM WILL CLOSE FILE. JAIMESANDAGE PDX CAC; 0; 367346885

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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:	4146232	VIN Number:	1G1YY32G1X5117048
Date Opened:	8/22/2000	Model Year:	1999
Date Closed:	9/18/2000	Series:	Corvette
Dealer Code:	B44445	Mileage:	5175
Address:	BETTEN CHEVROLET-OLDMUSKOGON	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- IGNITION LOCK UN LOCK FAILURE

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/22/2000 10:47:01 SBD TEMPLATE - WENGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

08/22/2000 10:47:01 HISTORY - WENGER

CONCERN:

VEHICLE HAS STEERING COLUMN.

DIAGNOSIS:

DEALER STATES THAT VEHICLE HAS SERVICE STEERING COLUMN MESSAGE. TECH

STATES THAT NO CODES IN SYSTEM. DEALER LOOKING FOR INFO.

RECOMMENDATION:

ADVISED DEALER ON PI A000285. ADVISED TO CHECK G201, G202, CHECK KEY INPUT STATUS WHILE WIGGLING. DEALER TO REPORT RESULTS.

GM RESTRICTED

360954

CASE NUMBER: 04197932 VIN: 1G1YY32G1X5119804
 DATE OPENED: 05/15/01 MODEL YEAR: 99
 DATE CLOSED: 05/15/01 SERIES: CORVETTE CONVERTIBLE
 SOURCE: YES MILEAGE: 6000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NO
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] LEES SUMMIT
 HOME PHONE: [REDACTED] NO [REDACTED]

CASE NUMBER: 04197932 VIN: 1G1YY32G1X5119804
 MODEL YEAR: 1999
 DATE OPENED: 2001-05-15 SERIES: CORVETTE CONVERTIBLE
 DATE CLOSED: 2001-05-15 MILEAGE: 6000
 SOURCE: Phone 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) locked up

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/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

steering column locks

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

GM RESTRICTED

360954

Cust's steering column locked up. Cust states veh had to be flatbedded to dirahip for repairs. Cust states that he wants GM to know of problem. Cust concerned that it could happen while he is driving down the road. Kim Stanton,
ATX, CAC; 0; 358805284

*****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 HAC:
DEALER NAME:

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

160954

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

NAME:	CONTACT NUMBER: 1
-------	-------------------

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

360954

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

LAGUNA MIGUEL

CA

HOME PHONE:

CASE NUMBER: 03641582

VIN: 1G1YY32G1X5119978

DATE OPENED: 2001-03-28

MODEL YEAR: 1999

DATE CLOSED: 2001-03-28

SERIES: CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE: 41000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: GUARANTY CHEVROLET MOTORS, INC
DEALER ADDRESS: 711 E 17TH ST., SANTA ANA, CA, 92701, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Inoperative
svc column lock illuminatedA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Other
for repair

INFORM THE CALLER:

"The technical assistance center is only accessible to the dealership. I'm sure if the dealership is unable to provide you with the technical information that you are seeking they would consider contacting the technical assistance center on your behalf."**Use the Dealer Locator process if the caller would like their nearest dealer.
technical asst

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

cust states went to get something to eat, returned to veh, tried to start veh & svc column lock warning lite illuminated. staes veh steering column will not turn. cust seeks technical phone remedy for concern. crm advsd cac not a tech cntr. crm advd cld offerph # to roadside asst, but as per cust outside of warr, thr is a chrg for tow. crm advsd to contact dlr asap. cust advsd has independant ext svc contract. crm advsd to give them a call to verf if they will cvr tow exspense. cust states will call to dlr & then to independant & ten if necessary to roadside. no further action reqr'd of crm case closed. andi appas/cars/pdx; 0; 354680927

*****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: 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:

GM RESTRICTED

381961

CASE NUMBER: 05703374 VIN: 1G1YY32G1X5120516
 DATE OPENED: 10/17/01 MODEL YEAR: 99
 DATE CLOSED: 11/08/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 38000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] VACAVILLE
 HOME PHONE: [REDACTED] CA [REDACTED]

CASE NUMBER: 05703374 VIN: 1G1YY32G1X5120516
 MODEL YEAR: 1999
 DATE OPENED: 2001-10-17 SERIES: UNKNOWN
 DATE CLOSED: 2001-11-08 MILEAGE: 38000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: WOODARD CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 2501 MARTIN RD., FAIRFIELD, CA, 94533, USA

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

M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCK UP
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	CRM ADV CUST TO TAKE VEH TO DLR FOR THIS
CONCERN	
A01 Open Campaign	Product Campaign Claim
0 REPAIR ATTEMPT(S)	2001044-STEERING COLUMN LOCKUP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra~1\Plus!\Micros~1\Iexplora.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

GM RESTRICTED

381961

C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/chronic repair.html
 (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\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/sbs customer requests vehicle
 repurchase.html
 Vehicle repair request - Repair not done

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

CUST STS THAT HE HAS A 4 YR. LEASE AND HAS HAD MULTIPLE COMPUTER PROB INCLUDING:

1. POWER WINDOW -PASSENGER SIDE- 3/7/01
2. WARNING LIGHTS ALL OF SUDDEN GO FLASHING ON AND OFF
3. BRAKE LIGHTS- WOULDN'T WORK AT ALL. - 12/21/00,
4. LEATHER SEAT SEAMS WERE COMING APART
5. STEERING LOCK SYSTEM -VEH WOULD START BUT WOULDN'T UNLOCK READILY.

CUST SEEKS TO GET OUT OF THE LEASE. CRM CALLED WOODARD CHEV. AND SPK WITH DAVE, SVC. ADV., ED BENTINCO, SM WAS UNAVAILABLE. CRM SPK WITH TURK, GEN. MGR AND HE HAS FAXED CUST'S RO TO AVM, RON REED AND TURK ADV THAT CUST COMPLAINTS ARE LEGITIMATE, BUT B/C THE VEH HAS OVER 30,000 MILES, THE PENALTY FOR TURNING IN THE VEH WITH THIS MILAGE WOULD BE EXPENSIVE. CRM ADV CUST OF THIS FACT AND THAT GETTING OUT OF THE LEASE HAS AN ALMOST NIL CHANCE. CUST SEEKS FOR AVM TO CONTACT HIM AND TO HELP HIM GET OUT OF THE VEH. CRM ADV THAT AN AVM CALL WOULD BE MADE AND THAT CRM WILL CONTACT CUST ON FRI, 10/19/01. TERESA FREY/ATX/CARS; 0; 372196B23

2001-10-17

*****CONT***** CUST HAS BEEN ADV OF THE CAMPAIGN ON HIS VEH, #2001044 AND SO HAS THE DLRSHIP. CUST STS THAT HE WILL TAKE THE VEH IN FOR THE CAMPAIGN CONCERN. TERESA FREY/ATX/CARS; 0; 372196B95

2001-10-17

DLR RETURNING CALL FROM PREVIOUS CRM. CRM ADVSD DLR OF ISSUE, CRM UNSURE OF ANY ADDITIONAL INFO NEEDED FOR PREVIOUS CRM. PATRICIAHINSLEY/CAC/ATX; 0; 372207389

2001-10-19

1ST CONTACT MADE TO AVM RON REED @80509/58631 ON 10/19/01 @10:45 AM REGARDING VEH TRADE ASSISTANCE

FORWARDING FILE TO PREVIOUS CRM, FREY WHO REQUESTED AVM CONTACT

ZAKIYYAHM/MUHAMMAD/ATX; 0; 372361468

2001-10-26

CUST HAS CALLED BACK IN. CUST IS SEEKING TO BE UPDATED ON THE STATUS OF HIS REQUEST. CRM ADVISED THAT AT THIS TIME THE AVM HAS NOT CONTACTED CAC AND THERE WERE NO FURTHER NOTES. CRM ALSO ADVISED THAT ANOTHER REQUEST TO CONTACT THE AVM WILL BE MADE (SUBMITTED 10/26/01, THIS IS THE SECOND ATTEMPT). CRM HAS SET A CALL BACK WITH THE CUST FOR 10/31/01 BTN 2-4PM CST.

REQUEST SUSPENDED

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

381961

ANNA BLASER/CAC/ATX; 0; 372969147
2001-10-31

CUST CONTACTED CAC FOR UPDATE CUST SEEKS CALL BACK FROM PREVIOUS CRM CRM ADVISED CUST A
CALL BACK IS SCHEDULED FOR 2 TO 4 PM CST CRM ADVISED CUST WILL NOTIFY PREVIOUS CRM
.DONMUNSON/PDX/CAC; 0; 373401401
2001-10-31

CRM CONTACTED CUST AND SPOKE WITH WIFE. CUST'S WIFE STATES THAT THIS IS VERY FRUSTRATING
BECAUSE THERE HAS BEEN NO INFORMATION GOTTEN FROM THE AVM AND THIS WOULD BE THE THIRD
ATTEMPT TO CONTACT AVM. CUST IS REFUSING TO MAKE PAYMENT DUE TO CUST'S REQUEST TO GET
OUT OF LEASE.

REQUEST SUSPENDED

ANNA BLASER/CAC/ATX; 0; 373415886
2001-10-31

Cust wants callback from previous CRM BLASERA.
This CRM conferenced cust with GMAC as cust does not like the idea of having to pay for a
non-functioning veh.
Previous CRM states in history that after three calls to AVM, no response. Cust wonders
what will be next.
CRM advised previous CRM working file will most likely contact CAM due to no response
from AVM.
Adam from GMAC will put note on acct and send note to branch office and fax notice to
Cust.

Della Richmond/pdx/cac; 0; 373418552
2001-11-01

CORRECTION TO PREVIOUS CRM NOTES*

THERE HAVE ONLY BEEN TWO ATTEMPTS TO CONTACT AVM. TODAY WILL BE THE THIRD.; 0; 373486199
2001-11-01

CRM CONTACTD SVC MGR AT DLR AND REQUESTED THAT HE CONTACT THE AVM AS WELL. CRM WAS TOLD
THAT SVC MGR FAXED DOCUMENTS TO AVM 10/24.

ANNA BLASER/CAC/ATX; 0; 373489329
2001-11-02

CUST CALLED IN TO DLRSHF SEEKING UPDATE ON HIS CASE. CUST STATES HE HAS NOT HEARD FROM
CRM ANNA BLASER, WHO PROMISED SHE WOULD C/B CUST YESTERDAY OR TODAY W/UPDATE. CUST STATES
HE IS VERY ANXIOUS FOR A RESPONSE FROM CRM BLASER. CRM ADVISED THAT CRM BLASER HAS HAD
ACTION IN HIS ACCOUNT YESTERDAY AND TODAY. CRM ADVISED I WOULD FORWARD FILE TO CRM ANNA
BLASER. JEFF GORE/CAC/PDX; 0; 373582096
2001-11-02

CLOSING SATISFIED. JEFF GORE/CAC/PDX; 0; 373582338
2001-11-02

CRM REALIZES THAT CUST WOULD LIKE A CALLBACK - CRM DID NOT PROMISE CALL BACK TO CUST.
CRM ADVISED CUST THAT THE AVM WOULD BE CONTACTED AGAIN AND ONCE THERE IS SOME INFORMATION
THEN THERE WOULD BE A CALLBACK. CRM HAS NO NEW INFORMATION FOR CUST BECAUSE THERE ISN'T
ANY AT THIS TIME.; 0; 373592663
2001-11-07

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

381961

Team Pal crm taking ownership of file. ***next crm*** if cust calls in for update, please advise cust i will contact him on 11-9-01 by 4:00 central time. thank you, jina martinez.atx; 0; 374023628
2001-11-08

crm rev'd avm response from ron reed. avm states the cust concerns do not warrant a repurchase or lease termination. avm states that if the cust has any outstanding concerns he needs to revisit the dealership and have the dealership address the concerns under warranty. jina martinez.atx; 0; 374095085
2001-11-08

crm called cust and spoke with mrs. myrice. crm advised cust of avm response advising that cust needs to address concerns with dealership. cust was upset with response and requested callback from avm stating that she was expecting direct call from avm. crm advised cust that request would be pleased, but advised a response could not be guaranteed. cust advised she would relay the info to her husband and he could go from there. crm placed call to avm requesting direct call to cust. no further action necessary. crm closing file dissatisfied with no letter. jina martinez/atx; 0; 374095676
2001-11-12

crm rev'd response from avm stating that he will not contact the cust and will not get reinvolved with cust request until cust takes the vehicle back to the dealership for any outstanding concerns. crm updating file and leaving file closed dissatisfied as no further action necessary. jina martinez/atx; 0; 374437104

*****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:

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

381961

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:
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:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ALBANY , GA

CASE NUMBER: 03664481 VIN: 1G1YY32G1X5132388
MODEL YEAR: 1999
DATE OPENED: 2001-03-30 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-04-12 MILEAGE: 37000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: LANGDALE CHEVROLET-PONTIAC-OLDSMOBILE
SRC PARENT: DEALER ADDRESS: HWY 82 W., SYLVESTER, GA, 31791, USA

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

M01 Steering General	Other
1 REPAIR ATTEMPT(S)	SECURITY SYSTEM LOCKS UP STEERING
R47 Theft Deterrent System	Other
1 REPAIR ATTEMPT(S)	LOCKS UP STEERING WHEEL
L01 Fuel System	Other
1 REPAIR ATTEMPT(S)	FUEL GAUGE ALARM COMES ON

STEERING

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

CUST STATES THAT THE VEH STEERING LOCKS UP B/C OF THE SECURITY SYSTEM. CUST STATES THAT THE DLR HAS DENIED ASST DUE TO VEH BEING OUTSIDE OF WARRANTY. CUST STATES THAT THIS IS A UNSAFE VEH TO BE DRIVING. THE DLR RECOMMENDED THAT THE CUST TAKE THE VEH BCK TO DLR WHERE THE VEH WAS PURCHASED. CUST STATES THAT THE DLR IS APT 150 MILES AWAY. CUST STATES THAT THE GAS GAUGE ALARM WILL COME ON AFTER THE GAS GETS APT 1/4 TO 1/2 EMPTY & THEN WILL GO ON THE WAY ON EMPTY & MAKE THE ALARM COME ON. CUST SEEKS FOR THE DLR TO REPAIR THE VEH @ NO CHARGE. CRM ADVS CUST THAT THERE IS NO GUARANTEE FOR COST ASST IN RE TO REPAIRS B/C THE VEH IS OUTSIDE OF THE WARRANTY. *****COREPOINT WAS DOWN*****CRM WAS UNABLE TO GIVE A FILE #.

JAIMESANDAGE PDX CAC; 0; 354817665
2001-03-30

CRM CLLD DLR & THE SVC MGR WAS UNAVAIL. CRM ILL TRY LATER. JAIMESANDAGE PDX CAC; 0;
354818136
2001-03-30

CRM CLLD SVC MGR & WAS ADVSD THAT HE IS UNAVAIL. CRM WILL ATTEMPT LATER. JAIMESANDAGE PDX CAC; 0; 354822259
2001-03-30

CRM CLLD DLR & SPOKE TO SVC MGR, LOUIE. CRM ADVSD SVC MGR APT CUST CONCERN. SVC MGR STATED THAT A PRE CRM HAS ALREADY CONTACT SVC MGR APT 1 HOUR AGO. SVC MGR STATED THAT IF THE CUST IS UNDER WARRANTY MORE THAN WILLING TO ASSIST IF CUST IS OUTSIDE OFWARRANTY HE NEEDS TO TAKE THE VEH BCK TO THE SELLING DLR. CRM ADVSD SVC MGR THAT THE CUST IS STILL WITHIN DLR EMPOWERMENT. CRM ADVSD SVC MGR THAT IF CRM & SVC MGR CAN NOT COME UP W/A RESOLUTION CRM WOULD CONTACT AVM. SVC MGR STATED TO GO AHEAD & CONTACT SVC MGR. JAIMESANDAGE PDX CAC; 0;
354831189
2001-03-30

CRM CLLD CUST & ADVSD CUST THAT THE CRM IS GOING TO CONTACT AVM. *****CRM CONTACTED AVM*****JAIMESANDAGE PDX CAC; 0; 354832277

2001-04-02

*****AVM DECISION*****AVM IS GOING TO CONTACT SVC MGR FIRST THING MONDAY MORNING AND THE DLR IS GOING TO CLL THE CUST TO COME TO THE DLR& HAVE THE VEH REPAIRED. AVM WILL BE IN ALBANY AREA & WILL TRY TO BE THERE WHEN IT IS DONE. JAINESANDAGE PDX CAC; 0; 355073994
2001-04-03

CRM CONTACTED CUST & RECEIVED NO ANSWER. CRM WILL MAKE REGULAR SCHEDULED CLL BCK.
JAINESANDAGE PDX CAC; 0; 355184213
2001-04-04

CRM CLLD CUST & WAS ADVSD THAT THE VEH WENT IN TO THE DLR ON TUESDAY. CUST STATES THAT THE VEH IS BEING REPAIRED. CRM SET A CLL BCK FOR NEXT WEEK 4-11-01 BETWEEN 9-11 AM EST (7-9 AM PST) JAINESANDAGE PDX CAC; 0; 355247648
2001-04-05

*****AVM*****DICK BATES, AVM STATES THAT THE CUST NEEDS TO TAKE THE VEH TO WALLACE CHEV SO THAT THE CUST CAN BE TAKEN CARE OF. JAINESANDAGE PDX CAC; 0; 355439171
2001-04-06

CRM CLLD CUST & WAS ADVSD THAT LANGDALE HAS CORRECTED STEERING & WILL BE WORKING ON THE FUEL GAUGE NEXT WEEK. CRM SET A CLL BCK FOR THURSDAY 4-12-01 @ 12 - 1 PM PST. JAINESANDAGE PDX CAC; 0; 355439318
2001-04-12

crm clld cust. crm clling to check up on veh. cust states that the veh is supposed to be going in this week. cust states that he will cll cac if he has any further concerns in re to veh repairs. crm advsd cust that he can ask for crm or have the nextcrm assist. cust sat. jainesandage pdx cac; 0; 355955435

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:

DATE:

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Swanee , GA

CASE NUMBER: 1-104657310 VIN: 1G1YY32G1Y5100025
MODEL YEAR: 2000
DATE OPENED: 2003-06-02 SERIES: Corvette
DATE CLOSED: 2003-06-12 MILEAGE: 54000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Nash Chevrolet Company
BRC PARENT: DEALER ADDRESS: PO Box 608, Lawrenceville, GA, 30046-0608, USA

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

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

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

cust sts that steering column locked up; ; 2003-06-02
2003-06-02
crm contacted dlr about steering lock concern...; ; 2003-06-02
2003-06-02
contact cust regarding contact w/ dlr...2-4pm est; ; 2003-06-02
2003-06-02
call dlr svc mgr Billy Kerlin...; ; 2003-06-02
2003-06-02
crm contacting dlr svc mgr Billy Kerlin; ; 2003-06-02
2003-06-02
crm contacting dlrship about issues w/ veh; ; 2003-06-02
2003-06-02
crm contacting customer; ; 2003-06-02
2003-06-06
f/u on veh inspection of steering and lap belt concern...; ; 2003-06-12
2003-06-12
crm contacted customer regarding veh inspection; ; 2003-06-12
2003-06-12
Service Request has been Closed Satisfied.; ; 2003-06-12

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

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

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

ROAD SURFACE:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

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:

BEC 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:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****
NUMBER OF INJURIES: 0
COMMENTS:
NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

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

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: